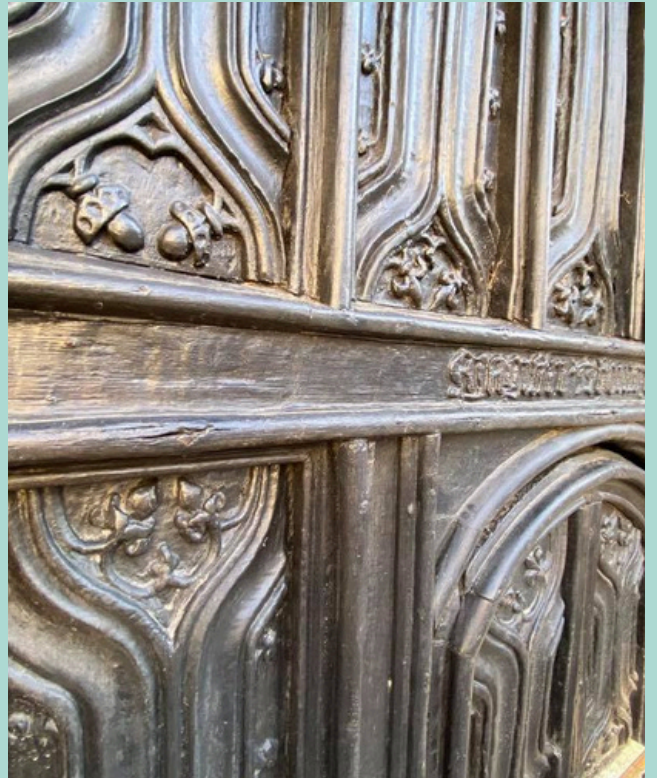


ANNUAL REPORT 2023-24

Helping older people in
West Norfolk feel valued
with regular, quality social
interaction



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



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

Website 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 security 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 2023/24.

I am pleased to report that, once again, this year has been a successful one in terms of the way WNB's befriending service has been delivered by our superb cadre of volunteers supported by our excellent team of staff led by Pippa, and including Anna, Kate (who left during the latter part of the year) and Amanda (who also provides an important voluntary input).

The contribution provided by our volunteers - many of whom assist in a number of roles, as well as befriending – continues to be the bedrock upon which our charitable services are provided.

Membership of the Board for Trustees has seen a number of changes during the reporting period with the appointment of: Karl Jermyn, a professional accountant (now our Treasurer); and Lisa Cook, the Chief Executive Headteacher of a local Academy Trust. Both Karl and Lisa bring important expertise to Board meetings and the effective oversight of WNB.

In addition, Mike Carter-Rowlands stepped down as a Trustee after a significant time as a Board Member – although we were sorry to lose his input at meetings, I am pleased to report that he stayed with WNB in a befriending capacity.

During the course of the year a significant amount of time and effort was spent in trying to secure funding to enable WNB's service to continue. In terms of funding, I am pleased to report that, once again, the Borough Council of King's Lynn & West Norfolk was our only source of funding from a statutory body - indeed that surety of funding has been greatly appreciated for many years.

The Mercer's Charitable Foundation became our largest single source of funding over the period 2023/24 – funding that was to be directed towards client assessments and matching in the first instance. As I write, I am pleased to report that Mercer's will continue to provide highly significant funding, to cover our core befriending operations, for the next three years.

In addition, I wish to mention the support, financial and otherwise provided by: King's Lynn & District Sugarcraft Club; the LILY Project; Norfolk Community Foundation; and many others – with the full list being available elsewhere in the report. With their help and support, coupled with a financially prudent approach to budgeting and expenditure, we were able to keep the need to draw-down funds from reserves to a minimum.

As in previous years, I feel that everyone associated with the work of West Norfolk Befriending (as volunteers, staff members, donors & supporters, or trustees) should reflect on the positive impact our service provides to socially isolated older people across West Norfolk, and should take credit for the fact that we have, over some twenty-two years, been able to help so many, and in a sizeable proportion of cases prevented admission, or early-admission to hospital or other 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 2023/24 and look forward to your continued involvement and commitment to WNB during 2024/25.

Alan Hayes

CHAIR OF BOARD OF TRUSTEES
WEST NORFOLK BEFRIENDING

CHIEF EXECUTIVE'S REPORT



West Norfolk Befriending is an incredible voluntary organisation that serves the isolated older population of West Norfolk and works to improve their quality of life.

