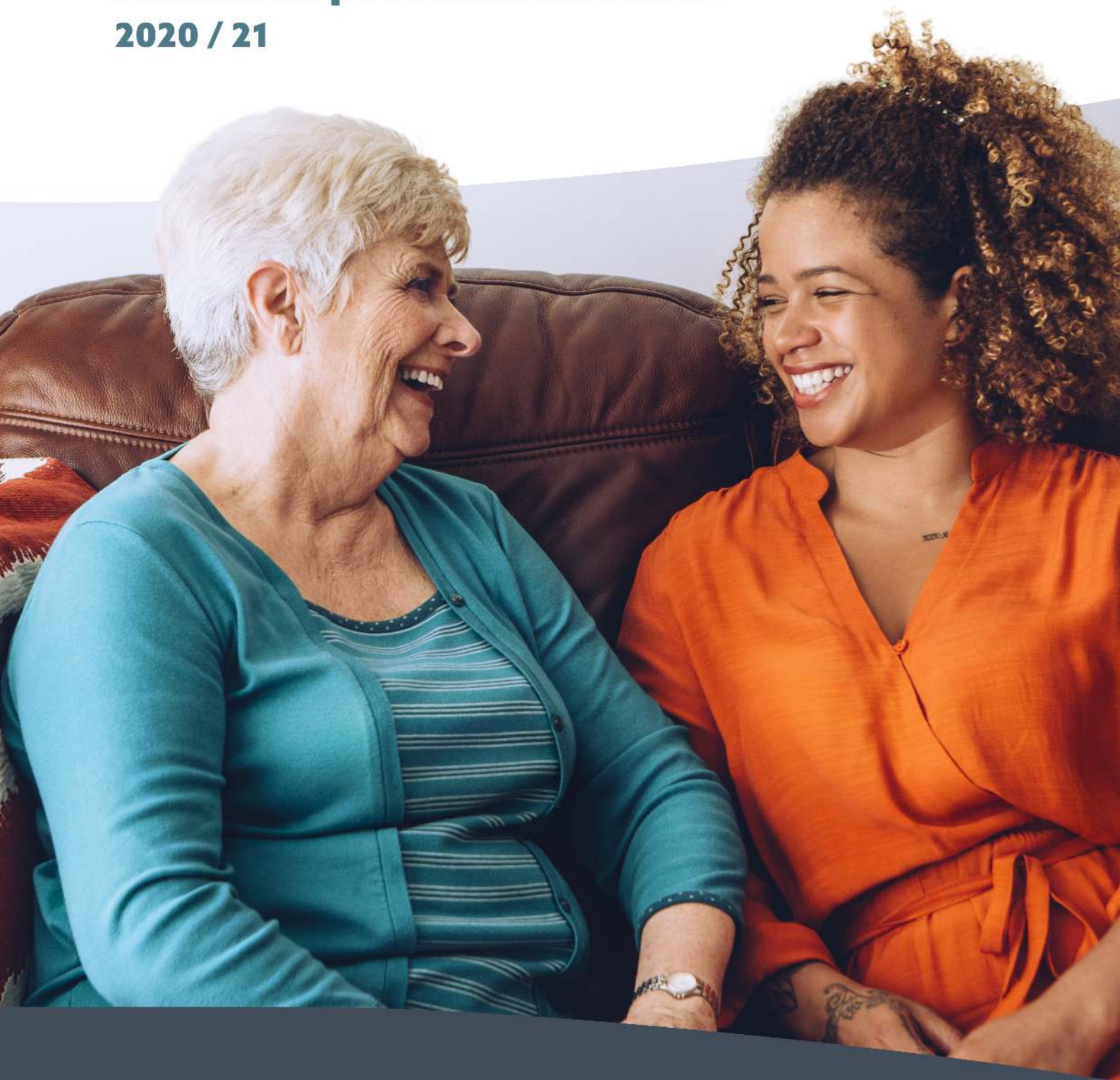


The Link Visiting Scheme

Annual Report and Accounts

2020 / 21



 the **Link**
visiting scheme



Confronting loneliness,
celebrating friendship.

Contents

Introduction	2
About us	2
Improving social wellbeing	3
Key achievements	4
Looking ahead	7
Link stories	8
Chair's statement	9
Financial review	10
Trustees' report	12
Independent Examiner's report	13
Reference and administrative details	14
Financial statements	15



**The Link Visiting Scheme are
proud recipients of The Queen's
Award for Voluntary Service 2021**

Introduction

Welcome to the 2020 / 21 Annual Report and Accounts from The Link Visiting Scheme, the befriending charity in Wokingham Borough. We're excited to share the impact of our work on confronting loneliness and isolation by creating connections that transform lives.

Loneliness is seen by many as one of the largest health concerns we face. It's painful. It's harmful to our bodies. It puts us at a greater risk of developing dementia, heart disease and depression. It's so serious that it even shortens our life expectancy.

