

Annual Report and Financial Statements
for the Year Ended 31 December 2023

Time To Talk Befriending

Charity registration number: 1186555

TIME TO TALK BEFRIENDING

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TIME TO TALK BEFRIENDING

REFERENCE AND ADMINISTRATIVE DETAILS

| | |
|------------------------------------|---|
| Trustees | Emily Kenward (resigned 12 October 2023) Neil Hilton Claire Godley Gerhard Schulz David Standing Amy Chima (appointed 12 October 2023) Jacqueline Mason (appointed 1 February 2024) |
| Charity Registration Number | 1186555 |
| Principal Office | Citycoast Centre North Street Portslade Brighton BN41 1DG |
| Independent Examiner | K Gomes FCIE Independent Examiners Ltd 2 Broadbridge Business Centre Delling Lane Bosham Chichester West Sussex PO18 8NF |
| Bankers | HSBC 153 North Street Brighton East Sussex BN1 1SW |

TIME TO TALK BEFRIENDING

TRUSTEES' REPORT

The trustees present the annual report together with the financial statements of the Charity for the year ended 31 December 2023.

Structure, governance and management

Nature of governing document

Time to Talk Befriending is a registered Charitable Incorporated Organisation (CIO), constitution dated 25 November 2019.

Recruitment and appointment of trustees

The management of the Charity is the responsibility of the trustees who are elected and co-opted under the terms of the constitution.

Risk management

The trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

Objectives and activities

Objects and aims

The objects of the CIO are:

- to relieve loneliness and social isolation for the public benefit by promoting wellbeing and relieving the needs of those people who are lonely or isolated through the provision of goods and services of any kind in such parts of the United Kingdom or the world as the Trustees from time to time may think fit;
- to promote physical and mental wellbeing for the public benefit through the provision of pastoral care, spiritual support and chaplaincy services of any kind in such parts of the United Kingdom or the world as the Trustees from time to time think fit;
- to advance education and training of any kind in such ways and in such parts of the United Kingdom or the world as the Trustees from time to time may think fit; and
- to fulfil such other purposes which are exclusively charitable according to the law of England and Wales and are connected to the charitable work of the CIO as the Trustees from time to time shall determine.

Public benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

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TRUSTEES' REPORT (CONTINUED)

Achievements and performance

Referrals and Assessments

During 2023 we supported 701 older people, including existing befriending matches and 269 new referrals who either joined us as scheme members, or were signposted or referred to more appropriate services. The main reason for onward referrals is because the person being referred already has a social network in place, such as family members visiting regularly, or they are too complex for befriending due to advanced dementia.

The majority of the 269 new referrals came from health and social care professionals such as GPs, social prescribers, hospital discharge teams, mental health teams, occupational therapists, physiotherapists, social workers and other charities and organisations.

We continue to receive positive feedback from our referrers, such as:

"Communication at TTTB is incredible and the speed in which you get in touch with referrals is brilliant. I really trust that you want the best for all referrals and appreciate your detailed feedback once you have reached the client."

"With the reduction in day services for older people with mental health difficulties, or who suffer from social isolation, a service such as Time to Talk is a vital lifeline for our patients and offers us options as practitioners in the community in terms of care planning for patient recovery."

Scheme Member Demographics

During 2023 we continued to see an increase in the number of older people referred to us at crisis point, with a range of complex needs, distress, and anxiety. Staff spent an increased amount of time on signposting, referral services and advocacy which went beyond the traditional befriending model.

We estimate that approximately 50% of this additional workload is down to the aftermath of the pandemic. Our Recovery & Reintegration report, accessible via our website, highlights the profound effects the pandemic had on the health and wellbeing of older people, and sadly many older people have never recovered:

"The pandemic has meant that my befriender has become very cautious, reclusive and hesitant. She's lost a lot of her confidence."(volunteer)

The demographics of our scheme members are:

- Average age of 83.
- 86% are living with long term health conditions.
 - 12% report at the point of referral that they are living with early-stage dementia at home. This figure is for scheme members who have received a diagnosis. This figure is likely to be an underrepresentation due to delays in receiving memory assessments.
- 96% live alone.

TIME TO TALK BEFRIENDING

TRUSTEES' REPORT (CONTINUED)

- 72% are older women.
- Minimal local family or friendship networks are in place; our befriending volunteer is usually their only regular social visitor.
- Most of our scheme members are not online; we respect and respond to their digital choices.

One-to-One Befriending

At the end of 2023 we were supporting a total of 400 one-to-one befriending matches, 159 of which were new matches. We supported 179 match ends, usually due to a change in circumstances, such as a scheme member becoming too complex for befriending or moving into full time care.