I am proud to say that I have been part of WNB for nearly 15 years. When I started I was the only member of staff and today there is funding in place for a team of 4 staff. However it is time for me to move on and let someone else take WNB forward.

I leave WNB in a good financial position having spent one day a week for the last 8 months working on securing funding. The year 2024/25 is fully funded and we have secured 50% of the current budget going forward into 25/26 and 26/27 thus securing the future of WNB.

Mercers have awarded WNB £20,000 per year for 3 years starting in September 24, for core costs.

McCarthy and Stone awarded £10,000 (unrestricted) per year for 3 years which started in May 24. We were 1 of 4 grants awarded from 350 applications.

I am always proud of the support and donations that come from the local community- Downham Aid in Sickness, Rotary clubs and the Central Co-operative as well as support and donations from parish councils.

WNB was the King's Lynn Soroptimists charity of the year- all helping to raise funds and the profile of our work.

This year WNB has supported 75 Clients and an additional 21 unpaid family carers have been supported.

We have also reached different villages in West Norfolk this year, and the age range of the people we have worked with has significantly increased.

WNB is very proud of our loyal team of volunteers without whom there would be no befriending to isolated older people. Many of our volunteers, as well as befriending, undertake other roles in the office or event support. Currently WNB has a team of 33 volunteers with new ones coming forward all the time.

WNB continues to be a major delivery partner for LILY, an innovative service delivered through King's Lynn and West Norfolk Borough Council working to combat loneliness and social isolation in the community of West Norfolk.

I have been honoured to work with Alan, Dick and Dot as trustees since I started- and they continue to support WNB.

Sue supports WNB by working on finances to ensure that the bills are paid and with monitoring, as well as supporting me with budgets for bids. Without her support we would not have been successful in the bids.

I want to thank the very supportive staff team of Kate, Anna and Amanda who are so passionate about our work, and always go that extra mile with our isolated frail older people ensuring that befriending works to support them.

Thank you and I will miss you all; staff, volunteers, trustees and supporters.

Pippa May

CHIEF EXECUTIVE
2009-2024

DEVELOPMENT WORKER'S REPORT



My major piece of work over the past 12 months has been around exploring our policy on matching clients and volunteers for up to a year, and the reasoning behind this. You can read a summary of this work elsewhere in this annual report and see the full document on our website.

This exercise involved delving back through old annual reports and consultation documents to the very beginnings of West Norfolk Befriending over 20 years ago. I also spoke to volunteers about their experience of forming relationships with clients and drew on advice given by our accrediting agency, Befriending Networks. For the first time ever, I also explored data around our end of service; the reasons why the service may end before the year is up and why clients and volunteers may not stay in touch. It's an exercise I hope to repeat soon as I'm aware the results may've been skewed by the exceptional time period I was researching, 2021 - 2022, late lockdown.

I found it a fascinating piece of work to do, and I think it works well as a document we can refer back to in the future. I then presented this to the Board in July 2023.

Covid may be less at the forefront of our minds these days however it is still a consideration. We continue to take the health of our clients and befrienders very seriously and to risk assess accordingly. Another piece of work I have undertaken over the past year is to review our risk assessments in the light of changing advice about Covid. We have then gone on to review our statements in letters and other documents about how we safeguard the health of the people we work with.

I've continued to work with Kate on our social media and we have both taken part in social media training delivered by Community Action Norfolk and Befriending Networks. There's always so much to learn!

A lovely spin off from our social media presence has been developing a relationship with King's Lynn Samaritans who we shouted out to on X (Twitter) on World Mental Health Day last year. Chat ensued and Samaritans came to talk to us about their work at a team meeting, then to deliver a short training session around open and closed questions at our recent Volunteer Forum. We're both organisations who place listening at our core and as such have much in common. I'd like to thank them for their time and expertise to date, and I hope we can work together again in the future.

Our first Volunteer Forum in February was a wonderful day, and it was fantastic to see our volunteers throwing themselves into the spirit of it. I created our first online volunteer survey shortly after this to give our volunteers chance to feedback on their experience of how we consult with them. There was lots of useful feedback which we are now looking at how to implement.

Of course, assessing new clients and matching them with volunteers is always the most important part of my work and this has continued throughout the year.

At one client's review recently, I saw their weekly planner pinned up on their kitchen wall. It was completely blank apart from one word- the name of the befriender who was coming to visit them at 2 o'clock on Thursday afternoon. That really highlighted to me the importance of what we do, quite simply we offer a bright spot for our clients, a highlight in their week and something they can look forward to. The joy of being able to facilitate that for people never goes away.

