



ILKLEY & DISTRICT
GOOD NEIGHBOURS

2025-26

IMPACT Report

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Introduction

During the 2025–26 financial year, Ilkley & District Good Neighbours (IDGN) continued to deliver vital services to local older people experiencing, or at risk of, loneliness and social isolation. Across Ilkley, Addingham, and Burley-in-Wharfedale, we provided befriending and shopping assistance, dementia advice, dementia cafés, coffee mornings, friendship groups, day trips, and social outings—including our celebrated annual Over 90s party.



The continued delivery of these services is only possible thanks to our dedicated volunteers, who remain the heart of IDGN. Their long-term commitment and continuous care bring community and meaningful connection to those who need it most. Together with our generous funders and supporters, they form the backbone of our charity; without them, our impactful work would simply cease. We are enormously grateful to each and every one of them.

This impact report summarises our outputs and the effect they have had over the past financial year, highlights the differences our services make for our clients, and shares key findings from our latest client and volunteer surveys, conducted respectively in December 2025 and January 2026.



Our Approach



We measure our impact to understand the difference our services make to people's lives, improve what we do, and demonstrate our value to funders, partners and the wider community.

What we aim to achieve

Our work focuses on three key outcomes for older people and our community:



Improve wellbeing in clients and volunteers



Reduce unwanted feelings of loneliness in clients and volunteers



Increase quality connections between older people and the rest of our community (our volunteers)

How we measure outcomes

We use a combination of quantitative and qualitative methods to build a clear picture of our impact:

- Regular client and volunteer surveys using recognised tools such as the ONS4 wellbeing measures
- Feedback gathered through conversations with clients and volunteers
- Case studies and personal stories
- Monitoring service activity (e.g. sessions delivered, people supported, volunteer involvement)

This approach allows us to capture both measurable change and the lived experience behind the data, and to continually refine and improve our services.

friendship | community | support

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.

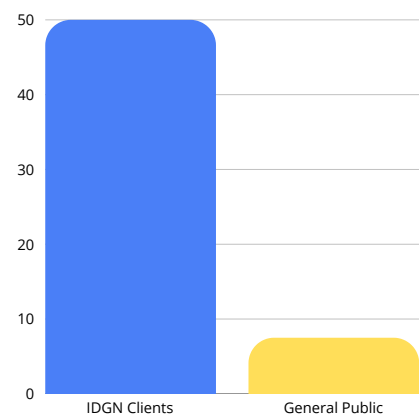
Client Impact

In December 2025, as part of our client survey, we asked all our clients to rate the statement “The support I receive from IDGN has a positive impact on my life.”

The response was overwhelmingly positive. Clients gave an average score of **4.46 out of 5**, with **84% rating the impact of our support as HIGH**. This is especially powerful when you consider the challenges many of our clients’ face.

Why our work matters

Around **50%** of clients *frequently* experience loneliness or lack companionship compared with **7–8% of the general population**



Life satisfaction

Despite this, clients reported **strong levels of life satisfaction**, scoring an average of **7.9/10—slightly above the UK average of ~7.5**. This suggests that our services are not only meeting their needs but actively helping people maintain and improve their wellbeing.

This is happening even in the face of significant loneliness, which we know contributes to poorer health outcomes, significantly increasing the risk of early mortality, heart disease, stroke and dementia, as well as contributing to mental health conditions like depression and anxiety.

As part of the survey clients reflected on what our support means to them:

<i>"IDGN considerably improves my life."</i>	<i>"Having someone to talk to makes a big difference to any day."</i>	<i>"I met just about everyone I know through IDGN – it was the best thing I ever did."</i>
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Our survey responses and our clients’ comments help to paint a picture: our services are helping to reduce isolation, boost wellbeing, and create vital social connections for local older people.

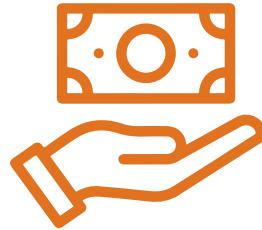
friendship | community | support

Volunteer Impact

Our volunteers are central to everything we do



In 2025/26 **84 volunteers** contributed over **4,600 hours*** of their time and expertise to support our clients.



This represents an estimated **£53,000–£65,000** of economic value

Our volunteer wellbeing survey conducted in January 2026 found that our volunteers also experience significant personal benefits:



Over 95% said volunteering with us has a **positive impact on their lives**



Volunteers report **high levels of connectedness and wellbeing**, above national averages



Using wellbeing valuation methods, this equates to an estimated: **£180,000–£450,000 per year** of additional social value from improved volunteer wellbeing.

