



ILKLEY & DISTRICT
GOOD NEIGHBOURS

2025-26

ANNUAL

Report

“ I look forward to the visits. I've got someone who takes me shopping and someone who comes to chat to me - these things make me happy - we are on the same wavelength and these visits give me structure to my week. It was the best thing I ever did, joining Good Neighbours ”

E, IDGN client







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Trustees



Brian Mann
Honorary President



Ed Duguid
Chair of Trustees



Penny Coulthard
Deputy Chair



Ian Wilson
Treasurer



Anita Dunford
Social Events



Jim Manson
Press



John Bray
HAGA



Sheila Mahon
Older People
Resigned Jan 2026



Kathryn Shuttleworth
Health & Social Care
Elected July 2025



David Humphreys
Research
Elected July 2025



George Palacios
IT
Resigned Jan 2026



Corinne Jeffrey
Co-opted

External Representative



Councillor Steve Butler
Representing
Ilkley Parish Council

Staff



Lucy Steer
Manager



Helen Hawney
Befriending Project



Charlotte Atkinson
ShopAssist Project



Helen Bowman
Friendship and
Dementia Groups



Charlotte Allen
Dementia Hub
Left Feb 2026



Hannah Walton
Friendship Groups
Left May 2025

Chair's Report

I start my report by sharing the sad news that our long-standing Honorary President, Brian Mann, passed away on 31st March 2025, aged 91. Brian served this charity tirelessly for well over 25 years, first as Council rep and then as Treasurer until he became President in 2018. He will be sadly missed and our deepest condolences go out to his widow, Sylvia.

I have no doubt that Brian would be, as I am, immensely proud of the charity's achievements over the last year. Below you will find a summary of what we have been doing during the year and lots of photos of happy clients, enjoying the fruits of our services. We are again grateful to all those who have supported us during this year including the amazing people of Ilkley and the surrounding areas. At the end of this report, we list our specific thanks to those organisations who have funded us, without whom we would not be able to continue the good work.

Yet again I have to emphasise the three important pillars which support the delivery of our services. Firstly, our staff who run the operations on a day-to-day basis and who continue to strive to improve the quality of what we deliver. Secondly, our trustees, who diligently and with equal dedication oversee those operations and, along with the staff, ensure the sustainability of our services. Finally, and certainly not the least, a massive thanks to our volunteers who week in and week out deliver the service to our clients, and without whom we would not be able to do it.

I hope you enjoy reading about our work from the past year and will continue to support us in alleviating the isolation and loneliness of one of the most vulnerable sections of our community.

Ed Duguid
Chair



Treasurer's Report

Following a strong fundraising year in 2024-25 as we celebrated our 50th anniversary, with year-long fundraising efforts, was always going to be hard. We set our income expectations lower for 2025-26 and whilst it was often slow going, in the end we managed to achieve a lower deficit than planned.

The Fundraising Sub Committee meets on a regular basis to develop and implement our fundraising strategy. A big part of this is the ongoing application for grant funding from local and national organisations. We are finding this has become much more challenging and the competition for such funding has significantly increased. We have had some successes, but more rejections and are most grateful to those organisations who have been able to support us. We are also working on increasing revenue from donations and individual fundraising, events and building on corporate relationships.

Overall expenditure for the year was £124,493 and income of £97,164, excluding shopping payments. This resulted in a net expenditure (deficit) for the year of £27,392.

We were able to sustain this net outflow of funds thanks to the strong income generated in the 50th anniversary year, 2024-25.

Looking ahead to the 2026-27 financial year, we have set aside funds within our reserves to help support the following:

- Befriending/Shop Assist as the Bradford grant was not renewed
- Dementia services as existing grants have been used up.
- Fundraising and Special Projects – a new role and investment in future income opportunities and new services.

This is because we foresee a shortfall of income to fully support our services. Of course, we will be seeking other funding to supplement these funds where possible.