We take the time to carefully match our scheme members and volunteers, taking into consideration interests, likes, and dislikes. Whilst this process may take a few weeks (during which time we keep in regular contact with the older person), it builds the foundations for a successful, long-term befriending experience:

"When they matched me with my befriender, they could not have matched me with anyone better." (scheme member)

"It has been a wonderful match. I now understand why matches can take time because it is very important to be able to communicate and we do that – we chat, laugh, put the world to rights." (volunteer)

Some of the words used by our scheme members to describe their experience of Time to Talk Befriending are:

Inclusive, laugh, meetings, efficient, belonging, companionship, needed, events, forever-friend, beneficial, enjoyable, nice, helpful, friendly, interesting, joy, lovely, caring, supportive, kind, effective, proactive, professional, understanding.

91% of our scheme members told us that they very satisfied/satisfied with their befriending match.

During 2023 we asked 163 of our scheme members if befriending helped to overcome their feelings of loneliness. Most of our scheme members experience extreme loneliness as they live alone with little or no social connections/family. Their feelings of loneliness are compounded by complex, long-term health issues, which may also make it difficult to leave home. Whilst our befriending services can alleviate loneliness, feelings of loneliness may still persist. With this in mind, we were gratified that 73% of our scheme members reported that befriending helped them to overcome their loneliness.

For additional case studies about how our service improves the wellbeing of older people and overcomes loneliness please visit our website www.tttb.org.uk/videos.

TIME TO TALK BEFRIENDING

TRUSTEES' REPORT (CONTINUED)

Volunteers

As of 31 December 2023 we had 335 volunteers with the majority (73%) aged between 20-60. Our youngest volunteer is 14, and our eldest is 88. There is no fixed profile for our volunteers who are drawn from a range of diverse backgrounds and experiences. We are fortunate that our volunteer profile contains a higher-than-average number of BAME and LGBTQ volunteers than the average population percentage across Worthing, Adur, Brighton & Hove.

In the 2021 census, the percentage average of people who gave their ethnicity as "white" across Brighton, Hove, Worthing and Adur was 90%. The percentage of our BAME volunteers 15.3% so higher than the 10% average across these areas.

The average percentage of people identifying as LGBTQ across Worthing, Adur, Brighton & Hove was 6% in the 2021 census. The percentage of our LGBTQ volunteers is 8.2%, so we have a higher number of LBGTQ volunteers than the local profile across Worthing, Adur, Brighton and Hove.

Our volunteers are fundamental to the success of our Charity. It is thanks to their generosity in giving their time that we are able to overcome loneliness and social isolation. We celebrated our volunteers at two special events in 2023, coming together to confirm to our volunteers just how appreciated they are, and to provide opportunities for social connections and peer support.

In reviews carried out in 2023:

94% of volunteers agree or strongly agree that they have received all the training and support they need to carry out their role.

96% of volunteers were satisfied or very satisfied that they have been matched with the right person.

Volunteering is, of course, a two-way experience, providing wellbeing benefits through opportunities for social connection, activity, learning and giving back to others:

"Befriending Anne has been a heartwarming experience. Anne brings joy to my life and helps me see how important companionship is. Spending time with her is a privilege that enriches my outlook on life and shows me the importance of real connections."

"I feel so comfortable with her, and she is showing me what a great person she is and sharing her history. This is a natural and beautiful connection, and it is very rewarding for me as a volunteer."

"Befriending is a really beneficial thing; very happy my social worker encouraged me to do it. I have recommended it to people."

"Befriending has had a remarkable impact on both myself as a person and also my skills."

"It helps me to feel more part of the community and remember we are all one community."

TIME TO TALK BEFRIENDING

TRUSTEES' REPORT (CONTINUED)

Enhanced Befriending

The induction process for all volunteers includes integral safeguarding and boundaries training, DBS checks, reference checks and interviews. We also provide additional training and resources which enable us to provide enhanced befriending for older people who are living with dementia and/or facing end of life situations.

At the end of 2023 we supported 87 older people through enhanced befriending. This enhanced support included the following training and workshops:

- Alzheimer's Society Dementia Friends sessions delivered by a Time to Talk Befriending Volunteer and Friend of the Charity.
- INGREDIENTS Cards: a model for creating meaningful moments of connection with people who are living with dementia through everyday creativity. Delivered by Friend of the Charity, Story Chaplain.
- Use Your Marbles: a workshop delivered by Friend of the Charity, Story Chaplain about how to maintain good brain health.
- What's on Your Plate: wellbeing workshops for volunteers delivered by Friend of the Charity, Story Chaplain.
- How to get the best out of befriending someone who is living with dementia: sessions are delivered by Friend of the Charity, OT and Consultant, Fran Hamilton.
- Bereavement and Loss: workshop delivered by Friend of the Charity and Psychotherapist, Peter Wells.