Anna Sylvester

DEVELOPMENT WORKER

OPERATIONAL SUPPORT OFFICER'S REPORT



I cannot believe it is already a year since I wrote my first report and what a year it has been. West Norfolk Befriending has continued to evolve and grow, adding to our amazing volunteer team and providing our service to even more members of our community.

I have now had the pleasure of seeing several services through from start to finish. From the first meeting with the client to assess their needs, to making a successful match. I've had the privilege of watching a number of clients blossom under the nurturing friendship of their volunteer. One of my favourite parts of the job is to read the diary sheets describing each visit from the volunteer, to learn of the topics and experiences that they share and the support that is given by both parties. It is a joy to watch genuine connections being made and it is satisfying when at the end of the year's service both client and volunteer have made a genuine friendship and continue to stay in touch after we have signed off.

Some parts of the job, although routine, still give so much pleasure. One of these is the annual visit to the King's Lynn Sugar Craft ladies to receive their beautiful Christmas cakes which are then handed to our clients – past and

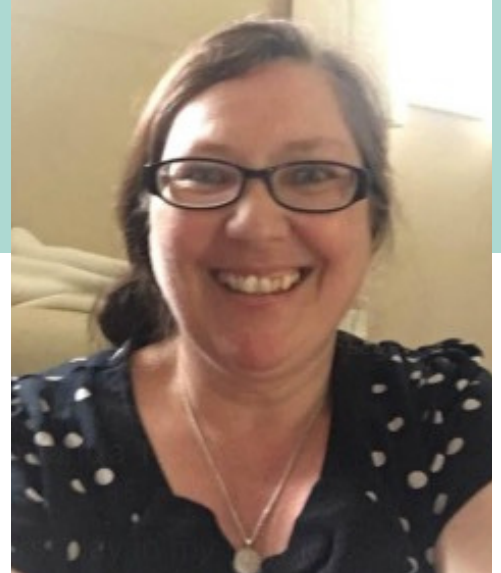
present. These cakes are individual works of art and could be the only present that our client might receive. This is just one example of how support is given to WNB. For us to carry out our service to such a high standard is only possible because we have support and help from other organisations and individuals. We are chartered to Befriending Networks which gives guidance on how to maintain high standards and quality and provide training courses to maintain our knowledge and skills, and we are proud to maintain these standards. Another one is the regular reviews we carry out with our clients and volunteers. This enables us to make sure that the service is working and that both parties are happy. It is always lovely to see the change in a client and to hear how much they look forward to their visit or call. For some of our clients it can result in a complete change in their outlook and attitude. I had the daughter of one of our clients say that her father was more likely to say yes to suggestions of going out since our volunteer had been visiting. I was so pleased that at the end of the service the client and volunteer agreed to continue to keep in touch.

In order to make sure that we continue to evolve and meet the expectations of our supporters and volunteers we recently held our first Volunteer Forum. The point of the Forum was to get our volunteers together to discuss our training and support strategies to make sure that we are carrying them out correctly in order for our volunteers to provide their befriending service with confidence and the right knowledge. The event was a great success, and it was great to have so many of our volunteers together, talking, sharing and participating. Feedback forms were provided and following the Forum a survey was sent out so that the volunteers could share with us what they thought we could change and to let us know what we were doing right and where we could improve. We are planning on making this an annual event.

Kate Scott

OPERATIONAL SUPPORT OFFICER

APPLICATIONS CO-ORDINATOR REPORT



After retiring on 31st March 2023 I took up my volunteering role with WNB volunteering one day a week in starting in April. My new role as volunteer is mainly recruitment. Carrying on from my previous role as Client Assessor which included recruitment.

The process is quite straightforward but can be time consuming as we are dependent on others. Once we receive the application form back, we send off for the references they have included. This is where it can take a while as we are relying on others to send it back in a timely fashion. This doesn't always happen.

Once the volunteer has undergone an informal chat, induction, ID checks and self declaration they are then ready to be matched with a client.

Another part of my voluntary role is assessing and matching clients who are on the waiting list for a telephone befriender.

I enjoy my role as a volunteer as it's varied and I have the privilege of seeing both the recruitment process and matching process through to fruition. I also think myself lucky because I am able to adapt my role to the skills I have learnt during my time working for WNB.

