

ILKLEY AND DISTRICT GOOD NEIGHBOURS

ANNUAL REPORT 2021 – 2022



ILKLEY AND DISTRICT GOOD NEIGHBOURS

The Management Committee present their Report and Accounts for the financial year 1 April 2021 to 31 March 2022.

Objectives and Activities

Our continuing aim is to support independent living and improve the lives of elderly and vulnerable people in the Ilkley District.

Risk Management

The Trustees have a risk management strategy which comprises;

- An annual review of the risks the charity may face
- The establishment of systems and procedures to mitigate any risks identified in the review
- The implementation of procedures designed to minimise any potential impact on the charity

A key element in the management of financial risks is the setting of a reserves policy which is regularly reviewed by trustees and the drawing up of a financial procedures document. Procedures are in place within the Good Neighbours office to ensure compliance with the health and safety of staff, volunteers and individuals from member groups.

ILKLEY AND DISTRICT GOOD NEIGHBOURS TRUSTEES 2021/2022

Penny Coulthard	Chair
Ed Duguid	Vice Chair
Jim Manson	Vice Chair
Peter Kierman	Hon Treasurer
Pamela Brunger	Hon Secretary
John Jewitt	Company Secretary
Liz Binns	
John Bray	
Anita Dunford	
Adrienne Heavisides	
Judy Hutton	
Simon Settle	
Ian Wilson – co opted January 2022	

Councillor Peter Mate represented Ilkley Parish Council at meetings of the Committee

HON PRESIDENT

Brian Mann

MANAGER

Lucy Steer

BEFRIENDING CO-ORDINATOR

Joanna G

Helen Hawney

SHOPASSIST CO-ORDINATOR

Charlotte Atkinson

MOVING ON CO-ORDINATOR

Hannah Walton

CHAIRMAN'S REPORT

This annual report covers the period April 2021 – March 2022. It has again been a challenging and unpredictable year, but with a welcome feeling of getting somewhat back to normal.

The last year has been challenging for many of our clients, and life is not yet back to normal for everyone. There is still some nervousness about social mixing and clients who are reluctant to go to the shops and other public spaces. For some this has increased social isolation and reduced their mental health. There are of course others who have embraced the removal of restrictions and we are still working our way through understanding what the new situation will settle down to be. We were pleased in May 2021 to start our Moving On group meeting in person, initially with reduced numbers. This group have supported each other throughout the pandemic and with the help of their co-ordinator Hannah Walton, whose regular pandemic newsletters were always informative and full of activities. Numbers have been so high that we have moved the group to a Friday morning to accommodate more members. It was also great to be able to organise some Christmas meals at Clevedon again and visit the pantomime performance.

The demand for befriending has increased over the last year and we are grateful to our befriending volunteers who engage our clients in all sorts of conversations, activities and informal support. We were sad to lose our Befriending co-ordinator Joanna Gramshaw after 15 years with the charity and welcomed Helen Hawney as her replacement in January.

ShopAssist has moved to a mixture of accompanied shopping and shop and drop and has been in a constant state of flux as some clients returned to independent shopping and volunteers had other commitments. This has been admirably managed by Charlotte Atkinson our ShopAssist co-ordinator.

Our staff have been ably managed by Lucy Steer our Manager, who has built stronger relationships with our health & community partners and led the pilot of our new Walk and Talk scheme. We are also extremely lucky to have a strong and committed trustee team. During the year we have welcomed Ian Wilson to the trustee team and said farewell to Adrienne Heavisides. The June 2022 AGM will see Peter Kierman our current Treasurer retire after being with us for 13 years, who with his wife Yvonne has covered a number of roles in the charity, such as organising the over 90s party. He will be replaced by Ian Wilson as Treasurer after a very thorough handover. I am stepping down as Chair after three years and will be replaced by Ed Duguid one of our current Vice Chairs.