Befriending Plus

During 2023 we began to pilot a new service, Befriending Plus, supporting the increasingly complex health, social and economic issues surrounding both existing beneficiaries and new referrals who may be too complex for one-on-one befriending.

Befriending Plus provides increased staff intervention for people who are assessed as being suitable for befriending once additional help is in place. For example:

Brian (name changed for confidentiality) was referred to us by a health professional a few weeks after his wife of 63 years died. After an initial assessment we felt that Brian would be suitable for a volunteer befriender but at the point of referral he was grieving, which made building a new relationship difficult for him. So, over the course of 3 months, our trained in-house chaplain provided a listening ear service through regular calls, we referred Brian to the mental health team where he received prompt support, and we made a referral for him to Cruse for counselling.

As Brian moved through the stages of grief and was supported by other agencies, he felt confident about being matched with a befriender. Being able to talk about his grief with trained professionals, also meant our volunteer could provide what they are recruited to do; light touch companionship and social connection.

Since June 2023 we have supported 23 older people with Befriending Plus.

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TRUSTEES' REPORT (CONTINUED)

Befriending Plus also enables us to gather insights into what constitutes too complex for befriending. For example, a history of violence, advanced dementia, untreated mental health conditions. Where possible we help people access more appropriate support and are mapping the gaps in local provision.

Our pilot findings will be reported in March/April 2024.

Group Befriending

During 2023 we held five group befriending events a month at various locations across Brighton, Hove, Adur and Worthing. These events provide our scheme members with opportunities for social connections and are open to all, including those who are virtually housebound.

We provide support to make sure that our older members have confidence leaving home safely and provide free transport to enable this to happen. Our events are all dementia inclusive and, as with all our services, there is no charge. In 2023, 165 older people attended our group events which are supported by 32 volunteers.

Special events in 2023 included a Coronation themed tea party in May, which provided an opportunity for 74 scheme members to come together to enjoy a cream tea, including a slice of Coronation quiche, and the chance to have their photo taken with the King (in cardboard cut-out form). In August we themed our Portslade Tea Time Talk event as a summer party with gingham table cloths, sunflowers, a summer quiz, charades and a postcard game.

Intergenerational Projects

Pre pandemic we provided many opportunities for intergenerational connections. For example, pre-schoolers and their families met in the woods with our scheme members to make mud pies and enjoy quality time together with our partner Bee in the Woods, and sixth formers visiting in pairs once a week during term time. However, post pandemic there is less of an appetite amongst our scheme members for intergenerational projects, and they have instead requested more opportunities for peer connections at groups to share their lived experiences and build friendships with people of a similar age.

In 2023 our intergenerational project consisted of over 400 handmade cards being delivered at Christmas thanks to our ongoing positive relationship with Hove Park School.

Ageing Journey Project

The project has ambitious aims. By learning from the lived experience of older people about their ageing journey we hope to:

- Build connections across the generations.
- Change perceptions of ageing.
- Minimise the risk of loneliness as people age.
- Build resilience in younger people as they age.

TIME TO TALK BEFRIENDING

TRUSTEES' REPORT (CONTINUED)

In May 2023 we held a focus group inviting a diverse range of people from scheme members and volunteers to faith groups, commissioners, and partners, to develop research questions based on findings from surveys undertaken in 2022 with over 1000 children, young people and adults. The themes were:

- Social Connection.
- Navigating Life's Challenges.
- Purpose and Meaning.
- Dignity and Respect.

The questions were further developed by the team working on the project which includes the University of Sussex and Engaging with Ageing and were trailed with two people aged 75+ in November 2023.

The next stage of the project in 2024 will be:

- Adapt the research questions based on the trial.
- Interview up to 25 older people aged 75+.
- Deep dive into the existing survey data using the expertise of an academic and data analyst.
- Produce a report of the findings.
- Plan for co-production sessions in 2025 to develop resources and campaigns.

Signposting

We made 331 signposts/onward referrals in 2023 to local and national organisations including day centres, victim support, money and benefits advice, home help, activity groups, dementia groups, wellbeing services, bread making and garden projects (to name a few). There was also a focus on welfare checks and onward referrals covering urgent issues such as bereavement, mental health, scam fraud, food insecurity and fuel poverty.

Reviews

Thank you to our five volunteer reviewers, who are retired social workers or professionals from a related field. They give their time to undertake individual reviews with scheme members and volunteers, and in 2023 carried out 480 reviews which are an invaluable tool to measure feedback, impact, and outcomes. Along with our befriending volunteers (who are often the only social visitors our scheme members receive), our volunteer reviewers also play a crucial role in reporting any wellbeing concerns to staff.

Wellbeing Checks

Post pandemic the number of volunteer concerns reported to the staff team about our scheme members wellbeing continues to increase. One of our key priorities for 2023 was to review how we record these concerns so that we can provide evidence and insights into the nature of the concerns and the extent of our follow up and early intervention.