Amanda Tickner

APPLICATIONS CO-ORDINATOR

FRIENDSHIP POLICY REVIEW

By Anna Sylvester

In 2022 I was asked by Pippa and the board to prepare a report into West Norfolk Befriending's policy of matching clients and volunteers for up to a year. This policy has attracted some criticism as people can be



concerned that we are offering a service to some of the most needy in our communities, then potentially leaving them high and dry once the service ends.

I discovered that initially West Norfolk Befriending had no time limit on service length- once clients and volunteers were matched, they continued to see each other for as long as they chose. Very quickly our fledgling service began to grind to a halt. Demand was outstripping supply as all our volunteers were matched up, and there was a long waiting list of people wanting a service.

After an independent review of our service and with guidance from The Mentoring and Befriending Network we reached the decision to place a time limit of 12 months on our matches.



- The cost implication of long-term befriending is unsustainable. We are funded to befriend, not to be friends.
- Befrienders and clients becoming friends in their own right can make it difficult to maintain West Norfolk Befriending's boundaries. It is not appropriate that we are involved in private friendships.
- It is not fair that one group of people should receive befriending for years, whilst others struggle to even get on our waiting list.

We are very open from the outset with both our clients and our volunteers that the service is for up to year, so everyone is aware of what they are signing up to. Clients and volunteers are also reminded of this at each 3 monthly review of their match.

We often find that our client's situation can change over the course of the year for a multitude of reasons, and sometimes suddenly. It's not uncommon for some of our clients to not receive a full year's service. The onus has to be on the quality of the match at the time it is taking place. Whatever the circumstances we never just stop our service to a client.

Often however, clients and volunteers find that by the end of the year a genuine friendship has developed, and they would like to stay in contact once our formal match period is over.

WNB staff discuss with the client and volunteer the conditions of a friendship;

- WNB are no longer responsible for any contact between the client and volunteer
- It is for the client and befriender to work out how they want their relationship to continue.

It's imperative for us that the conversations take place separately to safeguard that clients are not feeling coerced into staying in contact with a volunteer. Both sign a form saying they understand and agree to the friendship, and both get a copy of this.

We're delighted that we have as many ongoing friendships as we do! The vast majority of clients and volunteers that we've matched for a year decide to stay private friends at the end. Although we are no longer involved in these friendships we do, if appropriate, invite previous clients to our social events and it's lovely to keep in touch with them.

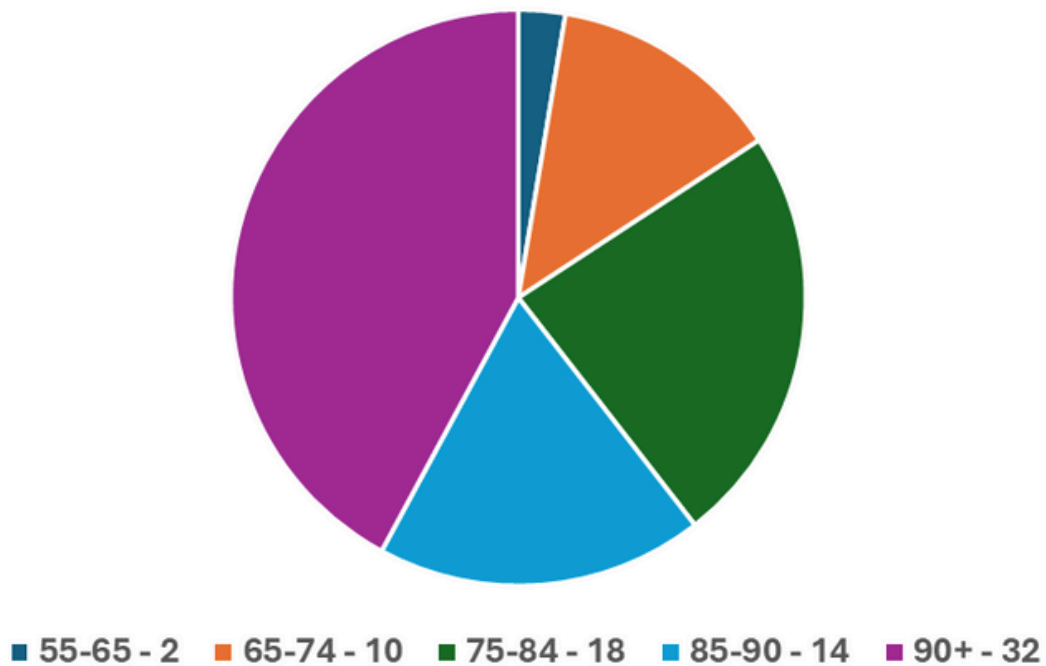
You can see the full report about our friendship policy on our website