We are grateful to the individuals, organisations and funds that have helped make all this possible, including Bradford Council, Bradford VCS Alliance, The Co-op Community Fund, Ilkley, Rotary Club, Ilkley Round Table, Olicana Lodge, WW Spooner Charitable Trust and a large number of individual donations and bequests. Funding is always a challenge and we continue to submit funding bids and work with partners in the local community.

We could also not operate without our 50+ volunteers who help with shopping, befriending, odd jobs, Moving On, admin in the office and a whole range of tasks. We are lucky to have such an active community supporting us in their own time. We are enjoying now being able to arrange volunteer coffee mornings and other face to face meetings.

We are all feeling optimistic about the future year; with a strong staff, trustee and volunteer team and hopefully a more stable external environment we can start to explore new opportunities to help our community as well as improving and growing the existing services. We are proud to be part of the Ilkley community and making a difference to those we can support.

Penny Coulthard
May 2022

MANAGER'S REPORT

This year has continued to be challenging for both staff and clients. There have been some changes within the Team and a period of transition. This has gone very smoothly and the team continue to grow stronger. While coming out of lockdown and slowly moving back in to 'normality' staff have begun working more cohesively and face to face in the office. This has been a welcome transition and the team are enjoying the interaction and working much closer together. There have naturally been some challenges with our clients too during this period, adapting to more social activities and the 'new normal'. There are still some who are very isolated and resistant to getting back out in the real world whilst others have embraced their freedom and have dived into any opportunity presented. I feel I have grown with understanding my position and where I can continue to develop and grow IDGN and the importance of our position within the Community.

I'd like to thank the Trustees for their support during the year, in guiding the organisation and getting involved, hands on. I would like to personally thank Penny for her unwavering support during her time as Chair and will miss our weekly chats and get togethers.

We have implemented a new database/crm system, Charitylog which has moved the charity to a different level. We now have all our contacts/details/information safely and securely located in one place which is accessible to all staff. This has allowed us to work in a more professional and seamless manner both for the benefit of the client/volunteer and staff. It also allows us to report accurately on any area needed within the services offered.

We have grown our relationship with The VCS Alliance considerably and they continue to develop the Wharfedale & Silsden Community Partnership to have a stronger voice for the VCS sector. We also have great relationships with the Ilkley Health Forum, working with Carers resource, social prescribers, Ilkley Parish Council, Community Action and Dementia Friendly Ilkley Action.

Last year we were unable to host our annual over 90s party, so hand delivered an individual afternoon tea to 32 recipients. There were still a few who were isolating and this had been their only contact in months. They were very grateful and many of our volunteers stood on their doorstep to talk to them for some time.

Our volunteers are truly the back bone of the organisation without whom we would be unable to deliver the schemes. In order to keep them fulfilled and truly appreciated we are now sending regular volunteer newsletters to the various schemes. One from me goes out quarterly to all volunteers and the co-ordinators then send one quarterly to their own scheme volunteers in between. We have also started bi-monthly volunteer meet-ups which are proving popular and we hope to see more and more attend these in the future. The general feeling is that the volunteers feel more included and informed.

Overall, in what has been another challenging 12 months, IDGN have remained strong, constant and a great strength to all.

Lucy Steer
Manager



1808
phone calls



1,514
shops delivered



31
Friendship Groups



32
afternoon teas
delivered



160
activity books
delivered



4,556
volunteer hours



72
garden meetings
or walks



51
Christmas lunches



100
Christmas parcel
deliveries

BEHIND THE SCENES IN 2021

BEFRIENDING

We were extremely sorry to say goodbye to Joanna Gramshaw in November of last year. Joanna joined IDGN in 2006 and was instrumental in establishing and co-ordinating the Befriending Scheme we have today.

Over the 15 years Joanna was in our employ we have seen the service grow and adapt under difficult circumstances. Her thoughtful and considered approach has ensured very many successful and long lasting matches between vulnerable, older people and volunteers.

We all wish her well in the future.

Liz Binns
Trustee

Since joining the team in December, I have been made to feel very welcome by colleagues, volunteers and clients, and it has been a pleasure to meet everyone and see the benefits the befriending service brings to local people. It is clear that there is a real need and desire in the local community to support older, isolated and/or vulnerable people after what has been a very difficult few years. This has been reflected in a high number of referrals to the befriending service, the on-going commitment of our existing volunteers, as well as the recruitment of a number of new, younger volunteers.