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TRUSTEES' REPORT (CONTINUED)

Between July (when we started recording numbers) – December 2023, 58 concerns were raised with the team by volunteers. Common themes include concerns about a decline in physical health, low mood, and not being able to get hold of our scheme member / our scheme member not answering when the volunteer visits at a pre-arranged time.

The team have an active process in place for following up concerns which include referring our scheme members to their GP and calling the next of kin (if they have one), care agency and/or hospital to find out what has happened to them.

Our team keep volunteers updated along the way and offer reassurance, training and resources as required. Our team also provide support to our scheme members if they do not have a next of kin by helping them access additional help at home and medical appointments etc.

"They always follow up any concerns I have quickly which I appreciate."

Newsletters, Cards, and Outreach

We continue to produce three newsletters a year, which include contributions from volunteers and scheme members, such as short stories and reminiscences, as well as details of services that older people can access, such as money advice, mental health support and social events. The content of our newsletters reflects the information that older people have asked us to include in surveys and reviews.

Due to the majority of our scheme members being offline a hard copy is sent to them by post, with 1300 copies posted in 2023. This is a costly and time-consuming process, but worthwhile; we know from feedback the positive impact our newsletters have:

"The newsletters make me feel like I belong to a community which cares."

"I'm housebound. All I ever receive in the post are bills and hospital appointment letters. I look forward to getting newsletters in the post from you. It brightens my world."

"I didn't know what services were out there for me until you gave me the information. Everything is online these days."

In November 2023 we were fortunate to receive funding from the David Hunt Trust towards the costs of designing and printing the newsletters.

Our birthday cards to scheme members and volunteers also continue to be valued and appreciated.

On average we send 750 handwritten cards per year to both scheme members and volunteers. We regularly receive thank you calls and cards advising of the positive impact of these cards: *"it means a lot to be remembered"*.

Other regular communication includes get well soon cards, condolence cards and thank you cards to those who contribute towards our work with, for example, articles for our newsletters.

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TRUSTEES' REPORT (CONTINUED)

Anna Chaplaincy

Our Anna Chaplaincy services were developed when our assessment process highlighted the importance of faith to some older people, who sadly could no longer access their places of worship, such as Churches, Mosques and Synagogues.

For many of our scheme members, attending or serving in Church as elders and volunteers was a large part of their identity and gave them great purpose and meaning. Losing this connection because of failing health or caring commitments can be upsetting and challenging, especially when the Church lacks the capacity to stay in touch. Our affiliation with the national network Anna Chaplaincy enables us to provide spiritual care to our scheme members, predominantly through:

- One to one matches with trained chaplaincy befrienders.
- Monthly Church service at a local Council housing scheme.
- Access to places of worship and faith groups.
- Resources and large print Bibles.

We are linked with Brighton and Hove Faith in Action, a multi-faith charity, bringing together people from across the city who find common ground in wanting to help those who are vulnerable.

One of our commissioned Anna Chaplains continues to provide a listening ear service for scheme members who are experiencing bereavement, a low mood or who have received upsetting and difficult news, such as a health diagnosis. As a front-line response, effective referral pathways are used to enable our members to access more specialist support as required.

Because of the demographic of the people we support, death, dying and bereavement is a reality. Over the years we have gained experience through our chaplaincy service of coming alongside people leading up to and during death. In 2023 there were 34 deaths within our membership. Our in-house Chaplain provided support to volunteers who wanted to talk about their experience, and we provided training on bereavement and loss. We also sent out condolence cards, led and attended funerals and supported family and other scheme members during a time of grief.

Preparing to Say Goodbye

Our 'Preparing to Say Goodbye' end of life conversations guided conversation toolkit has been described as '*the best one I have seen of its kind*' (Trustee, Martlets Hospice). Over the past five years we have developed our training and resources to accompany the toolkit based on our experiences of journeying alongside older people at the end of life and including during their death.

Preparing to Say Goodbye is commissioned by Public Health locally and by the Anna Chaplaincy network nationally. The sessions are always oversubscribed so we are considering ways we can increase our offer within our future strategic plans.

Attendees at the end-of-life training and workshops include commissioners, paramedics, palliative care nurses, social workers, chaplains, hospital discharge teams, charity workers from diverse communities and authorities. Feedback includes:

TIME TO TALK BEFRIENDING

TRUSTEES' REPORT (CONTINUED)

"The workshop has enriched our ministry and given us confidence and 'tools for toolbox'. Thank you especially for the sensitivity and affirmation you expressed throughout. It was a masterclass in skilled facilitation and productive online learning!" Learning Development Lead, Anna Chaplaincy

Research Reports

In October 2023 we published our latest research "Our Voices: Befriending 2.0". The report was based on data gathered from our scheme members and volunteers, as well as partner organisations locally and nationally.

