

INCOME		31/3/2025	EXPENDITURE		31/3/2025
Transport Donations	8,221.40	8,647.35	Mileage	5,387.61	6,696.93
Volunteer Donations	810.18	1,154.35			
Other Donations:			Bank Charges	60.00	60.00
Alison MCQuitty	30.00	30.00	Postage	214.02	129.20
Dr Bjorn	200.00	200.00	Stationery	88.72	137.06
J & J Herlinger	76.50	-	Insurance	321.66	260.68
Old Link Tin	23.00	-	Advertisements	327.00	324.00
Box Sewing Group	-	25.00	Telephone	320.59	339.10
Anne Keat	-	500.00			1,250.04
Mrs MacMillan	-	263.00			
HMRC Gift Aid	2,022.51	2,086.88			
Bank Interest	346.17	396.50			
Colerne PCC Plaque	-	70.00			
Aerial Direct	-	6.00			
	2,368.68				
			Miscellaneous		
			Donation - Bobby Van	200.00	-
			Hall Hire	128.50	104.00
			Volunteers' Lunch	887.17	725.00
			Client Outings	509.63	269.22
			Link Newsletter	95.00	95.00
			Website & Domain	792.00	103.18
			Box Coffee Morning	624.00	624.00
			Database/Computer Support	-	110.00
			Colerne Bus Shelter Plaque	-	64.00
			Sundries	29.22	60.65
				3,265.52	2,155.05
TOTAL INCOME	11,729.76	13,379.08	TOTAL EXPENDITURE	9,985.12	10,102.02
			SURPLUS	1,744.64	3,277.06
	11,729.76	13,379.08		11,729.76	13,379.08

BALANCES 31 MARCH 2026					
Brought forward 1 April 2024	21,145.85	17,868.79	CAF Cash Account	3,818.37	1,616.31
Add Surplus for year	1,744.64	3,277.06	CAF Gold Account	19,072.12	19,529.54
	22,890.49	21,145.85	Carried forward 31 March 2026	22,890.49	21,145.85
			Susan Hatton		
			Hon Treasurer 31 March 2026		

AGM - FINANCIAL REPORT 2025 - 2026

Box, Colerne and Rudloe Link Scheme financial year ends on the 31 March. The independent auditor has signed off the accounts for the year 2025 – 2026.

The income for the year was £11,729.76, this included Gift Aid of £2,022.51. Expenditure for the year was £9,985.12. The accounts show a surplus of £1,744.64 for the year and at the year end the bank balance was £22,890.49.

Donations by clients covered expenses claimed by volunteers and we are very grateful to many of our drivers who continue to donate all or part of their expenses to Link.

Income was down on the previous year; however, we remain financially stable but need to be aware that without Gift Aid and the generosity of our volunteers, transport donations would not be sufficient to cover our running costs.

Overall, our reserves have increased, and we look to support local projects if these can be identified as beneficial to our clients and the wider community.

Our statistics for the year to 31 December 2025 were similar to 2024 except for miles travelled. These were down compared to 2025. We were asked to undertake more trips to hospitals out of our area, but non-medical journeys were lower as we needed to prioritise medical appointments.

Susan Hatton – Hon Treasurer

STATISTICS 31st DECEMBER 2025

	2025	2024
Total Journeys & Tasks	849	834
Miles Travelled	11951	13203
Total Hours (all volunteers)	4100	4112
Hospital & GP Visits	671	665
Number of volunteers	39	39

PARKING COORDINATOR REPORT - 2025 - 2026

A more recent guide should be available under the Documents tab on our new website. However, there has been little change to parking arrangements over the past year.

One positive, however, has been the removal of all parking restrictions at The Bath Clinic, Claverton Down. The permissions for LINK'S Box, Colerne & Rudloe volunteers on the time limited white lists at Bristol University Hospitals and at Salisbury District Hospital have both been extended until February 2027. The other white lists currently have no time limit

A new medical facility, Trowbridge Medical Centre has been opened at Hammersmith Fields BA14 8LW. This is not to be confused with Trowbridge Community Hospital. The centre is gradually assuming roles transferred in by B&NES, Somerset and Wiltshire Health Authorities. Parking requires registration on touch screens inside the premises, but drivers may have up to 90 minutes to register.

Despite lobbying, there is currently no provision for volunteer parking at Cheltenham General Hospital, where our clients have had a number of appointments. The advice is to pay if unable to utilise a Blue Badge.

And finally, please don't forget:

- If you change your car, let the coordinator know as soon as practicable so that the new registration plate can be added to the white lists.
- Read the car park notices – don't assume.
- Always display the HOSPITAL CAR card.

Safe motoring

Peter Batchelor - Hospital Parking Officer 2026



CHAIR'S REPORT 2026

The efforts of all drivers, coordinators and committee members of our Link scheme never cease to amaze me. I am rarely speechless but sometimes the lengths to which they are prepared to go to help our clients is nothing short of incredible. Short notice appointments are now par for the course, and the infrequent postal deliveries mean that clients often don't receive appointment letters until the last minute and in some cases after the event. We also have more regular, weekly appointments which can make the coordinators role more challenging.