- **Loneliness is as bad for your health as smoking 15 cigarettes a day** (1)
- **76% of GPs report that between one and five patients a day attend primarily because they are lonely** (2)
- **In Wokingham, one in three over 65s live alone** (3)

About us

The Link Visiting Scheme was founded more than 20 years ago to help reduce loneliness amongst older people and to bring generations together in friendship and shared experiences. We have seen the positive impact of friendship where we provide quality time, a listening ear and focused attention on individuals who so often feel invisible and forgotten. We have seen thousands of lives transformed, and in 2020/21, we continued to reach hundreds of older people through

our work. We could not offer this life-changing help without our volunteers, partners, and employees.

We have a unique understanding, not only of the root causes and impacts of loneliness, but also how best to tackle them in the local area. Our expertise is based on years of experience and collaboration with, and learning from, other organisations both locally and nationally.

Our focus is on promoting and enabling friendships in everything we do. When we receive a referral for someone in the grips of loneliness, we need to respond quickly, with sensitivity, kindness and skill.

We have developed a pathway that enables us to respond quickly to a referral and support the individual on their journey to establishing long term friendships and broadening social circles to include both interactive activities and events. We take people from isolation to a feeling of social wellbeing in their local community with local volunteers.

In April 2021 we were delighted and honoured to have been awarded The Queen's Award for Voluntary Service - the highest award a voluntary group can receive in the UK. Equivalent to an MBE, it is awarded for life. We also received special recognition for our response to the pandemic. We could not be prouder of our incredible volunteer family, whose hard work and dedication are at the heart of all we do.



Improving social wellbeing

We have developed a specialist pathway to support people in their journey to being better connected. As social wellbeing increases, the need for support from outside agencies reduces.

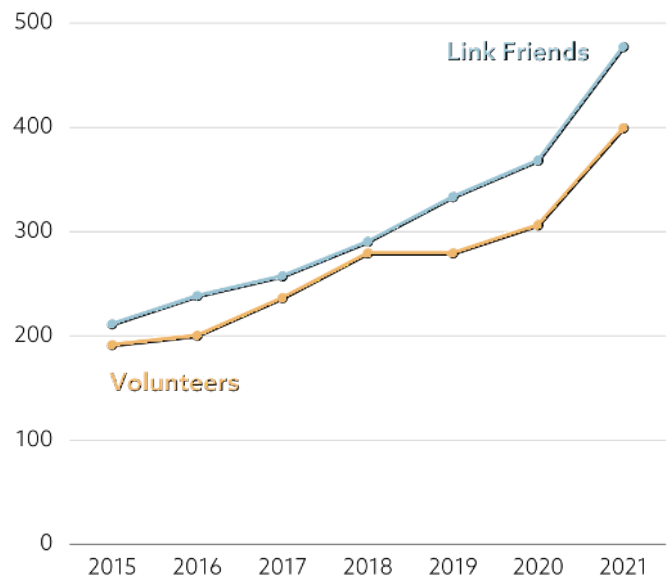


We provide a range of friendship-based services within our pathway framework, including telephone-based interim support 'Link Express', long-term one-to-one befriending, small social groups 'Friendship Groups' and larger community events.

Using our highly personalised approach, we evaluate how we can best assist our Link Friends achieve social wellbeing using our innovative pathway approach.

Making a difference

We are well-embedded in our local community receiving referrals from many sources including Community Navigators and NHS Social Prescribers. Demand for our services continues to grow, with referrals increasing from an average of five per month pre-pandemic to 30. Since 2016 the number of Link Friends has doubled and in the past 12 months numbers grew by 30%.



We see the transformative impact of our work daily and receive wonderful feedback from our Link Friends who consistently rate our services highly (79% rating us excellent in our last survey) and allow us to assess their social wellbeing regularly.

Over 50% of new clients report an improvement in social wellbeing in the first 12 months of becoming a Link Friend



Key achievements

We played a central role supporting our community...

When the pandemic struck, we felt it essential to play a key role supporting the most vulnerable within our community. Wokingham Borough Council appointed the Link Visiting Scheme as the lead partner for welfare checks and social support as part of a coordinated Community Response.

This was a huge challenge for the organisation involving screening over 600 potential volunteers, conducting regular welfare calls for 3,000 clinically vulnerable shielding residents and making regular social support calls with over 550 isolated residents.



Our work was highlighted by James Sunderland, Bracknell MP in the House of Commons. In March 2021, we were so pleased that our extensive efforts were recognised by winning the Berkshire High Sheriff Award for 'Supporting the Isolated' during lockdown.

We adapted to make sure we could continue to support our clients...

For an organisation that relies on bringing people together, the impact of the pandemic was huge. We had to rapidly change our service model and our internal organisation to ensure we could continue to support our Link Friends. Steps taken included:

- Directing our volunteers to use safe methods of staying in regular contact, using telephone, video conferencing and socially distanced doorstep visiting, in strict adherence with government guidelines and with support from our Public Health team.
- Rapid innovation to provide in-home services such as a jigsaw exchange service, regular newsletters containing messages of reassurance and activities, delivery of cakes and other goodies; all designed to reassure Link Friends they hadn't been forgotten.
- Complete redesign of our Christmas programme to be home-based including gifts for all, telephone support throughout the Christmas period and a hand delivered hot lunch and goody bags for those alone on Christmas Day.
- Helping those with who had lost mobility and confidence due to prolonged periods of lockdown by working with the local council Sports and Leisure team and developing the 'Moving with Confidence' project.