Grateful thanks are due to Charlotte and Penny for their financial admin support relating to Shop and Drop and to Judy for counting and banking our cash receipts. The majority of the financial administration and management for the charity is done on a voluntary basis.



Manager's Report



Ilkley and District Good Neighbours has had another successful and productive year, with continued growth in its services and a strong commitment to supporting older and vulnerable people in the community. Rising demand has been met through the dedication and collaboration of staff, trustees, and volunteers, whose kindness and reliability remain central to delivering high-quality, person-centred support.

Volunteers have received safeguarding training alongside additional development opportunities, helping them feel confident and connected in their roles. Staff have continued to work collaboratively across projects, maintaining a personalised approach despite increasing pressures. Strong partnerships with local organisations have also ensured that clients can access a wider range of support.

A major highlight has been the expansion of the Dementia Hub and Café, providing valuable support for people living with dementia and their carers. Building on this, a new Memory Coffee Morning in Addingham offers a quieter, informal space for dementia-friendly support.

Following a service review, the Shop & Drop project was closed. While valued, this decision allows greater focus on growing areas of need, particularly addressing loneliness, isolation, and dementia support.

Looking ahead, the introduction of a Projects Coordinator role will strengthen fundraising efforts and help ensure long-term sustainability. With funding becoming more competitive, diversifying income remains essential.

Finally, I would like to extend my sincere thanks to our staff team, trustees, volunteers, funders and supporters. Without their ongoing commitment and generosity, the work of Ilkley and District Good Neighbours would not be possible. It continues to be a privilege to lead such a caring and dedicated organisation and I look forward to another year of supporting our local community together.

Befriending Project

This project continues to actively contribute to protecting and improving both the mental and physical impacts that loneliness and social isolation has on our clients. By providing regular, meaningful contact through both telephone calls and face-to-face visits, the scheme aims to reduce feelings of isolation and unwanted loneliness, improve emotional wellbeing, and support healthier, more connected lives of older people.

Over the last 12 months:



26 volunteers provided over 860 hrs of their time supporting 32 older people, providing...



151 phone calls, totalling 78 hours of conversation, reassurance and human connection.



782 hours of face to face visits, offering companionship, continuity and a friendly presence to those who might otherwise feel alone.



12 befriending matches brokered by IDGN continue to meet outside of the service and no longer require IDGN support.



In total, 856 interactions were delivered to older people experiencing loneliness and isolation.

It is important to remember that behind each of these numbers is a moment of friendly connection, a shared conversation, and a reminder to someone that they are not alone:

C is wonderful, and I am very appreciative of the volunteer and the service. I look forward to visits - It's unbelievable what a difference it makes - it's good to have someone outside of family to talk to. Her visits broaden my life and we get on very well. - client

S is often the only person I see all week, apart from carers, so it really is important as it's something that isn't focused on my health or care needs. We have a laugh, share a love of music and have formed a connection that I didn't expect. - client

I can't thank IDGN and volunteer K, enough for the difference befriending made to J's life, particularly in the last year, when things were becoming increasingly difficult. - family member

ShopAssist Project

After a slow start to the year with few referrals, demand for the project has increased significantly over the past six months, leading to a short waiting list and a need for more volunteers who are able to spare at least two hours per week. Volunteers assist clients with practical shopping tasks such as reading labels, lifting items, and packing bags, but the service also provides important social connection. Regular interactions have helped build friendships, making the shopping trips a meaningful and often enjoyable highlight for many clients.

Over the last 12 months:



13 volunteers provided over 864 hrs of their time supporting 15 older people, providing...



432 trips to the supermarket, supporting clients to access a weekly or fortnightly grocery shop. Often followed by a cup of tea and a friendly chat!



4 ShopAssist matches brokered by IDGN now meet outside of the service. These are matches where the ShopAssist service is no longer appropriate, and the client and volunteer have become true friends and no longer require IDGN support i.e. self-sustaining.