It has been encouraging to see that since December, when almost all contact between our clients and volunteers was still taking place over the phone or via video calls, there has been a gradual shift back to in person visits as restrictions have eased, with our clients really benefitting from face to face interactions, albeit still with testing where appropriate, and the usual sensible measures in place.

Each week befriending volunteers support an average of 27 older, isolated and/or vulnerable people, and over the last year at least 38 local people have been supported through befriending, with 339 face to face visits and over 590 calls taking place, resulting in an excess of 900 actions, far exceeding the 670 actions that our funders require.

Feedback from our volunteers and clients tells us that they talk about all sorts of subjects including discussing issues reported in the local papers, national and international news, health/Covid, family, friends, past holidays, dogs, gardening, royalty, reminiscing about their past, sharing old photographs etc. From these conversations often trust and true friendship has grown.

Family members find the befriending scheme relieves them of some of the pressure of supporting their relative, and often report very positively on the service:

‘Really appreciated J’s calls and visits and am so grateful that she is following up when mum is anxious or confused’ – Adam

‘Thanks for all the support A is giving my mum’ – Mel

One client who has been meeting with her befriender since the start of the pandemic reports that they are ‘like an old family friend, sharing recipes on zoom when face to face visits weren’t possible, and having a laugh – they are just part of my extended family now’.

Our volunteers also get a lot out of supporting their client, with one recently reporting that ‘R will always be part of my life now; it has been such a pleasure to get to know her’.

Unfortunately, many befriending clients have seen a deterioration in their physical and mental health due to the pandemic, and even if they are still physically able to get out, lack the confidence to do so. Many are now on long waiting lists for treatment, operations and diagnoses which often means contact outside of their home is reduced, resulting in greater social isolation and feelings of loneliness. Our volunteers are helping to tackle this by resuming face to face catch ups over cups of tea in a client's home, short walks together (even if that is just to the end of their drive and back), browsing the shops, visiting garden centres and even going swimming together; all helping to increase confidence, reduce anxiety and feelings of loneliness, improve physical and mental health and help reduce social isolation.

We continue to encourage befriending volunteers to report back to us with anything that is of concern for the service user so that we can work with family, local support agencies, social prescribers and other networks to support our clients with appropriate referrals should they need it. We hope that the efforts of our volunteers, teamed with this holistic approach to supporting our clients, will go some way to remedying some of the effects the pandemic has had.

Of course, thanks must go to our volunteers, without whom none of this would be possible. They are dedicated, reliable and empathetic, with their befriender's best interests at heart, often going above and beyond what is required of them by the service.

Helen Hawney
Befriending Coordinator

SHOP ASSIST

Ilkley & District Good Neighbours' ShopAssist scheme is well-respected locally, provides a valuable service to its clients and is very fortunate to be supported by a committed, reliable and caring group of volunteers. The performance of the service is outlined in the report below.

April 2021 - Easing out of the pandemic

The beginning of the year saw quite a number of clients return to independent shopping and at this point their volunteer chose to step back from the regular shopping commitment. In many cases, those volunteers have agreed to stay on for ad hoc cover, for which we have been very grateful.

We received some lovely feedback as well as some generous donations from clients as they left us and returned to independent shopping. An article appeared in the Gazette on 12th May 2021 celebrating this.

"I am pleased to be able to get out and about once more and doing some of the weekly shopping is a pleasure, rather than a chore. We have been delighted with the help that Sarah has given to us over the past." (SBs, April 2021)

June 2021 - Transition from Shop & Drop to ShopAssist

Since restrictions eased we have had three clients return to ShopAssist and two new clients request ShopAssist. We have also had issues attracting volunteers who would be willing to offer ShopAssist as it is a more involved and longer commitment than Shop & Drop.