3,000
clinically vulnerable,
shielding residents supported

16,000
welfare check calls made
during the first lockdown

Clients benefitted from new services...

We continued to innovate our services and made significant progress in their delivery.

"In these difficult times it is such a pleasure to watch together with my volunteer, the seeds grow into plants and nurture them"



Link to Nature

An ongoing seasonal programme designed to re-awaken an interest in nature, enrich friendships and improve well-being. Launched in early 2021 with bird feeders, we have delivered over 400 sets of plants and seeds to Link Friends and volunteers, supported by Wokingham in Bloom and Wokingham Horticultural Society.



Link Online

Opening doors to digital group activities, services and interests for Link Friends. Launched in late 2020, we initially helped a small number of Link Friends to become digitally competent. We've since expanded the programme to include more clients and recruited volunteers to assist with coaching and support.



Friendship Groups Regular get togethers, helping Link Friends to stay connected. Our first Friendship Group took place late 2020, with seven groups formed by the end of March 2021 and 27 virtual meet ups having taken place by then. One Link Friend told us their group has "really done me a lot of good - conversation, seeing people and listening to people".



Link Express Immediate support at a time of crisis. Link Express became an invaluable resource during the pandemic, with an extended team of volunteers making hundreds of social support calls to lonely and socially isolated residents as part of our role in the Community Response.

We strengthened our reputation for collaboration and partnering...

We continued to work closely with our main strategic partner, Wokingham Borough Council and the strength of our relationship was evidenced during the pandemic where we collaborated very closely to support the wider community.

Recognising that the issue of loneliness affects all ages, we launched an exciting new initiative, the Friendship Alliance, with partnership at the heart. Together with Age UK Berkshire, Involve Community Services, and the Wokingham Volunteer Centre, we are addressing loneliness and improving the mental and physical well-being of residents in Wokingham Borough.

In January 2021 we agreed to become a member of the new Voluntary Sector Hub in Wokingham Town Centre. We'll be relocating in late 2021 to a shared facility with other voluntary sector organisations helping us to further achieve our aim of stronger partnership working.

"What you are doing is immeasurable, literally a lifeline. Brilliant people."



Looking ahead

For the coming year, our priorities relate to dealing with the legacy of COVID-19 and keeping up with the demand for our services. COVID-19 has heightened the problem of loneliness and has severely impacted physical and mental health.

We'll be running a comprehensive programme designed to reconnect our Link Friends to the wider community, tackling reduced mobility by providing chair yoga sessions, introducing new 'Active Minds' groups for those experiencing cognitive decline and recruiting new volunteers to grow our wonderful volunteer base.

Longer term, our trustees and senior management team will lead the organisation based on our strategic priorities:

Our clients:

- Focus on supporting older socially isolated residents in Wokingham Borough to ensure we can meet rising demand
- Maintain an 'open door' policy in terms of access to our services so that all can receive support
- Enhance our support for other groups such as volunteers and carers recognising the wider impact of loneliness

Our services:

- Ensure clients and volunteers play a full and active role in service design
- Recognising the issue of cognitive decline, introduce additional services for those affected
- Collaborate and partner with other organisations as part of our growth strategy

Our organisation:

- Exercise financial prudence to ensure we can continue to provide services for the long term
- Maximise the benefits of technology for service delivery and organisation efficiency
- Increase our use of data to support decision-making and demonstrate impact

"My volunteer's warm welcome restored my confidence. With frequent visits and activities, I've managed to get back on my feet. I cannot thank them enough for helping me get my life back again."



Link stories

Bob*

Bob is 80 years old and is a full-time carer for his wheelchair-bound wife who suffers from dementia. He was referred to us because he was feeling lonely and isolated. Within three weeks we paired him with one of our specialist, short term Link Express service volunteers.

Bob started to feel better almost straight away, "I was feeling down in the dumps at times. It is not very friendly where we live, no-one really talks to you unless you bump into each other. They do not knock on the door to check if you are ok. It was nice to have someone to talk to when Frank* called and to share the load. It was nice that someone called to ask how you are." Bob is now linked up with a long-term one-to-one befriender.

Iris*

Iris is 90 years old and has a daughter and grand children who live in Australia. Iris was initially cautious about the idea of learning new technology but late in life it has become a life changer for her.

With coaching and support from our Link Online service, she is now able to use Zoom to call her family and can 'see' them for the first time in over two years. The experience has given a huge boost to her morale and general wellbeing.

Simon*

Simon's sister contacted the Link because she was concerned about her brother's mental health and general wellbeing. We carefully matched Simon with a one-to-one befriender who has worked hard to build a good relationship with him and, recognising his love of gardening, encouraged him to join our Link to Nature programme.

Emma

Connecting with people at a critical point in their lives, and sharing their situation even just for a little while is a rare privilege. It has been humbling to hear the struggles people face, and very rewarding to be able to listen and to point them towards the right help. Volunteering for The Link has been significant and meaningful. Knowing that I help isolated people feel more connected and know that they are not forgotten has made this all worthwhile. It has been a real pleasure to volunteer for The Link. It has been a super organised, friendly and very effective campaign to reach and assist isolated people. It works like clockwork - I feel well supported and communication is great.