This was, however, the year that IDGN took the difficult decision to close the Shop & Drop (S&D) service. Over the 6 years that S&D has been operational, it has supported 42 clients, been supported by 37 volunteers and delivered just under 5000 shops.

Initiated as a response to the Covid pandemic in 2020 as an alternative to ShopAssist, S&D was funded in the main by Bradford Council until April 2025. With that funding withdrawn and referrals dwindling, the trustees agreed in November 2025 to close the service at the end of March 2026. Clients were notified in January 2026 and supported to make alternative arrangements.



Friendship Group

The Friendship Groups provide a weekly social and signposting opportunity at the Clarke Foley Centre for individuals aged 70 and over. From May to September, sessions ran on both Thursdays and Fridays. However, due to fluctuating attendance on Thursdays, the decision was taken in January to consolidate into a single enhanced Friday group. Members were supported through this change and attendance has since stabilised and grown.

The Friday group now attracts an average of 25 attendees, including new members and an increased number of men. Initial concerns about integration were quickly alleviated, with members enjoying the opportunity to build new connections while renewing long-standing friendships. Although some members are no longer able to attend due to declining health, they remain very much part of the group's wider community.



Alongside social connection, the group continues to play an important role in sharing local information and resources.

A varied programme of speakers and activities has been delivered, alongside designated social sessions that encourage stronger relationships and member feedback.

This approach has helped shape the programme and identify new volunteer speakers from within the community.

The continued success of the Friendship Groups would not be possible without the commitment and generosity of our volunteers, whose support is sincerely appreciated.



Dementia Hub and Cafés

The Dementia Hub and Dementia Cafés continue to provide essential, person-centred support for people living with dementia and for their carers across the local area. The weekly Dementia Hub, now based at the Clarke Foley Community Hub, offers a safe and welcoming space for individuals, families and professionals to seek advice, reassurance and signposting. Support is tailored to individual needs and often involves extended one-to-one conversations, particularly around coping with dementia-related behaviours and sustaining carer wellbeing. Many people report valuing having dedicated time with someone who will listen and understand their situation.

The Ilkley Dementia Café runs twice monthly and consistently welcomes around 20–25 attendees. Sessions combine social connection with a varied programme of entertainment and activities, alongside opportunities for carers to talk with one another and receive informal guidance and signposting.

The Addingham Memory Morning, held twice monthly, provides a quieter and more informal alternative for those who may find larger settings challenging. Attendance has grown steadily, with 10–15 people attending each session. A range of gentle and engaging activities is available, encouraging shared participation and conversation, while carers benefit from peer support and mutual understanding.

Across all services, strong partnerships with specialist organisations ensure appropriate referrals for more complex needs. Volunteers remain central to the delivery of the Dementia Hub and Dementia Cafés, and their ongoing commitment enables these valued services to operate safely, consistently and with compassion.



Social Events

At its heart, this project exists to nurture connection by offering opportunities for our members to enjoy companionship, shared experiences, and a sense of belonging.

A Year of Memorable Moments



Across three trips, 78 guests and volunteers enjoyed sunshine, fresh air, and the beauty of the landscape. Afternoon tea at the Cavendish Pavilion, Bolton Abbey, offered a peaceful riverside setting where conversation flowed easily over sandwiches and cakes.



An important theme this year has been listening to our members and adapting accordingly. Some guests found longer journeys tiring, prompting us to introduce a more local afternoon tea at Moss & Moor. This new addition created a welcoming, accessible alternative, ensuring more people could take part comfortably.

We also introduced a shopping trip to Marks & Spencer, combining social interaction with practical seasonal preparation, another example of how smaller, purposeful outings can have a meaningful impact.

Other visits included a trip to see Ilkley Upstagers' production of The Little Mermaid and their annual pantomime, Snow White, both of which were met with great enthusiasm. In August, we went to the Kettlewell Scarecrow Festival – a light-hearted and creative day out that continues to be a favourite in our calendar.