"I feel that I am making a real difference to the lives of my clients, which gives me a real sense of wellbeing."



*This includes over 1,000 hours of Trustee time

friendship | community | support



Social & Economic Value

We supported 158 unique clients in 2025/6. Using recognised wellbeing valuation methods (WELLBYs), we estimate that our services generate between £700,000 and £1.1 million of social value each year, with a central estimate of £1.07 million.

This estimate reflects:

- The number of clients supported across our services
- The depth and frequency of support provided
- Conservative adjustments to account for clients accessing more than one service

Higher levels of impact are attributed to more sustained, relational services such as befriending and dementia support, with lower values applied to lighter-touch support.

This estimate is supported by strong client feedback, with 84% reporting a high level of positive impact, alongside evidence of significant underlying need.

We have also included a conservative estimate of ongoing wellbeing benefits for eight former clients who remain connected through relationships built during support, adding approximately £31,000 of additional social value.

This estimate does not explicitly adjust for what might have happened without our support. Given the high levels of need among the people we work with, we would expect this to be relatively low. Applying a typical adjustment of 20–30% would reduce the estimated value to approximately £750,000–£860,000, which remains a significant level of social impact.

Comparing the social value created to our costs of £124,000, we estimate that our services generated between approximately £750,000 and £860,000 in social value during the year – equivalent to around £6–£7 of social value for every £1 spent.



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 ”



In volunteers' words...



“**Mentally stimulating, challenging, absorbing,** a learning experience, and an opportunity for interaction with others for a common purpose.

I like being part of an active **community** and volunteering locally. It's very worthwhile and I feel appreciated.

I find taking people shopping opens doors to new friendships and a **greater understanding of ageing** which hopefully will come to all of us.



The **friendships** I've found, through volunteering, with clients, other volunteers and the IDGN team have given me happiness and a great sense of wellbeing and fulfilment.

I've met some **wonderful** people since I started who through the years have moved on and lost their independence but who I still keep in touch and visit.



It is a good feeling to help someone **improve** the quality of their life.

Volunteering is **meaningful** to me because it allows me to connect with others while contributing to an organisation that supports community wellbeing.



Great staff, lovely client and all the **support** I need, when I need it.

Although I give my time and effort, I also receive a strong sense of **belonging and purpose**, knowing that

Helping people helps me feel worthwhile & has **enriched my life**.

I am making a valued contribution which is a great positive.

”

Client and volunteer stories

It's 'just' shopping



Before a serious fall, R was fiercely independent, still driving and managing her own grocery shopping, right up until her hospital admission. The fall shattered her mobility and confidence, leaving her unable to imagine managing her supermarket shop again. With her only relative living far away, R returned home entirely alone, facing the reality of limited mobility, the social isolation that can bring, and an empty fridge.

Recognising her urgent need, the Home from Hospital team at Carers' Resource referred R to ShopAssist and we were able to provide support, swiftly mobilising to build a bridge back to independent shopping, at a pace R could manage.

As our Shop & Drop service was still operational, we were able to match R with a volunteer, F, ensuring she had immediate access to fresh groceries whilst R was still recovering. F shopped for R, and brought more than just food items and essential supplies; every week, she stayed for a coffee and a friendly chat.

Through these shared moments, trust and friendship grew as R recovered. F was happy to develop her role to that of ShopAssist volunteer, to support R's improving health and some weeks later, R felt ready to face the supermarket again with F by her side.

At first, R's stamina was low; she would start the shop but need to rest in the café while her volunteer finished but with each trip R managed for a little bit longer, eventually managing a whole shopping trip. Today, R continues to shop with the same volunteer, who has become a firm friend.

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When asked to reflect on her volunteering journey, F shared:

"I volunteered with the aim of helping someone maintain independence outside the home and was paired up with R; a friendship was quickly formed over weekly coffee and shopping. It has been a privilege and pleasure to become part of her life. I look forward to many more meet-ups in the future."