*names changed



Chair's statement

The year has been by far the most challenging ever faced by The Link Visiting Scheme (The Link). Despite the enormous challenges posed by the pandemic, we have emerged in 2021 in a strong position – undeniably as strong as the charity has ever been in both our commercial position and the depth and quality of our staff and volunteer teams. We have become a more trusted and visible presence in the community and are seen by Wokingham Borough Council as a key strategic partner. However, staff have been placed under great pressure in the last year, and our operational processes have seen major transformation.

Over the last two years we have doubled our size and cost-base, placing huge pressure on fundraising efforts. COVID-19 and the lockdown had a huge impact on our services, and directly on our more vulnerable Link Friends. We redesigned our face-to-face befriending service to telephone support and grew the number of lonely and isolated people we supported from 350 to more than 700 during the height of the pandemic. We also joined forces with other local charities and Wokingham Borough Council to form the 'Community Response Team' and played our part by calling almost 3000 people on the shielded list offering support. I would like to thank Wokingham Borough Council on behalf of trustees for the additional funding granted to cover our increased costs incurred.

The dedication, hard work and consistently great outcomes delivered from the staff team have been formally recognised by the Borough Council Adult Social Care team, the Town Council and mayor, by winning the Berkshire High Sheriff award for helping the isolated during the pandemic and most recently by receiving the prestigious Queen's Award for Voluntary Service – the 'MBE for voluntary groups'. The growth in demand, team size, and partnership working has been recognised by trustees.

We are very happy to announce that Marjie Walker, who has managed operations from the start of the charity,

has been promoted to the new role of Chief Executive Officer. Trustees will offer Marjie all the help she needs to be as successful for the next 13 years as she has been for the last 13! We face some major challenges in the coming year, including managing our rapid growth and operational change, delivering a sustainable fundraising strategy, and recruiting and retaining volunteers. We will move to the new Voluntary Sector Hub in Wokingham Town Centre, a facility shared by many local charities, offering us many advantages, including opportunities to develop new partnerships.

The Link Visiting Scheme has an exciting future. Our role in the community response to COVID-19 has given the charity a unique opportunity to re-think how we can deliver services even more efficiently and effectively. A key goal of the next 12 months is to minimise the risk posed by our predicted growth and the parallel need for change and evolution in service delivery. I would like to thank fellow trustees for the tremendous support they have given to the staff team and volunteers over what has been a challenging year. We are truly fortunate to have such breadth of expertise and professionalism available to the charity. I would particularly like to offer my enormous gratitude to the departing Chair, Simon Elliott, leaving us after eight productive years in the role, overseeing a critical period of growth and change for the charity, and now planning a new adventurous episode with his family in Australia.

As the new chair of trustees, I look forward playing a key role in stakeholder engagement, representing an outstanding charity in the community, and helping the team get maximum benefit from trustees. I will also continue to visit my two Link Friends and help where I can with activities, seeing first-hand the fantastic outcomes we deliver every day!

John Mallaghan

John Mallaghan
Chair of Trustees



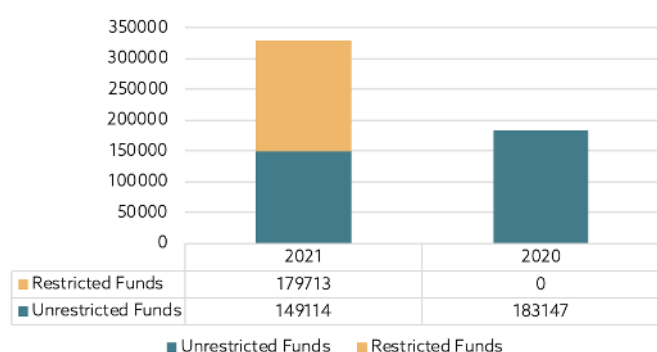
Financial review

Overview

In our 2020 report, we highlighted that an increased focus on fundraising had been successful, with income increasing by over 80% to £183,147 in 2020. Due of the extraordinary impact of COVID-19 and the partnership role that the Link has undertaken with Wokingham Borough Council and others, our total income has again grown by 80% to £328,828 in 2021.

However, in a significant change in our funding environment, the majority of the additional income has been provided to deliver new, COVID-19-related services contractually specified by the fund-givers, mostly on behalf of WBC, with substantially increased expenditure as a result. Much of these costs have been in relation to staff, to cope with the additional services and significantly increased demand, which is expected to continue. This is explained further overleaf. We have accounted separately for restricted funds, distinguishing them from the normal unrestricted funding that we received for our core services.