A seasonal favourite is the offering of Christmas lunches funded by Round Table Ilkley. For one guest, new to Ilkley, the lunch marked a meaningful turning point: *"I feel so welcomed. The charity has given me opportunities to meet people, make new friends, and really feel part of Ilkley."*



Lifted Photography Exhibition

In July, a photography exhibition called Lifted marked the culmination of the 50th anniversary year of Ilkley and District Good Neighbours (IDGN) by showcasing how the charity supports older and vulnerable people in the local community.

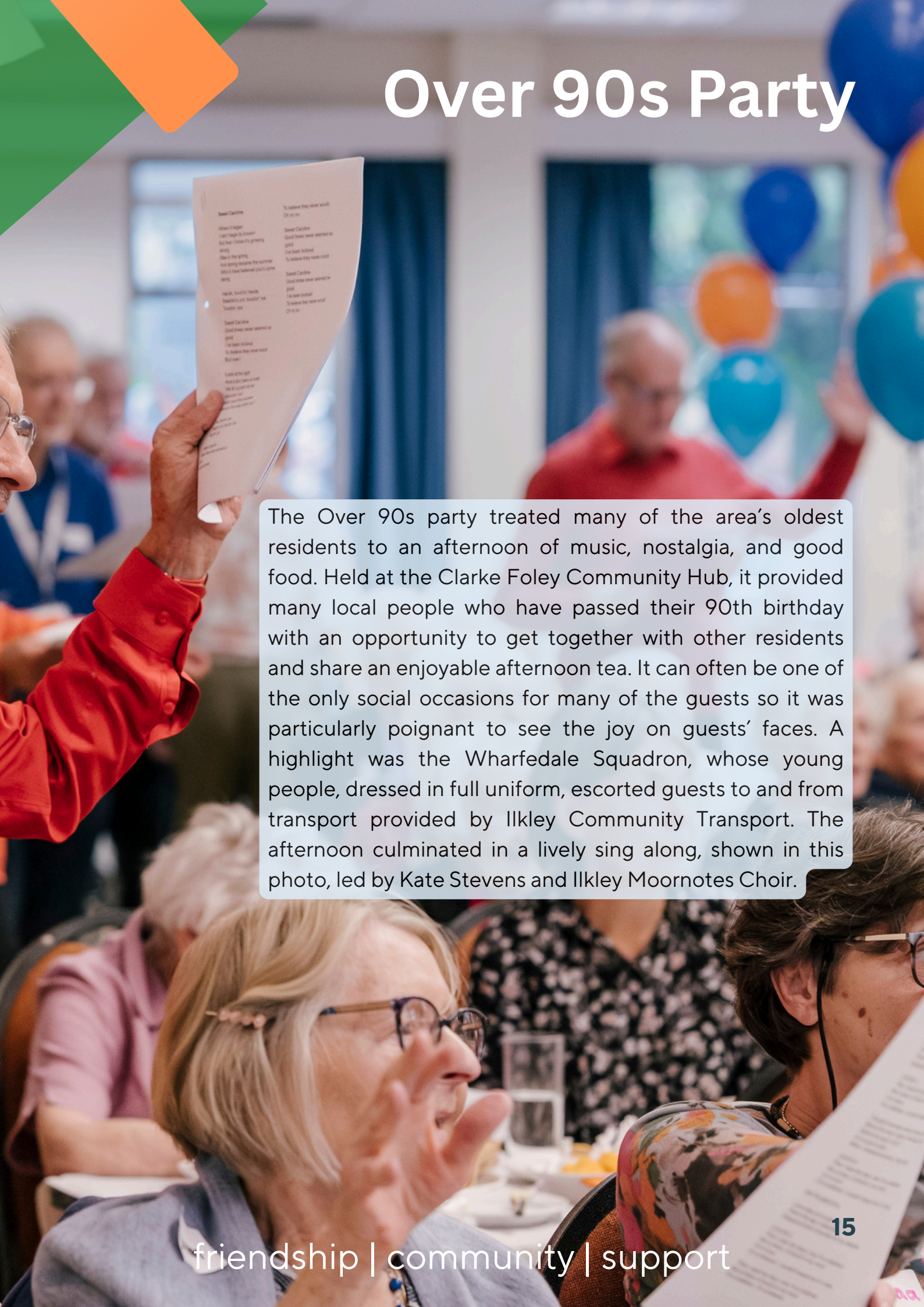
The charity worked with local photographer Charlie Swinbourne who has produced twelve photographs portraying the different projects the charity runs, highlighting the charity's clients and volunteers. These photographs were taken during the spring and were exhibited over the following six months at the Clarke Foley Community Hub, Ilkley Manor House, Ilkley Playhouse and Ilkley Library.