Key findings confirm the importance of relationship centred befriending and signposting services, as well as a need for enhanced levels of support and the challenges older people are currently facing in the UK.

The report has been well received by commissioners, Adult Social Care and other charities and organisations. It is our hope that by bringing the voices of older people to the forefront of our research, we can work collaboratively with both national and local organisations to build a better infrastructure of support for older people.

Public Health Campaigns or National Reach

Whilst our work is focussed on local communities of Brighton and Hove, Adur and Worthing in Sussex, our best practice resources, research, and expertise enables us to contribute towards local and national agendas and policy. This includes the Adult Social Care Strategy in Adur and Worthing, the Government's Loneliness Action Plan and the UK Commission on Bereavement.

We are often asked by Befriending Networks, Anna Chaplaincy, and the Campaign to End Loneliness to give keynote speeches, run workshops and contribute towards panels and events, as experts in loneliness, older people, volunteering and monitoring and evaluation.

In November 2023 our CEO, Emily Kenward, was appointed Chair of UK Befriending Networks which supports over 400 organisations across the UK. Emily was also appointed Health and Wellbeing Rep for the voluntary sector in Adur and Worthing, following election via our local CVS in July 2022.

In November 2023 our foundational story was shared on BBC Radio 2 (<https://sheridanvoysey.com/the-power-of-befriending/>) and in September 2023 we were awarded 'Highly Commended' in BBC Sussex and Surrey's Great Neighbour Make a Difference Awards.

Financial review

Income for the year was £325,822 (2022: £280,183) and expenditure £319,074 (2022: £295,803). Unrestricted funds were £66,339 at the year end.

Funding

We are truly grateful to all our funders for their support. Funding enables us to deliver our excellence accredited and relationship centred services, all of which are free of charge to all the people we support.

TIME TO TALK BEFRIENDING

TRUSTEES' REPORT (CONTINUED)

The majority of our funds come from Trusts and Foundations. We have existing positive relationships with repeat funders and are especially keen to connect with funders that we can build a long-term relationship with. In April 2023 we recruited a full-time grants and trusts fundraiser to support this integral area of work.

We have also been successful in diversifying our income, securing statutory longer-term contracts from Brighton and Hove Council as sub-contractors. Ageing Well Brighton and Hove is a Public Health Commission led by the Lead Provider Impact Initiatives. We are proud members of the commission where we are funded to provide befriending for older people living in 'The Dean's' neighbourhoods with the highest concentration of older single person households locally, and to provide enhanced befriending for people who are living with dementia as well as Befriending Plus, supporting individuals with more complex needs.

The Big Lottery continue to fund our work in Adur and Worthing. The contract ends in September 2024.

Anna Chaplaincy was fundraised for separately through the GEM and Child's Charitable Trust.

Donations include regular givers and one-off payments including from volunteers for DBS checks.

We were fortunate once again to have the corporate support from Killik & Co, who, for the third year running, made us the beneficiaries of a carol concert at Middle Temple Hall, which raised £14,358 in December 2023.

Policy on reserves

The reserves policy is to hold three months of running expenses, amounting to £80k in the current year. Unrestricted free reserves at the year end were £66k. The trustees are committed to reaching our policy target by December 2024 through our fundraising strategy.

The strategy, reviewed by the trustees each year, is that:

- 1) Reserves be maintained at a level which ensures that the Time to Talk Befriending's core activity could continue during a period of unforeseen difficulty.
- 2) A proportion of reserves be maintained in an easily accessible form.
- 3) The calculation of the required level of reserves continues to be an integral part of the organisation's annual planning, budget and forecast cycle.
- 4) Consideration regarding risks associated with each stream of income and expenditure being different from that budgeted, planned activity level, and the Time to Talk Befriending's commitments to its stakeholders. It also reflects as far as possible the current economic climate and trends.

Going concern

After making appropriate enquiries, the trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements.

TIME TO TALK BEFRIENDING

TRUSTEES' REPORT (CONTINUED)

Statement of Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The law applicable to charities 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 judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The trustees are responsible for keeping proper accounting records that 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 Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees 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.

The annual report was approved by the trustees of the Charity on 22 May 2024 and signed on its behalf by:

.....
Neil Hilton
Trustee

TIME TO TALK BEFRIENDING
INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF TIME TO TALK BEFRIENDING

I report to the trustees on my examination of the accounts of Time To Talk Befriending for the year ended 31 December 2023.