Restricted v unrestricted income



Income from grants

Our single most significant provider continues to be Wokingham Borough Council (WBC). In total, WBC provided £117,870 (2020: £55,530) in both Restricted and Unrestricted funding, which is 36% (2020: 30%) of our total income. In addition to the funds from WBC, funding was received from a further 21 organisations. These range in size from £76,493 from the National Lottery

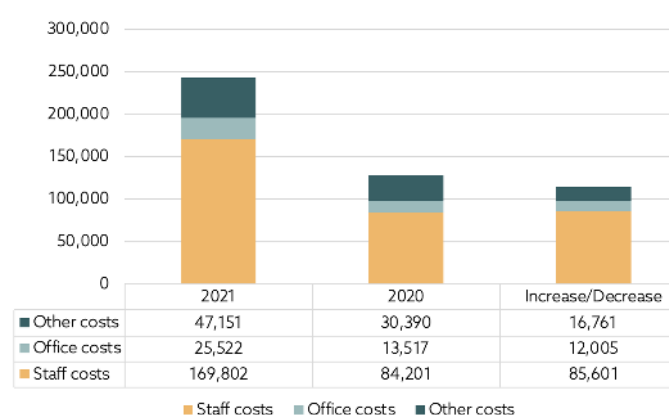
to the many donations of a few hundred pounds each from other Town and Parish Councils. Details of these donors are set out in note 2, and we acknowledge our gratitude for each and every one.

Total income from grants increased by 124% to £271,938 (2020: £121,076). COVID-19 severely damaged our ability to raise voluntary income. The fundraising activities aimed at individuals were largely put on hold during the year, and we were unable to operate our charitable activities (for example, certain courses) because of COVID-19. Our income from these areas fell by 95% to £1,251 (2020: £27,798). However, in a year of great pressures and challenges on the finances of nearly all elements of society, many individuals increased their support, with donations rising by 62% to £55,638 (2020: £34,273). Details are set out in note 3 and we acknowledge our gratitude for their amazing generosity. Taken together, the total Voluntary Income declined 8% to £56,889 (2020: £62,071).

Expenditure

Details of our expenditure on charitable activities is set out in note 4, and shows an 89% increase of £114,368 from £128,108 in 2020 to £242,476 in 2021.

Expenditure 2021 v 2020



Office costs increased by £12,005, due to an increase in variable costs related to the provision of office services to staff. The largest increase was in the cost of provision of telephony and IT to staff members obliged to work from home during COVID-19 restrictions and the engagement of much needed professional IT services.

Staff costs increased due to:

1. A 1.2% pay increase for all staff with effect from 1 April 2020. This compares with the 2% increase given on 1 April 2019.
2. Additional pay increases for certain roles in line with the benchmark salary scales introduced by the trustees in July 2019.
3. Some team members increased their working hours compared with the prior year.
4. Further changes in personnel, roles, and responsibilities during the year, bringing a broader skill set to the team to meet the wider range of services being provided.
5. Increase in staff numbers during the year, to deliver the services required by the restricted funding. The average monthly number of staff increased from 5 to 9.
6. Additional pension and social security costs incurred.

Financial position

Net assets have increased from £279,713 on 31 March 2020 to £366,065 on 31 March 2021, with cash resources increasing from £284,201 to £351,650. Restricted funds have increased from £59,339 to £93,643. General unrestricted funds have increased from £220,374 to £272,423, noting that of this figure, the trustees had agreed in 2019 to designate £150,000 from the 2018 legacy bequest of £160,361 for a major project as discussed in the previous annual report.

Investment policy

The assets of the charity are currently held in current and deposit bank accounts. Should other opportunities arise to invest surplus funds then the trustees would discuss these, however at the present time longer term investment is inappropriate.

Reserves policy

The trustees continue to monitor the charity's requirements for reserves considering the main risks to the organisation, recognising the need to bridge the gap between the spending and receiving of income and to cover unplanned emergencies and other expenditure.

In view of the extraordinary circumstances brought about by COVID-19, the rapid growth of staff, activities and services required to address the COVID-19 requirements, and the increased risk of unforeseen change as the economy reacts to COVID-19 relaxations, the trustees have decided to increase the level of reserves to be retained. This will remain under review in the coming year.

Unrestricted general funds not committed or invested in tangible fixed assets held by the charity should not ordinarily exceed 6 months of expenditure. On 31 March 2021, general funds were £122,423, which equates to 50.5% of the total expenditure incurred in the year then ended.

The trustees are satisfied that this level of funds is sufficient to meet the charity's on-going activities but intend to increase the level of reserves to 12 months' total expenditure cater for the increased COVID-19 related risks and uncertainties, particularly while fundraising activity opportunities remain restricted.

Legacy bequest - designated funds

In 2019, the charity received legacy income of £160,361. As referred to on page 10, the bequest is included within our unrestricted funds; in 2019/20, the trustees allocated £150,000 of the legacy income as designated funds to meet the future costs of delivering specific long-term projects for the benefit of the local community.

Risk statement

The trustees have reviewed the risks to which a medium-sized charity operating with a small number of full-time and part-time employees is exposed. Appropriate procedures are in place to identify, monitor and review these risks on a regular basis.



Michael Roberts
Finance Trustee



Trustees report

Statement of trustees' responsibilities

The trustees are responsible for preparing the Trustees' Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (UK Generally Accepted Accounting Practice).

Company law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period.