All other clients have opted to remain with Shop & Drop. During the autumn and winter there was still a level of uncertainty about the prevalence of Covid which deterred clients from returning to the supermarket. We also have a large number of clients who have lost a significant amount of mobility and / or confidence during the pandemic and therefore can no longer manage to go to the supermarket, assisted or otherwise.

In terms of new referrals for Shop & Drop, there will always be clients who rely on a Shop & Drop service either short term as they recover their mobility or long-term as they become housebound.

The gratitude and relief shared by clients' families, living far away, who are worried about their loved one's access to fresh food demonstrates the value of Shop & Drop. Whilst families can in some cases arrange for online deliveries once a month or so for the majority of items, it's the small amount of fresh weekly items delivered by a familiar face which makes a huge difference.

July 2021 - Meeting Client Needs

Over the last year the ShopAssist project has continued to support all existing clients who have wanted on-going assistance with their shopping as well as a number of new clients who have been referred either temporarily or long-term.

This ability to tailor our service to the needs of the client demonstrates that we contribute to people leading happier, healthier lives. A good example of this flexibility is shown in the following case study:

Client M was being supported by Ilkley & District Good Neighbours prior to the first lockdown in 2020. She had been matched with Volunteer L who took her for a weekly shop at one of the local supermarkets. They enjoyed each other's company and struck up a friendship, often stopping for a coffee as part of the trip.

When the pandemic started, the client was shielding and required the Shop & Drop service to continue to access groceries.

In summer 2021, having supported M through all four lockdowns, the Shop & Drop volunteer stepped back from volunteering. The coordinator spoke to M about how IDGN could continue to support her and she expressed a desire to return to ShopAssist.

ShopAssist was working really well for the client, who enjoyed the trips out and the chats over coffee. Sadly, in November 2021, M suffered some ill health which took its toll on her mobility and confidence. M was no longer able to manage the trip to the supermarket so, in discussion with the ShopAssist Coordinator, L agreed to provide Shop & Drop for M. She combined this with a visit for the all-important coffee. When circumstances allow they will revert to a face to face delivery and perhaps even ShopAssist.

What this case study attempts to illustrate is the personalised nature of our service, flexing to meet the individual needs of each client. It also highlights the lengths our volunteers will go to in order to make sure our clients are looked after. This can be observed on a smaller scale, week on week, as volunteers offer to cross cover each other for holiday, illness or other. Our volunteer body is truly exceptional, providing regular, reliable, personal service week in week out.

The ShopAssist service is a lifeline for our clients:

I would like to thank Ilkley Good Neighbours, the coordinators and all the volunteers who have given mum support over these years. I think she had been using the shopping service for 7 years – which is quite a long time. This really helped her maintain her independence and live at home. I was particularly grateful for the support Mum had in the pandemic and lockdowns when she could not get out. It was much more than delivery of shopping, it was about seeing people and being connected. Feedback from daughter of PS who passed away in February.

September 2021 - Volunteer Recruitment

For the vast majority of the year we have been able to cover all volunteer absences, due to illness or holiday, through our cohort of ad hoc volunteers and extremely flexible regular volunteers. In the last month, we have experienced a reduction in the availability of our volunteers to cover these last-minute shops. We are therefore planning to start actively recruiting volunteers to provide emergency backfill or temporary holiday cover.