Responsibilities and basis of report

As the Charity trustees of Time To Talk Befriending you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Time To Talk Befriending's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Since Time To Talk Befriending's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Independent Examiners, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of Time To Talk Befriending as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....
K Gomes FCIE
Independent Examiners Ltd
2 Broadbridge Business Centre
Delling Lane
Bosham
Chichester
West Sussex
PO18 8NF

22 May 2024

TIME TO TALK BEFRIENDING

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2023

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2023 £ | Total 2022 £ |
|--|------|----------------------------|--------------------------|-----------------------|-----------------------|
| Income and Endowments from: | | | | | |
| Donations and legacies | 2 | 160,089 | 163,743 | 323,832 | 279,040 |
| Charitable activities | 3 | <u>887</u> | <u>1,103</u> | <u>1,990</u> | <u>1,143</u> |
| Total income | | <u>160,976</u> | <u>164,846</u> | <u>325,822</u> | <u>280,183</u> |
| Expenditure on: | | | | | |
| Raising funds | 4 | 28,214 | 255 | 28,469 | 10,612 |
| Charitable activities | 5 | <u>141,751</u> | <u>148,854</u> | <u>290,605</u> | <u>285,191</u> |
| Total expenditure | | <u>169,965</u> | <u>149,109</u> | <u>319,074</u> | <u>295,803</u> |
| Net (expenditure)/income | | (8,989) | 15,737 | 6,748 | (15,620) |
| Gross transfers between funds/Transfer from unincorporated charity | | <u>(7,374)</u> | <u>7,374</u> | <u>-</u> | <u>-</u> |
| Net movement in funds | | (16,363) | 23,111 | 6,748 | (15,620) |
| Reconciliation of funds | | | | | |
| Total funds brought forward | | <u>82,702</u> | <u>26,566</u> | <u>109,268</u> | <u>124,888</u> |
| Total funds carried forward | 11 | <u><u>66,339</u></u> | <u><u>49,677</u></u> | <u><u>116,016</u></u> | <u><u>109,268</u></u> |

The notes on pages 17 to 26 form an integral part of these financial statements.

TIME TO TALK BEFRIENDING

BALANCE SHEET AS AT 31 DECEMBER 2023

| | Note | 2023 £ | 2022 £ |
|---|------|-----------------|----------------|
| Current assets | | | |
| Debtors | 8 | 15,803 | 2,430 |
| Cash at bank and in hand | | <u>114,559</u> | <u>114,667</u> |
| | | 130,362 | 117,097 |
| Creditors: Amounts falling due within one year | 9 | <u>(14,346)</u> | <u>(7,829)</u> |
| Net assets | | <u>116,016</u> | <u>109,268</u> |
| Funds of the Charity: | | | |
| Restricted income funds | | | |
| Restricted funds | | 49,677 | 26,566 |
| Unrestricted income funds | | | |
| Unrestricted funds | | <u>66,339</u> | <u>82,702</u> |
| Total funds | 11 | <u>116,016</u> | <u>109,268</u> |

The financial statements on pages 15 to 26 were approved by the trustees, and authorised for issue on 22 May 2024 and signed on their behalf by:

.....
Neil Hilton
Trustee

TIME TO TALK BEFRIENDING

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2023

1 Accounting policies

Statement of compliance

The financial statements have been prepared in accordance with the second edition of the Charities Statement of Recommended Practice issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

Basis of preparation

Time To Talk Befriending meets the definition of a public benefit entity under FRS 102. The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

Going concern

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the Charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

Grants receivable

Grants are recognised when the Charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

TIME TO TALK BEFRIENDING

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2023 (CONTINUED)

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Taxation

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

TIME TO TALK BEFRIENDING

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2023 (CONTINUED)

Liabilities

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Pensions and other post retirement obligations

The Charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the Charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the Charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

TIME TO TALK BEFRIENDING

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2023 (CONTINUED)

2 Income from donations and legacies

| | Unrestricted funds General £ | Restricted funds £ | Total 2023 £ | Total 2022 £ |
|-----------------------------------|---------------------------------------|--------------------------|--------------------|--------------------|
| Donations and legacies; | | | | |
| Donations | 11,536 | - | 11,536 | 28,795 |
| Gift aid reclaimed | - | - | - | 985 |
| Grants, including capital grants; | | | | |
| Grants | <u>148,553</u> | <u>163,743</u> | <u>312,296</u> | <u>249,260</u> |
| | <u>160,089</u> | <u>163,743</u> | <u>323,832</u> | <u>279,040</u> |

3 Income from charitable activities

| | Unrestricted funds General £ | Restricted funds £ | Total 2023 £ | Total 2022 £ |
|------------------------|---------------------------------------|--------------------------|--------------------|--------------------|
| Personal contributions | 278 | 403 | 681 | 93 |
| Service income | <u>609</u> | <u>700</u> | <u>1,309</u> | <u>1,050</u> |
| | <u>887</u> | <u>1,103</u> | <u>1,990</u> | <u>1,143</u> |