www.wnbefriending.org.uk/reviews/

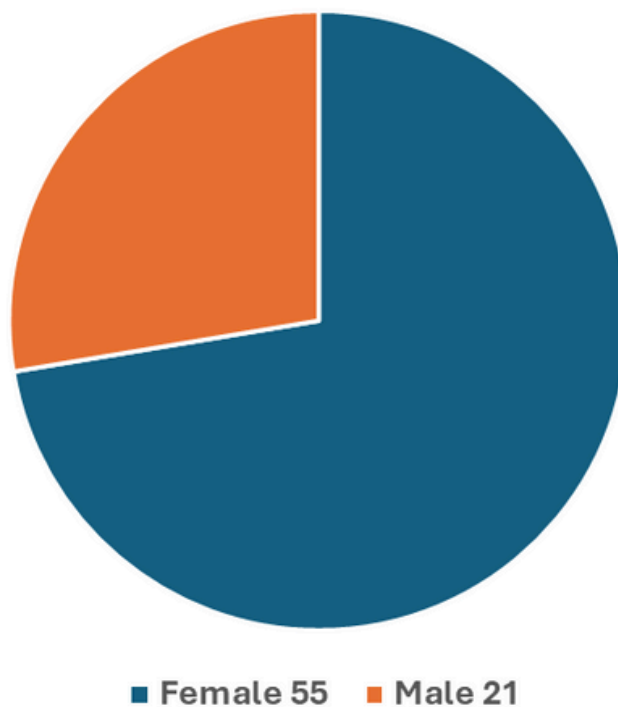


OUR CLIENTS

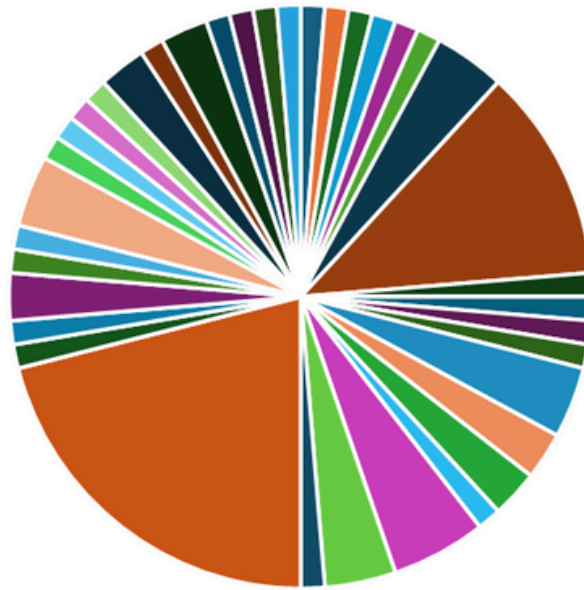
Age of Clients



Client's gender

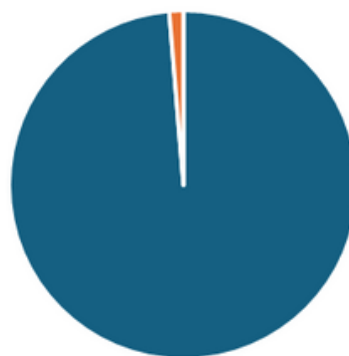


Where Our Clients Live



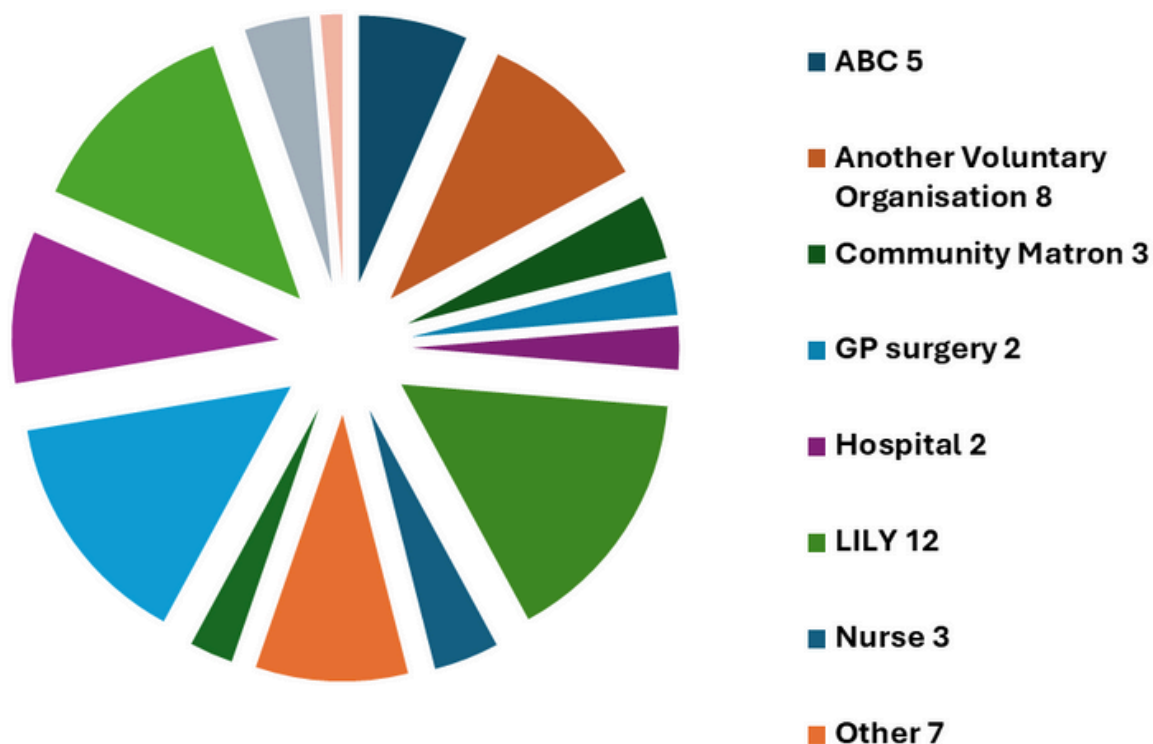
■ Brancaster 1	■ Burnham Market 1	■ Castle Acre 1
■ Castle Rising 1	■ Clenchwarton 1	■ Docking 1
■ Dersingham 3	■ Downham Market 9	■ Emneth 1
■ Fairstead 1	■ Feltwell 1	■ Hilgay 1
■ Gayton 3	■ Gaywood 2	■ Great Massingham 2
■ Grimston 1	■ Heacham 4	■ Hunstanton 3
■ Ingoldisthorpe 1	■ King's Lynn 16	■ Marham 1
■ Marshland St James 1	■ Middleton 2	■ North Wootton 1
■ Northwold 1	■ Outwell 3	■ Sandringham 1
■ Sedgeford 1	■ Shouldham Thorpe 1	■ Snettisham 1
■ South Wootton 2	■ Southery 1	■ Terrington St Clement 2
■ Tilney All Saints 1	■ Upwell 1	■ West Lynn 1
■ West Winch 1		

Ethnicity of Clients



■ White British 75	■ Other white 1
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Where clients are referred from



Supporting unpaid family carers



OUR FIRST VOLUNTEER FORUM

We held our first Volunteer Forum in February 24.

We wanted to find out if the support and training we provide enables our volunteers to feel confident delivering our service, and what we could be doing better.



The Forum was held in the Parish Council Rooms in South Wootton as this is a comfortable and accessible venue at a mid way point for everyone.

We invited all our volunteers to attend as well as guest speakers from King's Lynn Samaritans, who lead a session on listening skills and encouraging people to open up and talk, LILY who explained the service they offer and how this can benefit our clients, and Elements at the Manor wellness centre who shared some simple self care tips

After the guest speakers we held round table discussions with our volunteers, to find out why they'd chosen to get involved with WNB, whether they felt our training met their needs and expectations, and what we could do to improve the support that we give to them.

We ended the session with a delicious lunch provided by The Filling Station. The conversations continued and it was lovely to hear the chatter and buzz from everyone.

Due to the Forum being such a success we are hoping that this will become an annual event. This will enable us to keep evolving the training and support we give to our dedicated team of volunteers.

"Thank you, it was lovely to meet other volunteers and know we are all of the same interest in supporting you." - a volunteer

WE ASKED OUR VOLUNTEERS - “WHAT BROUGHT YOU TO VOLUNTEER AT WEST NORFOLK BEFRIENDING?”