When F needed a temporary break, an ad hoc volunteer, B, stepped in. B and R formed a friendship that overtime outgrew the official boundaries of IDGN and with everyone's blessing, they transitioned into independent friends outside the scheme. Today, R visits B and his wife for afternoon tea, enjoy trips to the cinema and occasional outings for fish and chips. R says:

'My volunteers and the ShopAssist scheme have provided a lifeline for me during a very difficult time when I felt my independence and confidence had taken a sharp knock. The shopping support continues to be invaluable, and supports my independence. Rather unexpectedly, it has also given me two very special new friends in my life at a time when getting out and about had become nearly impossible.'



Our schemes are special because they often spark genuine human connections that in later life can be harder to find. Friendships like these are the ultimate reward for both our volunteers and our clients.



Crafting connections

J was referred to us by the Social Prescriber at her GP surgery. Recently widowed and living alone, she had become increasingly isolated as her mobility declined. Although she had lived in the same village all her life, she felt cut off from the community she once knew. With family living far away, the days had grown quiet and lonely.

Our partnership with the local Social Prescriber is vital for people like J, whose challenges are not necessarily medical but deeply affect wellbeing. As the Social Prescriber explains, our befriending service ‘improves the mental, emotional and physical wellbeing of individuals and their families and provides connection through reliable local support. They provide a really valuable service’.

J was introduced to our befriending scheme, designed for those who struggle to get out or find groups overwhelming or difficult to access. After an assessment, she was matched with Catherine, a volunteer whose warmth made an immediate difference.

A special cross-generational bond formed when J discovered that Catherine’s daughter, 13, shared her love of crafts. A visit was arranged so they could meet, and J brought out old craft materials, sparking lively conversations and giving her the chance to pass on her tips. J shared:

‘After being widowed, I was feeling increasingly isolated but Catherine’s visits give me something to look forward to each week. I’ve also met her daughter, with whom I share a love of craft. That connection also means a lot as my own grandchildren live far away.’



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Visits began fortnightly but soon increased to weekly as J's confidence and appetite for company grew. Catherine noticed small but meaningful changes: J preparing the tea tray, choosing cakes, lighting the fire, asking more questions.

Their chats became a highlight of J's week. Catherine reflected:

'J really enjoys our chats. She's gradually opening up and we have lots of laughs. She calls me 'love' now and jokingly tells me off if I don't have a biscuit with my cuppa!'

We also linked J with a local social group who collect her from home, helping her rebuild local friendships and when concerns arose about her mental wellbeing, we referred her back to the Social Prescriber for additional support—an example of how joined-up working helps keeps people safe.

J's story shows how befriending and our referral pathways and networks can help restore confidence, rebuild community ties, and create meaningful connections across generations.



Fun and Friendship

Keith was originally diagnosed with dementia at the start of 2020. He, along with his wife Pat, first came along to the dementia café in 2021 when people were allowed to socialise again post Covid.

The café was originally set up by the Alzheimer's Society before been run for a short time by Dementia Friendly Ilkley. Taken over by IDGN in 2024 it currently runs in its current format on the first and third Tuesday of each month from 1.30-3.30pm at the Clarke Foley Centre.

Any one with dementia or any form of memory loss is welcome to come along with the support of a family member, friend or carer. Each café is supported by an invaluable team of volunteers who assist in setting up the room, making numerous cups of tea and providing a friendly face.

Entertainers including vocalists and local groups, seasonal art and craft activities, themed weeks provide a varied programme, with something for everyone.

While Keith loves every café, his favourites are definitely when we have an entertainer/singer. Then he 'comes alive', often to be found first on the dance floor or lending his voice to the vocals! While chatting about the benefits of the café to them both, Pat shared:

"the entertainers obviously love what they do, understand their audience and positively encourage everyone to get involved and each café provides a brief respite for me to chat with others in a similar situation."



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This 'peer support' is an invaluable part of the café as carers share experiences, ideas and ways to cope in an everchanging situation.

Their daughter Clare also comes along when work allows. Last November Clare ran the Leeds Abbey Dash, raising £900 to support the group. In previous years, when Keith was well enough, he used to run it with her! She shares what the café means to her:

"Mum and Keith get so much out of it - and so do I! Keith loves the entertainment and activities as well as broadening his friendship group as dementia can be so isolating. Mum also benefits as she gets a few moments respite and is able to connect with others in her position; being a carer for someone living with dementia is gruelling. The fun and friendship that we all share at both the Tuesday and Thursday cafe is quite frankly immeasurable. I feel honoured to be able to share it with Mum and Keith - and a little bit of pain running the Abbey Dash to raise funds is a small price to pay."







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