4 Expenditure on raising funds

a) Costs of generating donations and legacies

| | Unrestricted funds General £ | Restricted funds £ | Total 2023 £ | Total 2022 £ |
|-------------------------------|---------------------------------------|--------------------------|--------------------|--------------------|
| Fundraising and related costs | 2,229 | 255 | 2,484 | 10,612 |
| Staff costs | <u>25,985</u> | <u>-</u> | <u>25,985</u> | <u>-</u> |
| | <u>28,214</u> | <u>255</u> | <u>28,469</u> | <u>10,612</u> |

TIME TO TALK BEFRIENDING

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2023 (CONTINUED)

5 Expenditure on charitable activities

| | Note | Unrestricted funds General £ | Restricted funds £ | Total 2023 £ | Total 2022 £ |
|---|-------------|---|-----------------------------------|-----------------------------|-----------------------------|
| Scheme member and project costs | | 17,198 | 17,630 | 34,828 | 38,752 |
| Volunteer costs inc training | | 8,529 | 4,932 | 13,461 | 6,486 |
| Website, design and social media | | 11,814 | 2,318 | 14,132 | 6,484 |
| Premises costs | | 12,054 | 5,112 | 17,166 | 17,228 |
| Office equipment and supplies | | 1,820 | 33 | 1,853 | 1,731 |
| Telephone and internet | | 5,859 | - | 5,859 | 5,950 |
| Postage and stationery | | 1,495 | - | 1,495 | 1,590 |
| Insurance | | 1,342 | - | 1,342 | 1,462 |
| IT equipment & support | | 2,956 | 10 | 2,966 | 4,695 |
| Travel | | 1,428 | 14 | 1,442 | 1,719 |
| Staff training & DBS | | 1,850 | 24 | 1,874 | 3,567 |
| HR support | | 3,706 | - | 3,706 | 4,934 |
| External administrative and project support | | 15,801 | - | 15,801 | 4,938 |
| Professional fees | | 5,013 | - | 5,013 | 8,741 |
| Sundry expenses | | 5,679 | 44 | 5,723 | 3,606 |
| Bank and payment charges | | 266 | - | 266 | 344 |
| Independent examination | | 810 | - | 810 | 810 |
| Staff costs | 7 | 44,131 | 118,737 | 162,868 | 172,154 |
| | | <u>141,751</u> | <u>148,854</u> | <u>290,605</u> | <u>285,191</u> |

TIME TO TALK BEFRIENDING

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2023 (CONTINUED)

6 Trustees remuneration and expenses

Emily Kenward received remuneration of £30,600 (2022: £40,533) as CEO and not as a trustee, and benefits in kind in the form of pension contributions amounting to £510 (2022: £1,216) until her resignation as trustee in Oct 2023.

Expenses incurred on behalf of the charity amounting to £1,137 (2022: £626) were reimbursed to Emily Kenward for travel and supplies during the year.

Claire Godley received £Nil (2022 - £163) for travel expenses and staff training services in the current year.

Gerhard Schulz was paid £5,013 (2022: £6,010) through his company, G Schulz & Company Ltd, for professional services as management accountant and consultant.

7 Staff costs

The aggregate payroll costs were as follows:

| | 2023 £ | 2022 £ |
|--|-------------------------|-------------------------|
| Staff costs during the year were: | | |
| Wages and salaries | 174,743 | 159,497 |
| Social security costs | 9,797 | 8,093 |
| Pension costs | <u>4,313</u> | <u>4,564</u> |
| | <u><u>188,853</u></u> | <u><u>172,154</u></u> |

The monthly average number of persons (including senior management / leadership team) employed by the Charity during the year expressed as full time equivalents was as follows:

| | 2023 No | 2022 No |
|-------|--------------------------|--------------------------|
| Staff | <u><u>8</u></u> | <u><u>7</u></u> |

No employee received emoluments of more than £60,000 during the year

TIME TO TALK BEFRIENDING

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2023 (CONTINUED)

8 Debtors

| | 2023 | 2022 |
|----------------|----------------------|---------------------|
| | £ | £ |
| Prepayments | 2,553 | 2,430 |
| Accrued income | <u>13,250</u> | <u>-</u> |
| | <u><u>15,803</u></u> | <u><u>2,430</u></u> |

9 Creditors: amounts falling due within one year

| | 2023 | 2022 |
|-----------------|----------------------|---------------------|
| | £ | £ |
| Trade creditors | 4,552 | 6,209 |
| Other creditors | 9,134 | 960 |
| Accruals | <u>660</u> | <u>660</u> |
| | <u><u>14,346</u></u> | <u><u>7,829</u></u> |

10 Pension and other schemes

Defined contribution pension scheme

The Charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the Charity to the scheme and amounted to £4,313 (2022 - £4,564).

Contributions totalling £959 (2022 - £960) were payable to the scheme at the end of the year and are included in creditors.