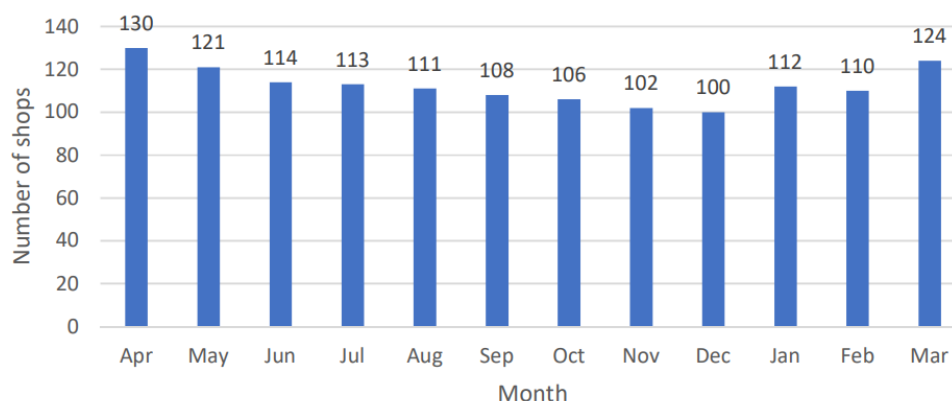
November 2021 - Service Development

In addition to grocery shopping, we have been approached by referrers and clients with requests for support to purchase personal items. Individuals who are housebound, who are not online, have very limited options for purchasing clothing, including underwear, or footwear. We have started to think

about what a service like this might look like. As part of this we are surveying all our existing clients seeking their views and needs (or not) for a shopping service for more than just groceries.

Number of completed shops by month

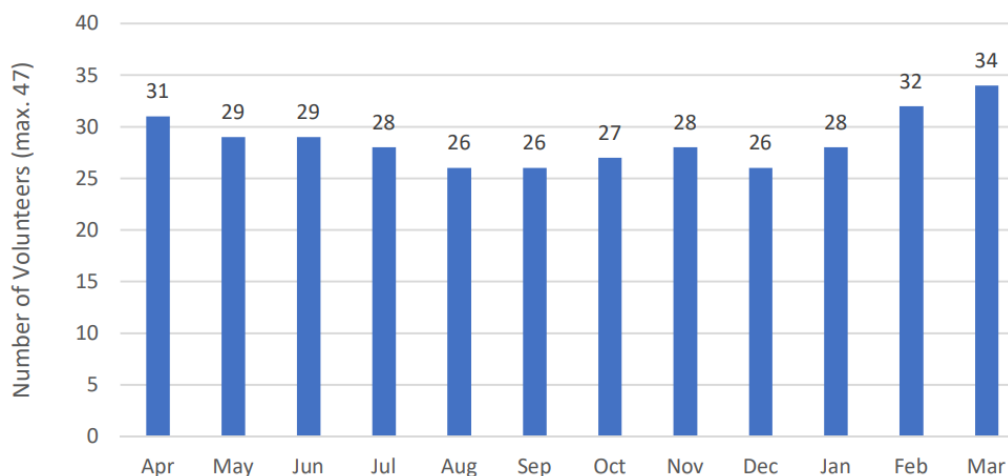
This chart shows the number of shops completed by volunteers each month.



In the financial year 21-22, IDGN and its volunteers provided 1351 shops.

Number of individual volunteers providing Shop & Drop per month

This chart shows the number of individual volunteers supporting Shop & Drop each month. NB the same volunteer is counted only once each month but may appear in multiple months across the period.



We are fortunate to have had the support of 47 shopping volunteers during 21-22.

Charlotte Atkinson
ShopAssist Coordinator

MOVING ON FRIENDSHIP GROUP

As an organisation, we took the decision to restart the Moving On Friendship Group (previously called Moving On) on a face-to-face basis at the earliest opportunity. This was a decision taking on board all the relevant health advice and guidance at the time and weighing up the Covid-19 risks with the isolation and loneliness that many felt because of lockdowns and restrictions. We re-started our group in person at the Clarke Foley Centre following the relaxation of Covid-19 restrictions in May 2021. This was something our members very much wanted, and 32 members came back to our group as soon as they could.

To begin with, to limit the Covid-19 risks, we had to run the group on a rota-based system to reduce numbers attending (one group attending one week, one the next). We took great care to keep friendship groups together as people had missed so much socially in the previous months. When the restrictions were relaxed later in the year, we were able to have the whole group together again. It is fair to say that it was a truly joyous occasion when we were able to start again.