In preparing these financial statements the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgments and accounting estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Companies Act 2006, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust Deed.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud

and other irregularities. This report was approved by the trustees on 16/11/2021 and signed on their behalf by:



John Mallaghan
Trustee

Michael Roberts
Trustee

Our trustees

- Mr John Mallaghan – Chairman (Appointed 16 June 2021)
- Mrs A. Gayle Manicom (Appointed June 2018)
- Ms Laura Mitchell (Appointed 9 December 2020)
- Mrs Anne Constable (Appointed 9 December 2020)
- Mr Michael Roberts (Appointed 9 December 2020)

Other trustees who served during the year:

- Mr S.T.M. Elliott – Chairman and Secretary (Resigned 16 June 2021)
- Mr D.M. Cleary (Resigned 16 September 2020)

A trustee and a director of the company are the same. The appointments and resignations of the above persons have been registered at Companies House and with the Charity Commission as appropriate

Trustees' report

The trustees confirm that the annual report and financial statements of the Company comply with the Companies Act 2006, the Charities Act 2011, the Charities Statement of Recommended Practice (FRS 102), FRS102 the Financial Reporting Standard applicable in the UK and Republic of Ireland and the Company's Memorandum of Association.

Independent Examiner's report

Year ended 31 March 2021

I report on the financial statements of the Company for the year ended 31st March 2021 which are set out on pages 15 to 21. This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011 and regulations made under section 154 of that Act. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in an Independent Examiner's Report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work on this report.

Respective responsibilities of trustees (directors) and examiner

The charity's trustees are responsible for the preparation of the financial statements. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an independent examination is needed.

It is my responsibility to:

1. Examine the financial statements under section 145 of the Act.
2. Follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the Act; and
3. To state whether any particular matters have come to my attention.

Basis of Independent Examiner's statement

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting

records kept by the Charity and a comparison of the financial statements presented with those records.

It also includes consideration of any unusual items or disclosures in the financial statements and seeking explanations from the trustees concerning such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

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:
 - To keep accounting records in accordance with section 130 of the Act; and
 - To prepare financial statements which accord with the accounting records and comply with the accounting requirements of the Act. have not been met; or
2. To which, in my opinion, attention should be drawn to enable a proper understanding of the financial statements to be reached.



Timothy Randall BA ACMA

Independent Examiner

40 Oxford Road, Wokingham
Berkshire, RG41 2XZ

Date: 16/11/2021

Reference and administrative details

Governing document

Memorandum and Articles of Association incorporated 18 August 2010.

Objectives and activities

Summary of the objectives of the Company: Our mission is outlined in the 'About us' section of the report. Well over 1,000 Link Friends have benefited over the years from our services. We aim to give their lives more purpose and joy, enabling them to integrate into the community and build new, lasting friendships.

Public Benefit

The Company's objectives and principal activities are described above. All our activities focus on combatting social isolation in the Wokingham Borough and surrounding area, and are undertaken to further our charitable purposes for the public benefit.

The outcomes that the Company aims to deliver through its services to benefit individuals, our communities, and the civic purse are to:

- Improve activity and mobility for clients
- Prevent depression and achieve improved mental health
- Delay or postpone need to enter residential care homes
- Delay or postpone need for provision of care at home
- Improve self-confidence and self-esteem, supporting independent living
- Improve volunteer social involvement and engagement
- Indirectly support carers and statutory services.

Principal activities

The Company's principal activity is the provision of a befriending service for lonely, isolated elderly people who benefit from a regular home visit from one of the Company's volunteers. The Company assesses those clients that are referred to it from doctors, families and other care agencies, then recruits, DBS checks and trains volunteers from the Wokingham Borough and surrounding area, and matches up a volunteer (Befriender) and client (Link Friend), based on location, common interests and hobbies. A regular programme of reassessment is also undertaken.