TIME TO TALK BEFRIENDING

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2023 (CONTINUED)

11 Funds

| | Balance at 1 January 2023 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 31 December 2023 £ |
|------------------------------------|---|----------------------------|----------------------------|----------------|---|
| Unrestricted funds | | | | | |
| General | | | | | |
| General Funds | 82,702 | 160,976 | (169,965) | (7,374) | 66,339 |
| Restricted funds | | | | | |
| Deans outreach | - | 25,000 | (25,094) | 94 | - |
| Big Lottery fund | 26,566 | 74,700 | (76,732) | - | 24,534 |
| Group befriending | - | 1,859 | (96) | - | 1,763 |
| Dementia fund | - | 18,000 | (20,974) | 2,974 | - |
| Direct scheme member costs fund | - | 5,403 | (5,403) | - | - |
| Anna Chaplaincy fund | - | 5,700 | (10,006) | 4,306 | - |
| 10 year anniversary | - | 3,500 | - | - | 3,500 |
| Outreach fund | - | 3,390 | (672) | - | 2,718 |
| Befriending plus fund | - | 5,866 | (5,866) | - | - |
| Housing fund | - | 4,808 | (2,081) | - | 2,727 |
| Dementia training fund | - | 2,950 | (726) | - | 2,224 |
| Research fund | - | 6,750 | (883) | - | 5,867 |
| Ageing journey fund | - | 6,920 | (576) | - | 6,344 |
| | <u>26,566</u> | <u>164,846</u> | <u>(149,109)</u> | <u>7,374</u> | <u>49,677</u> |
| Total funds | <u>109,268</u> | <u>325,822</u> | <u>(319,074)</u> | <u>-</u> | <u>116,016</u> |

Deans Outreach: Providing befriending for people aged 50+ living in the Deans area in Brighton and Hove as part of the Ageing Well Public Health Commission.

Big Lottery fund: Funding our work in Adur and Worthing until September 2024.

Group befriending: Funding towards our Manor Meet Up for older people, including people living with dementia.

Dementia fund: Providing dementia inclusive befriending services for older people who have received a recent diagnosis or who are living with mild-moderate dementia as part of the Ageing Well Brighton and Hove commission.

Direct scheme member costs fund: Funding for specialist items and supplies for scheme members.

Anna Chaplaincy fund: Funding toward providing spiritual care to scheme members.

TIME TO TALK BEFRIENDING

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2023 (CONTINUED)

10 year anniversary: Funding for 10 year anniversary events in 2024.

Outreach fund: Funding to support our postal outreach enabling us to connect with digitally excluded older people.

Befriending plus fund: Additional funding through the Ageing Well Brighton and Hove Public Health commission enabling us to support older people with more complex needs to access befriending.

Housing fund: Funding for our work in Hyde locations in Brighton and Hove.

Dementia training fund: Funding specifically for our dementia training, workshops and resources.

Research fund: Funding to undertake research with our scheme members under the NHS 'health inequalities' small grants programme.

Ageing journey fund: Funding enabling us to scope an intergenerational podcast project.

| | Balance at 1 January 2022 £ | Incoming resources £ | Resources expended £ | Balance at 31 December 2022 £ |
|---------------------------------|--------------------------------------|----------------------------|----------------------------|---|
| Unrestricted funds | | | | |
| General | | | | |
| General Funds | 98,417 | 152,658 | (168,373) | 82,702 |
| Restricted funds | | | | |
| Deans outreach | - | 25,000 | (25,000) | - |
| Big Lottery fund | 21,068 | 74,525 | (69,027) | 26,566 |
| Dementia fund | 5,403 | 18,000 | (23,403) | - |
| Direct scheme member costs fund | - | 5,000 | (5,000) | - |
| Anna Chaplaincy fund | - | 5,000 | (5,000) | - |
| | <u>26,471</u> | <u>127,525</u> | <u>(127,430)</u> | <u>26,566</u> |
| Total funds | <u>124,888</u> | <u>280,183</u> | <u>(295,803)</u> | <u>109,268</u> |

TIME TO TALK BEFRIENDING

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2023 (CONTINUED)

12 Analysis of net assets between funds

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 December 2023 £ |
|---------------------|---|-----------------------------------|--|
| Current assets | 80,685 | 49,677 | 130,362 |
| Current liabilities | <u>(14,346)</u> | <u>-</u> | <u>(14,346)</u> |
| Total net assets | <u>66,339</u> | <u>49,677</u> | <u>116,016</u> |
| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 December 2022 £ |
| Current assets | 90,531 | 26,566 | 117,097 |
| Current liabilities | <u>(7,829)</u> | <u>-</u> | <u>(7,829)</u> |
| Total net assets | <u>82,702</u> | <u>26,566</u> | <u>109,268</u> |