"Lifted has been an important project for us at IDGN allowing the wider community a glimpse into the work we do and the difference we make. Our volunteers, supported by the staff and trustee team, see, on a daily basis, what a difference their support can make."

To show the range of the charity's work, Swinbourne visited the friendship and dementia well-being groups, photographing clients socialising together. He also visited clients at home to capture Befriending partnerships, and visited Booths and Tesco to photograph the ShopAssist scheme.

Over 90s Party



The Over 90s party treated many of the area's oldest residents to an afternoon of music, nostalgia, and good food. Held at the Clarke Foley Community Hub, it provided many local people who have passed their 90th birthday with an opportunity to get together with other residents and share an enjoyable afternoon tea. It can often be one of the only social occasions for many of the guests so it was particularly poignant to see the joy on guests' faces. A highlight was the Wharfedale Squadron, whose young people, dressed in full uniform, escorted guests to and from transport provided by Ilkley Community Transport. The afternoon culminated in a lively sing along, shown in this photo, led by Kate Stevens and Ilkley Moornotes Choir.

Christmas Gifts



The ever-popular Christmas Gift Project yet again brought a touch of seasonal good cheer to over one hundred local residents. The early Christmas treats were delivered by volunteers from Ilkley Rotary Club, IDGN trustees and sixth form students from Ilkley Grammar School. This year the gift bags contained chocolates, a specially created calendar based on the charity's "Lifted" Exhibition, and a Christmas card from its staff and trustees.

When delivering the gifts to Befriending and ShopAssist clients at home, there was the opportunity to stay and chat for a short while as part of each delivery, allowing the young and older people a chance to connect. Students were welcomed to the Friendship Groups to hand out the parcels and chat to members. Parcels were also handed out to those people attending the Dementia Cafés in the run up to Christmas.

'Thank you to all who organised and visited – what a lovely experience, the two girls and the driver were lovely, chatty and interesting. The schoolgirls were particularly impressive.'



What we delivered



158

individual clients
(some using more than one service)



84

volunteers
(some supporting multiple clients across multiple services)



Befriending (face-to-face)

1:1 companionship and support in person

- 26** clients
- 705** visits
- 776** hours of 1:1 support
- 23** volunteers



Befriending (telephone)

Regular friendly calls for companionship and support

- 6** clients
- 151** calls
- 78** hours of support
- 3** volunteers



ShopAssist

Support with grocery shopping

- 15** clients
- 432** shopping trips
- 864** hours of support
- 13** volunteers



Shop & Drop

Shopping delivered to clients' homes

- 12** clients
- 448** deliveries
- 448** hours of support
- 10** volunteers



Dementia Café

A safe, welcoming space for people living with dementia and their carers

- 58** clients
- 46** sessions
- 92** hours of support
- 6** volunteers



Dementia Advice

Information and guidance from our specialist staff

- 39** clients
- 39** sessions
- 59** hours of staff-led support
- Provided by staff



Friendship Groups

Social groups and activities to connect and reduce isolation

- 54** clients
- 74** sessions
- 148** hours of support
- 10** volunteers



Trips

Day trips and outings to enjoy new experiences

- 79** clients
- 200** trip places
- 920** hours of support
- 19** volunteers



158

individual clients supported



2,095

sessions, visits, calls, trips & deliveries



3,385

hours of support delivered



84

volunteers giving their time



Thank you to our volunteers, clients and partners.
Together, we're making connections that change lives.