Link Visiting Scheme

(LVS) A company limited by guarantee

Registered charity number

1139248

Company registration number

07349468 in England and Wales

Registered office

Wescott Annexe, Wescott Road, Wokingham
Berkshire, RG40 2ER

Correspondence address

Wescott Annexe, Wescott Road, Wokingham
Berkshire, RG40 2ER

Independent examiner

Mr. T. Randall BA ACMA
40 Oxford Road, Wokingham
Berkshire, RG41 2XZ

Company Secretary

Michael Roberts

Bankers

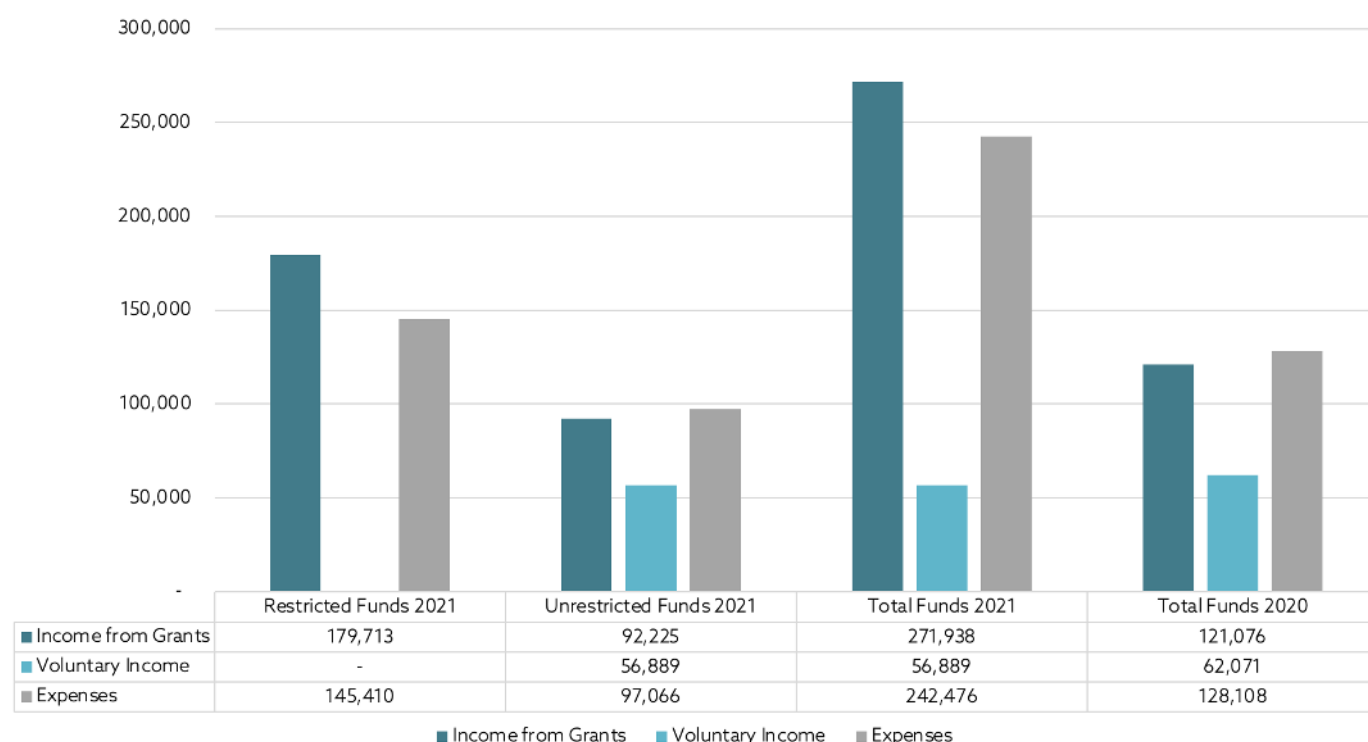
The Co-operative Bank Plc, PO Box 200,
Skelmersdale, WN8 6DG

Financial statements

Statement of financial activities (incorporating income and expenditure account) for the year ended 31 March 2021

	Note	Restricted Funds 2021 £	Unrestricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Income					
Income from grants	2	179,713	92,225	271,938	121,076
Voluntary income	3	-	56,889	56,889	62,071
Total income		179,713	149,114	328,828	183,147
Expenditure					
Charitable activities	4	(145,410)	(97,066)	(242,476)	(128,108)
Total expenditure		(145,410)	(97,066)	(242,476)	(128,108)
Movement in total funds for the year					
- Net income for the year		34,304	52,049	86,352	55,039
Total funds at 1 April	10	59,340	220,374	279,713	224,674
Total funds at 31 March	10	93,643	272,423	366,065	279,713

Income and expenditure summary



Balance sheet as of 31 March 2021

		£	2021 £	£	2020 £
Current assets					
Receivables	7	18,050		3,999	
Cash at bank		<u>351,650</u>		<u>284,201</u>	
		369,700		288,200	
Current liabilities					
Payables	8	<u>(3,636)</u>		<u>(8,487)</u>	
Net current assets			<u>366,065</u>		<u>279,713</u>
Net assets	9		<u>366,065</u>		<u>279,713</u>
Charity funds					
Restricted funds	10		93,643		59,340
Unrestricted funds					
- Designated funds	10	150,000		150,000	
- General funds	10	<u>122,423</u>		<u>70,374</u>	
			<u>272,423</u>		<u>220,374</u>
			<u>366,065</u>		<u>279,713</u>

The notes on pages 17 to 21 form part of these financial statements. The financial statements were approved by the Trustees on 16/11/2021 and signed on their behalf by:



John Mallaghan
Trustee

Michael Roberts
Trustee

Notes to the financial statements for the year ended 31 March 2021

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

Link Visiting Scheme is a public benefit entity. The financial statements have been prepared in compliance with the Companies Act 2006, the Charities Act 2011, the Charities Statement of Recommended Practice (FRS 102), and FRS102 the Financial Reporting Standard applicable in the UK and Republic of Ireland.

The financial statements are prepared on a going concern basis. There are no material uncertainties in respect of the charity's ability to continue as a going concern for the foreseeable future, based on latest strategic plans and financial forecasts. The financial statements are prepared under the historical cost convention and on an accruals basis.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds are set aside at the discretion of the Trustees for specific purposes.

Restricted funds are funds which have been raised by the charity for particular purposes and are to be used in accordance with specific restrictions imposed by donors. The cost of raising and administering such funds are charged against the specific fund.

Income

All income is included in the statement of financial activities when: the charity is legally entitled to the income; the amount can be quantified with reasonable accuracy; and any performance conditions attached to the item of income have been met or are fully within the control of the charity.