The purpose of our group is (1) to encourage contact with others, to reduce isolation and loneliness. (2) to provide signposting and support to facilitate independent living (3) provide information on a variety of subjects to support good mental health and well-being. As well as meeting the above purpose, we are also very much a social space to chat with friends, be they old or new. With this in mind, we decided it was time to change our name to reflect this side of our group more accurately. We therefore asked our members, volunteers and staff for name suggestions for the group and then asked our members and volunteers to vote on their favourites. We are therefore now called the Moving On Friendship Group. A name that reflects our social side whilst keeping our known name.

In the early months of face-to-face meetings, we made sure we were a source of accurate information about Covid-19. We provided all our group with lateral flow tests to take home and gave a practical demonstration to show how they work. We regularly reminded members about the ways they could limit risks of catching Covid-19 and kept them up to date with potential symptoms and vaccine information.

When it became possible again, we began to invite speakers back to the group. We have had some interesting talks; some were primarily educational to support members in retaining their independence at home and some were just for fun. These have ranged from talks on how to prevent falls both inside and outside the home, to a former governor of Armley's prison talk on royalty; from a look into the World War 1 prisoner of war camp at Skipton to chats with the local MP and the former Children's Commissioner, Anne Longfield. We have also been fortunate to hear from local businesses like Moin Moin bakery and Outside the Box and other organisations such as Worth Connecting, Dementia Friendly Ilkley, Friends of Wharfedale Greenway, Ilkley Clean River Group and our local Social Prescriber. The time, enthusiasm and passion given from all our speakers is very much appreciated and we would like to publicly thank everyone who has attended our group to speak and those who are booked to come in the future.

We have also had the opportunity to participate in the events arranged by Social Events. We have enjoyed a wonderful Afternoon Tea at Betty's, a superb Christmas Lunch at the Audley Clevedon Restaurant, and the opportunity to see the local annual Pantomime performance.

We were very fortunate to receive a substantial amount of money from the Co-op Community Fund to spend on technology to help our clients feel more confident using the internet and technology. The past years have demonstrated that people who do not use the internet are severely disadvantaged during lockdowns/restrictions. We used this money to invest in Lenovo tablets

(amongst other items) that are used within the group. These are also available to be loaned out to clients so they can have an introduction to an electronic tablet before investing in purchasing one. I have set out below some comments we have received from members of the group:

- “The outings and speakers are very good and it is very much appreciated “
- “The Ilkley Good Neighbours staff and the volunteer helpers are excellent. The speakers at Moving On Friendship Group are good. On arriving in Ilkley the best thing I did was to join Moving On, it was so helpful and I was able to join other things and settle down through their help”
- “Excellent talks, excellent trips, and excellent staff”
- “I enjoy meeting and making new friends at Moving On”
- “I find all the voluntary helpers very kind and helpful. I enjoy the trips too - Christmas lunch, Betties etc.”
- “Moving On helped me to make new friends and gave me something to look forward to each week. I have enjoyed the talks and outings. The helpers are lovely”
- “Visits from speakers are very good. Amazing work done by all the volunteers”
- “It is very nice meeting people”
- “Moving On is the best thing that has happened to me for a long time.”
- “Great group, very welcoming”
- “Moving On has excellent volunteers and staff, it is a pleasure to attend. Thank you”
- “It has been a very helpful group after my husband's death, everyone is so kind”

We currently have 37 regular attendees and a waiting list for more people who would like to join. We have had to change to a bigger room to accommodate a growing demand in people wanting to attend.

Finally, Moving On would not be possible without the assistance of our wonderful volunteers who support and help regularly. My particular thanks to our regular volunteers Margaret, Alice, Mick, Pam, Joanne and Alizon and trustee Anita Dunford, who have all been invaluable this past year both to Ilkley and District Good Neighbours and the members they support.

Hannah Walton
Moving On Co ordinator

SOCIAL EVENTS

Afternoon Tea Event

After a gap of two years due to Coronavirus we were able to resume our social excursions with our first event being Afternoon Tea at Betty's Café in Ilkley. Fifty guests enjoyed the event which took place on two separate afternoons, to enable social distancing, and all thoroughly enjoyed the experience. Most of the guests who attended the event live alone and many had been shielding during the lockdown and have really missed the social events that Ilkley and District Good Neighbours provide. One of the guests reflected on lockdown as “Been worse than the War” and said how much she had missed socialising with her friends and how much she had enjoyed the afternoon tea and been able to have a chat with her friends.