At Box, Colerne and Rudloe Link, we do everything possible not to let clients down. We are also lucky enough to have the best clients. They are remarkable and their conversations brighten any day.

The recruitment of drivers and coordinators continues to be a challenge and we are open to suggestions as to how to get more on board. We like to be one step ahead if we can.

Julie Taylor, Chair
AGM July 2026

CLIENT COORDINATORS REPORT 2025-2026

We were able to arrange four trips for clients last year which I am pleased to report all proved very successful.

Firstly, in September we chose to take clients to Leekes Department Store in Melksham. As you are aware, many of our clients have mobility problems so to offer a little retail therapy for some is quite a treat. Although I have to admit some didn't venture further than the ladies fashions on the first floor. We were a party of sixteen who gathered for a delicious afternoon tea. The restaurant staff were very efficient and welcoming and at the end of our afternoon said they would be happy to see us again.

In October a party of 21 made up of clients and drivers ventured to Robbie's Plaice, a Fish and Chip Restaurant in Batheaston A very joyful event it turned out to be. We were able to choose from a very varied menu consisting of a variety of fish dishes, all beautifully cooked and served by a very helpful and cheerful staff. We were allocated a large seating area to ourselves, which enabled all to socialise comfortably together.

Due to the fact that our local church needs vital repairs to make it safe, Box School's Nativity Play last year was held in early December in the Selwyn Hall. All credit must go to the children and staff who had had very little rehearsal time and without a sound system which made it difficult for their young voices to be heard clearly. But this was their dress rehearsal and they did amazingly well. We did appreciate all the hard work the children had put into this performance, and we thoroughly enjoyed our afternoon with them.

Our final event was our Christmas get together in December. As usual this was a very festive afternoon. Including clients, drivers and partners, approximately thirty in all. All were pleased to meet again with Stuart Burroughs one of Links favourite speakers from the Bath at Work Museum. Stuart entertained us with two short films. Firstly about the time when Saturday afternoons became time away from the work place, which featured how many chose to enjoy this extra leisure time. The second film focused on the growing popularity of the family seaside holiday. It was then time to reorganise the tables so all could gather together and enjoy a chat with friends over tea and an amazing variety of cake. My thanks go to all those from LINK who contribute to making not only this such a joyful successful afternoon but all our other client outings.

Pam Farmer - Client Coordinator 2026

VOLUNTEER RECRUITMENT REPORT AGM 2026

For the first time, at least since 2008, we have failed to recruit any new volunteer drivers to join our team. Fortunately, this year no drivers have left, but holidays, ill health and other issues, mean we never have the complete team available for LINK tasks. Our wonderful team of coordinators work hard to find drivers to fulfil all client requests but, occasionally, this is not possible.

The coordinator team has said goodbye to two of the team, Eileen Currant and Tony Barby and I would like to express our gratitude to them for their contribution to LINK. We have also gained a new member, Dave Gill who has proved a welcome addition.

The Committee have tried a variety of ways to recruit more volunteers; on-screen adverts in Box surgery, leaflets left in the surgeries in Box and Colerne, A large advertising board at Box Revels, and an excellent article, written by Chris Ward, in the June edition of the Parish magazine. So far, none have succeeded in attracting new drivers.

We are not alone amongst organisations who rely on volunteers but who are finding great difficulty in recruiting them. For Box, the closing of the Natural History Society (NATS), when no one came forward to form a new committee, is one example, but there are many more. It is not difficult to see why volunteers are in short supply. Retirement age, with a state pension, has moved from age 60 to 67 in the years since I retired and had space to look for useful ways to help the community. Before retirement age, most couples are both working full time and those with children have precious little time available at weekends. Amongst the retired, Grandparents may well be helping with child care, others enjoying the opportunity to roam the world or perhaps have health issues which limit what they can do.

What can we do?

It is our experience that 'word of mouth' is the most successful method of recruitment. Can you look out for opportunities to remind the people you meet of the value of LINK, they might need us themselves one day!

Do you belong to a group who will allow you time to talk to them about your role in LINK and the satisfaction you get from it? I'm thinking of GIG, The Shed, WI, Art groups, Fitness clubs, Sports activities, Gardening club, the community choir. Many newly retired will have excellent IT skills, could they help with coordinating, answering calls, managing the booking programme? Any one skilled in using social media who could spread news of LINK and our need for volunteers to the wider community? We could always supply LINK leaflets to be handed to anyone interested in joining us.

Do you have other ideas?

I apologise that this report is somewhat negative. There is, of course much to be positive about. I want to thank our coordinator team for their many hours of hard work, answering phones, arranging for clients to be driven to a wider range of destinations as the NHS spread health facilities across the region. Our thanks to all you drivers who are asked to travel further yet, until recently, unable to claim more in fuel costs despite the rise in prices. To everyone for their patience and care of clients. Thanks to Susan, Pam and others who help in arranging for social outings enjoyed by everyone. Thanks to Julie for hosting our meetings. LINK must be one of a very few organisations where participants actually look forward to and enjoy their 'business' meetings! Finally, to Jan who is always ready to step in where extra help is needed, support and induct new volunteers, and generally deal with all problems with humour and enthusiasm.

Lee Towler – Recruitment & Support Officer 2026