- I met people through my work who were lonely. There are so many lonely people.
- I saw a leaflet in the GP waiting room and thought there must be so many people in this room looking at that.
- I had a patient who had a befriender and I saw the impact. It made a difference.
- I googled ‘befriending’
- I was at an event and picked up a leaflet.
- I met some friendly WNB volunteers at an event
- I wanted to volunteer with people
- I knew a couple of WNB volunteers
- I thought, “what am I going to do with my life?”
- Lynn News advert
- I’d donated, but wanted to get involved with a local charity.
- Give something back
- Retirement - time on our hands
- I knew someone who could benefit and I thought I could do it.
- Saw web address and had a look
- Putting something back into the community
- Radio advert 8/9 years ago
- I came from another charity and ended up with WNB
- Through fundraising at Orchard Close
- Through working in social care and meeting clients

Feedback from our Volunteer Forum in February 24

“I’m helping individuals not a big organisation” - a volunteer

OUR VOLUNTEER SURVEY

We finished our volunteer consultation by inviting all our volunteers to take part in an anonymous survey via Survey Monkey



Our Volunteers told us;

Over 60% of our volunteers prefer to learn in small groups and talking to other volunteers was the next most popular choice.

Our face to face volunteer meetings are at a time or on a day 75% of volunteers can't make.

100% said our monthly volunteer mailouts are useful! Volunteers enjoy being kept up to date, and the mailouts help them feel part of the team.

So we will;

Hold our face to face volunteer meetings quarterly.
We are bringing 'expert volunteers' into our inductions

We held another survey so our volunteers could tell us when they'd prefer to meet, then we changed the day!

Continue to send monthly volunteer newsletters via email or post to all our volunteers

"I love the team and volunteers and meeting new clients and I think we all make a difference" - a volunteer

OUR BOARD OF TRUSTEES

Alan Hayes	Trustee (Chair)
Richard Curtis, MVO	Trustee (Vice - Chair)
Linda Woodley	Trustee (Vice - Chair)
Dot Nurse	Trustee (Secretary)
Karl Jermyn	Trustee (Treasurer)
Mike Carter-Rowlands	Trustee
Kevin Clarke, LVO	Trustee
Mike Lee-Evans	Trustee
Valerie Woods	Trustee
Lisa Cook	Trustee

OUR STAFF

Pippa May	Chief Executive
Kate Scott	Operational Support Officer
Anna Sylvester	Development Worker
Amanda Tickner	Volunteer Recruitment
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 FUNDERS

We received grants and funding from the following:

King's Lynn & West Norfolk Borough Council
LILY

Mercers - Earl of Northampton's charity
Downham Aid In Sickness

Central Co-op Community Fund
Clan Trust

The Charles Littlewood Hill Foundation
Antelope Trust

Norfolk Community Foundation- Love Norfolk Fund 2023

Red Socks Charitable Trust

Trinity Rotary Club - King's Lynn

Mrs H R Greene Charitable Settlement
Foyle Foundation

Dersingham Parish Council

Old Hunstanton Parish Council

South Wootton Parish Council

Walpole Cross Keys Parish Council

Wimbotsham Parish Council

College of West Anglia- Social Care

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 (below)
West Norfolk Carers
West Norfolk Wins (Community Lottery)
Tesco Extra Hardwick
Your Local Paper
Radio West Norfolk
King's Lynn Samaritans
Elements at the Manor
And everybody who donated to WNB



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 reasonable position as it enters the next financial year, though further funding will continue to be sought.

It is agreed by all that more income is required if the charity is to continue to support isolated older people in their own homes in the long term, it is also acknowledged that writing funding bids is an onerous and time-consuming task which usually falls to the CEO.

There are a limited number of grant funders who are willing to finance the type of work carried out by West Norfolk Befriending and different criteria to be met by each one – therefore every bid has to be tailored appropriately and individually.

West Norfolk Befriending is juggling increasing operating costs and record demand for services.

Increased pressure on household budgets negatively impacts charitable giving, while the dire situation in local government across the country may have knock-on effects for charity contracts and public sector funding.

Despite the pressures, 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 2024.

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 2024

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:

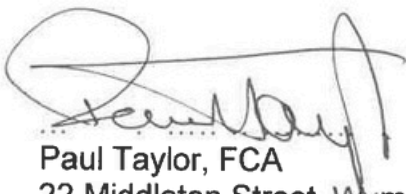
1. which gives me reasonable cause to believe that in any material respect the requirements

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.