The funding for the event was awarded by The National Lottery Community Fund, which distributes money raised by National Lottery players for good causes and is the largest community funder in the UK.

We are delighted that The National Lottery Community Fund has recognised our work in this way and thanks to National Lottery players we can resume our efforts to provide social interactions and reduce feelings of social isolation. We would like to also thank the staff at Betty's for their help in providing a very special Afternoon Tea experience which was very much appreciated.



Christmas Lunch Event

In December we were able to resume our Christmas lunch events. Again, this was held over two separate dates due to numbers of people who wished to attend the event. In total over fifty-one people participated in the event.

The venue for the Christmas lunch events was the restaurant at Audley Clevedon Retirement Village, which was decked out with Christmas decorations and ideal for the large number we catered for. The food was delicious, and we would like to thank all those concerned in helping to provide a festive occasion for an appreciative group of deserving people.

Pantomime

After being unable to attend the annual Pantomime in 2021 it was a delight to be able to resume this event which is held annually at the Kings Hall in Ilkley. The performance by Ilkley Upstagers Youth Theatre Group was Goldilocks and the Three Bears. Despite it being one of the worst days of weather of the year with high winds and transport issues the event was truly heartwarming and a delight to view and on occasions participate in the fun and frivolity of the performance.

It goes without saying that these events, which are so vital to our older community, would not take place without the wonderful support of our team of Ilkley and District Good Neighbours volunteers and the volunteers of Community Transport who support us on many of our events.

Anita Dunford
Trustee

CHRISTMAS PARCELS

This project has been running for over quarter of a century! It involves us delivering a bag of festive food treats, a potted plant or boxes chocolates to over 100 people. We are again thankful to the Olicana Masonic Lodge in Cunliffe Street for allowing us to use the Hall as a staging point in the delivery process. We had 10 Packers in the Hall because of our slightly modified regime to minimize the Covid risk. Students from Ilkley Grammar School 6th Form were not involved because of the risks from the Covid virus.

The volunteers were drawn from Good Neighbours, including some friends of trustees, The Rotary Clubs, the Masonic Lodge and Community Transport, who allowed the use of one of their minibuses to transport the parcel contents from Tesco. The number of volunteers involved 10 core Xmas Parcels Delivery Drivers, and many of the volunteers from the Befriending, Moving On and Shop Assist projects who took the opportunity to deliver to their clients at Christmas. Overall, in the end, over 40 people were involved in the deliveries.

We are most grateful to Tesco for their help in sourcing the goods for the bags and for their donation of mince pies. Funding for the event was received from both the Rotary Clubs in Ilkley and we are grateful for their continued support.

The project was successful in delivering a boost to many of the older residents in town who continue to find themselves more isolated as a result of the Pandemic and the measures put in place to protect them. We have received a number of "Thank You" letters from recipients who have pointed to the effect the delivery had in lifting their spirits at was a difficult time.

Ed Duguid
Vice Chairman

HOME AND GARDEN ASSIST

HAGA is the gardening, small home maintenance and decorating service we operate for elderly people and anyone with disabilities.

As the impact of Coronavirus has declined there has been a slight increase in the number of jobs carried out this year, as illustrated in the following chart:

TYPE OF JOB	2020/2021	2021/2022	% Change
Gardening	1	3	300%
Home Maintenance	5	10	200%
Decorating	0	1	100%
General Help	2	1	(50%)
Total Jobs	8	15	187.5%

Of the total number of jobs, 3 needed professional involvement, while the remaining 12 were carried out by our in-house volunteers.

As usual, the jobs varied from changing 7 light bulbs through to garden tidying, with fitting a curtain rail, a key safe and a toilet seat along the way.

Our thanks go to our wonderful volunteers, and we look forward to a further increase in jobs as Coronavirus restrictions ease.

John Jewitt
Trustee