In clients' words...

“As a carer, the **coffee morning** gives an opportunity to connect and discuss with others in similar situations advice through talking. Someone a cup of tea for me and my husband, it's a place of relaxation and connection to others. The staff especially make sure he talks and connects with others, as and when he wants to

We both really enjoy the **dementia café** especially the singing and music, E doesn't say much but you see her trying to sing along and dance. Also as a carer it can give me a little break when needed, knowing E is happy and enjoying herself

V makes a huge difference, value her as a **friend**, have so much in common. Almost like a family member really

The **Over 90s party** was fantastic, I really enjoyed it - and to see so many of us there it was a great atmosphere

IDGN very much improve my life, they give me pleasant company, it helps me plan food for the week which keeps me healthy, it gives me structure - **shopping** isn't a chore anymore, I look forward to N's company and to hear her news. Full marks

Most of the people I know, I know through IDGN - there's a lot of **benefits** to me.

I look forward to seeing F very much - it's not just about the shopping, but about seeing a **friendly face**. It makes such a difference when you spend a lot of time alone..

My befriender is not a relation but **someone new to talk to**. I very much look forward to D's visits, sometimes in a café or in the garden. He has an active life that I enjoy hearing about

I **look forward to** C's visits as no one else comes over other than family ”





Our Volunteers



What can we say about our volunteers other than they are the lifeblood of IDGN and without their compassion, dedication and effort we would not be able to provide the support we do to the local community.



In return we endeavour to make their experience as meaningful and straightforward as possible. This year we have offered the following training courses:

- Safeguarding & Scenarios training
- Red Cross Loneliness Workshop
- Depression in Older People info session led by NHS Talking Therapies



In addition we have facilitated small quarterly peer support sessions which allow volunteers to talk to others volunteering in a similar role and to explore and share experiences they have faced. This is in addition to the one-to-one support each volunteer receives from their project coordinator as needed. Latterly, these have been ably led by one of our volunteers, who is experienced in facilitating groups.



There were numerous events throughout the year where volunteers were able to meet socially: the Vitello Lounge quiz in April, the Lifted exhibition in July and our annual Mulled Wine and Mince Pies event in December.



Our Fundraisers

Clare (right and below) ran the Abbey Dash for a second year to raise funds for the Dementia café.



In January 2026 Sophie (below) raised an amazing £2,000 for IDGN by organising a very successful ceilidh!



Her dad, Keith (right), who used to run with Clare, now attends this group, along with his wife Pat.

Peter (below) ran the Welsh 3000s in under 24 hours!



Kelly (below) ran the Leeds Half Marathon for the Dementia café, attended by her dad Keith.



Bluebell class (below) at Sacred Heart Primary School held a bake sale with all proceeds going to IDGN.



Thank you

to all our fundraisers this year who between them have raised over £5,000. We always welcome the support of individual fundraisers so get in touch if you'd like to get involved.

friendship | community | support

Thank you!

We are most grateful to the following for financial support during the year:

Addingham Beer Festival, Ben Rhydding Masons, Better Giving, Betty and Taylors, Booths, Bradford Metropolitan & District Council, Garfield Weston, Home Instead, Ilkley Round Table, Ilkley Stage Singers, Ilkley Town Council, Marks and Spencer, Rotary Club of Ilkley, Rotary Club of Ilkley Wharfedale, The Co-op, The National Lottery, VCS Alliance, Vitello Lounge, Walker Foster Solicitors, Wharfedale & Silsden Partnership and many generous personal donations from clients, volunteers and supporters.







**ILKLEY & DISTRICT
GOOD NEIGHBOURS**

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