Paul Taylor, FCA
22 Middleton Street, Wymondham, NR18 0AD
10 October 2024

WEST NORFOLK BEFRIENDING
Charity Number 1111735 Statement of income and expenditure for the year ending 31.03.204

INCOME	2023-2024		2022-2023	
	Unrestricted	Restricted	Unrestricted	Restricted
Borough Council of King's Lynn & West Norfolk	4,200	-	4,200	-
LILY Project	12,978	-	12,330	-
Flux Family Fund	-	-	-	4,863
Your Big Ideas (Wills & Legacies)	-	-	-	2,745
Covid Recovery WN Health & Wellbeing	-	-	-	12,600
Earl of Northampton's Charity (Mercer's)	-	20,512	-	18,993
JJM Fund (The Talent Fund)	-	-	-	5,000
The Bishop of Norwich's Community Fund	-	-	-	1,000
Downham Aid in Sickness	400	-	350	-
The Central Co-op Community Fund	500	-	-	-
Red Socks Charitable Trust	-	2,236	-	-
NCF Love Norfolk	-	4,395	-	-
Charles Littlewood Hill Foundation	-	1,000	-	-
Clan Trust	700	-	-	-
Foyle Foundation	-	7,500	-	-
Antelope Trust	400	-	-	-
Trinity Rotary Club of Kings Lynn	500	-	-	-
West Norfolk Wins Lottery	556	-	506	-
Bank Interest & Other Sundry Income	527	-	56	-
Donations & Fundraising	2,449	-	4,167	-
Gift Aid	218	-	447	-
	23,428	35,643	22,056	45,201
EXPENDITURE				
Salaries	28,811	20,447	17,546	36,965
Less Employment Allowance	-2,171	-	-2,711	-
Staff travel & expenses	-	1,316	-	1,038
Staff training	-	30	-	222
Property costs	619	3,198	896	3,160
Volunteer support events	-	225	-	21
Volunteer travel	-	1,796	236	1,500
Client support events	-	362	-	576
Telephone & Internet	531	160	466	271
Stationary, postage & other admin costs	-	1,088	278	168
Computer expenses	130	-	626	-
General expenses	-	269	-	136
Insurance	-	642	-	578
DBS check fees	-	-	-	-
Membership & subscriptions	-	522	-	551
Audit & financial administration	2,694	-	2,922	-
Recruitment & advertising	-	-	392	800
Depreciation	150	-	-	-
	30,763	30,053	20,648	45,986
NET INCOME	(7,335)	5,590	1,408	(785)

Fund Details	BBF	INCOME	EXPENDITURE	Balance to carry forward
General Reserves	41,578	23,428	30,763	34,243
Red Socks Charitable Trust	-	2,236	932	1,304
NVF Love Norfolk Fund	-	4,395	1,595	2,800
Charles Littlewood Hill Foundation	-	1,000	333	667
The Foyle Foundation	-	7,500	1,865	5,635
Earl of Northampton's Charity (Mercer's)	499	20,512	21,011	-
JJM Fund (The Talent Fund)	3,317	-	3,317	-
The Bishop of Norwich's Community Fund	1,000	-	1,000	-
Total	46,394	59,071	60,816	44,649

WEST NORFOLK BEFRIENDING**Statement of Assets & Liabilities to 31.03.2024**

	2023-2024	2022-2023
Fixed Assets		
COMPUTERS, EQUIPMENT & FURNITURE	450	600
Current assets		
CAF ACCOUNT	-	27,641
LLOYDS TREASURERS ACCOUNT	1,359	1,241
LLOYDS DEPOSIT ACCOUNT	41,813	15,923
	43,622	45,405
Prepayments	233	233
Outstanding Invoices	1,082	1,114
Total Assets	44,937	46,779
Liabilities		
ACCRUALS	288	385
Total net assets	44,649	46,394
REPRESENTED BY		
Surplus funds	44,649	46,394

Made up of

Balance of Red Socks Charitable Trust at 31.03.24	1,304	-
Balance of NCF Love Norfolk Fund at 31.03.24	2,800	-
Balance of The Charles Littlewood Hill Foundation at 31.03.24	667	-
Balance of the Foyle Foundation at 31.03.24	5,635	-
Balance of the		
Earl of Northampton's Charity. Mercer's at 31.03.23	-	499
Balance of JJM Fund (The Talent Fund) at 31.03.23	-	3,317
Balance of the		
Bishop of Norwich's Community Fund at 31.03.23	-	1,000
General Reserves	34,243	41,578
	44,649	46,394

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

..... **Chairman**

..... **Date**

“We play dominoes,
and we lark about
most of the time...he
is like an old friend
who has just turned
up.

We are pals, mates,
and I look forward to
him coming to see
me.”

A Client

“Dad’s never had a friend before,
it’s the best thing we’ve done for
him.”

A Client’s family