Income arising from legacies is recognised when entitlement is established and the value can be measured reliably.

Expenditure

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

Estimation uncertainties

The Trustees have not made any significant judgements, estimates or assumptions about the carrying value of assets and liabilities when applying the charity's accounting policies.

2. Income from grants

We acknowledge and extend a heartfelt thanks to the following organisations who kindly supported The Link Visiting Scheme during the reporting period.

- Wokingham Borough Council
- Barchester Healthcare
- Childwick Trust
- Postcode Community Lottery
- Woodroffe Benton
- Earley Charity
- Morris Benificent
- Wokingham United Charities
- Masonic Charitable Foundation
- Francis Winham Foundation
- The ASDA Foundation
- Pears Family Charitable Foundation
- Berkshire Community Foundation
- Charles Hayward Foundation
- Finchampstead Parish Council
- Woodley Town Council
- Berkshire NHS Trust
- Winnersh Parish Council
- Shinfield Parish Council
- Wokingham Without Parish Council
- Arborfield Newlands Council
- Hurst Parish Council
- Earley Town Council grant
- Barkham Parish Council
- Charvil Parish Council
- Wargrave Parish Council
- Aviva Community Fund
- National Lottery
- Wokingham Town Council
- Edward Gostling Foundation
- Tatiana Korsicova
- WG Edwards Charitable Foundation
- The Albert Hunt Trust Groundwork UK
- Shanly Foundation

3. Voluntary income

	Restricted Funds 2021 £	Unrestricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Donations	-	55,638	55,638	34,273
Charitable activities	-	272	272	15,820
Fundraising	-	979	979	11,978
	-	56,889	56,889	62,071
Legacy income	-	-	-	-
	-	56,889	56,889	62,071

4. Analysis of expenditure

Summary

	2021 £	2020 £
Staff costs	169,802	84,201
Office costs	25,522	13,516
Other costs	47,151	30,390
Total costs	242,476	128,108

4.1 Staff costs

	2021 £	2020 £
Wages and salaries	160,274	81,749
Social security costs (net of allowances received)	9,529	2,452
Staff costs	169,802	84,201
Average monthly number of full-time employees	1	1
Average monthly number of part-time employees	9	5

No individual employee received more than £60,000 during the current or preceding year.

4.2 Office costs

	2021 £	2020 £
Telephone and IT costs	12,168	4,063
Rent including electricity	3,662	1,780
Printing, postage, stationery and photocopying	7,195	4,012
Insurance	536	1,769
Office equipment	1,649	1,581
Payroll services	312	312
	25,522	13,516

4.3 Other costs

	2021	2020
	£	£
Social events and Activities for clients	26,719	15,251
Accountancy and consultancy fees	12,979	8,361
Transport	-	2,611
Staff training	324	524
Volunteer training, expenses and gifts	155	2,605
COVID-related and other costs	5,428	-
Travel and mileage	569	569
DBS checks	926	435
Professional memberships	35	35
TV Licence	154	-
	47,151	30,390

5. Transactions with Trustees and key personnel

No trustee received any remuneration or fees in the current or preceding year. The daughter of the CEO received consultancy fees of £5,988 (2020: £3,600) for work in relation to website design, communications and marketing. These fees are included within "Other costs: Accountancy and consultancy" as shown in note 4.3.

6. Tangible fixed assets

There are no tangible fixed assets. The Company expense all individual capital items under £500 in the period of purchase.

Receivables, payables and funds

7. Receivables

	2021	2020
	£	£
Prepayments and accrued income	18,050	3,999

8. Payables – current liabilities

	2021	2020
	£	£
Accruals and deferred income	-	4,189
Social security and other taxes	3,636	4,298
	3,636	8,487

9. Net assets by fund

	Restricted Funds £	Unrestricted Funds			Total Funds £
		Designated £	General £	Total £	
31 March 2021					
Receivables	-	-	18,050	18,050	18,050
Cash at bank	93,643	150,000	108,007	258,007	351,650
Payables	-	-	(3,636)	(3,636)	(3,636)
Net assets	93,643	150,000	122,421	272,423	366,065
31 March 2020					
Receivables	-	-	3,999	3,999	3,999
Cash at bank	59,339	150,000	74,862	224,862	284,201
Payables	-	-	(8,487)	(8,487)	(8,487)
Net assets	59,339	150,000	70,374	220,374	279,713

10. Net movement in funds

	Restricted Funds £	Unrestricted Funds			Total Funds £
		Designated £	General £	Total £	
Balance at 1 April 2019	12,518	-	212,156	212,156	224,674
Income	56,076	-	127,071	127,071	183,147
Expenditure	(9,255)	-	(118,853)	(118,853)	(128,108)
Transfers between funds	-	150,000	(150,000)	-	-
Balance at 31 March 2020	59,339	150,000	70,374	220,374	279,713
Income	179,713	-	149,114	149,114	328,828
Expenditure	(145,410)	-	(97,066)	(97,066)	(242,476)
Transfers between funds	-	-	-	-	-
Balance at 31 March 2021	93,643	150,000	122,422	272,423	366,065