

ILKLEY AND DISTRICT GOOD NEIGHBOURS

England & Wales · Charity number 1126267

Details

Other names	ILKLEY & DISTRICT GOOD COMPANIONS, GRASS ROOTS ILKLEY
Status	Registered
Legal form	Charitable company
Company number	06802173
Registered	2008-10-13
Register	View on the Charity Commission register

Contact

Address	Riddings Hall Riddings Road Ilkley
Phone	01943 603348
Email	info@goodneighboursilkley.org.uk
Website	www.goodneighboursilkley.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSES FOR THE BENEFIT OF THE COMMUNITY IN ILKLEY, ADDINGHAM, BURLEY-IN-WHARFEDALE AND MENSTON IN THE LOCAL GOVERNMENT DISTRICT OF BRADFORD METROPOLITAN DISTRICT COUNCIL AND ITS NEIGHBOURHOOD.

Activities: Connecting and supporting older individuals to live a fulfilled life. Our schemes are designed to relieve isolation, promote well-being and enable individuals to maintain independence and stronger mental health. These include Befriending, Shopping Assistance, Friendship Groups and Social Events. Our Dementia services provide drop-in support and a Well-Being Cafe. Covering Ilkley and District.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, Other Charitable Purposes
- **Who:** Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- **Area of benefit:** THE COMMUNITY IN ILKLEY, ADDINGHAM, BURLEY-IN-WHARFEDALE AND MENSTON IN THE LOCAL GOVERNMENT DISTRICT OF BRADFORD METROPOLITAN DISTRICT COUNCIL AND ITS NEIGHBOURHOOD.
- Bradford City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£212,027	£132,666	-	-
2024-03-31	£103,990	£113,169	-	-
2023-03-31	£76,888	£106,529	-	-
2022-03-31	£93,541	£100,341	-	-
2021-03-31	£121,061	£100,986	-	-

Trustees

Name	Role	Appointed
ANITA DUNFORD		2013-06-24
David Humphreys		2025-07-02
Edward Stuart Duguid		2019-01-16
Ian Wilson		2022-06-29
James Ronald Manson		2018-06-27
John Edward Bray		2014-07-02
Kathryn Shuttleworth		2025-07-02
Penelope Jean Coulthard		2019-01-14

ILKLEY AND DISTRICT GOOD NEIGHBOURS

England & Wales - Charity number 1126267

Accounts

ILKLEY AND DISTRICT GOOD NEIGHBOURS

ANNUAL REPORT 2024 – 2025



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1. Introduction

The Management Committee present their Report and Accounts for the financial year 1 April 2024 to 31 March 2025.

Objectives and Activities

Our continuing aim is to support independent living and improve the lives of older and vulnerable people in Ilkley and the surrounding area.

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 Ilkley and District Good Neighbours office to ensure compliance with the health and safety of staff, volunteers and individuals from member groups.

2. Trustees and Staff 2024/2025

Ed Duguid	Chair & Acting Hon Secretary
Penny Coulthard	Vice Chair
Jim Manson	Vice Chair
Ian Wilson	Hon Treasurer
John Bray	
Anita Dunford	
George Palacios	(Elected July 2024)
Bernard Conlon	(Elected July 2024 & Resigned March 2025)
Sheila Mahon	(Elected July 2024)
David Humphries	(Co-opted)
Kathryn Shuttleworth	(Co-opted)

Councillor Stephen Butler represented Ilkley Parish Council at meetings of the Committee

HON PRESIDENT

Brian Mann

MANAGER

Lucy Steer

BEFRIENDING CO-ORDINATOR

Helen Hawney

SHOPASSIST CO-ORDINATOR

Charlotte Atkinson

MOVING ON CO-ORDINATOR

Hannah Walton

DEMENTIA HUB CO-ORDINATOR

Jenny Thornton

3. The Chair's Report

It's great to be introducing our Annual Report after another year of achievement by the charity, where we have also successfully introduced a new service for those in our community affected by Dementia.

Below you will find a summary of what we have been doing in our 50th Anniversary year and lots of photos of clients, enjoying the fruits of our services. We are again grateful to all those who have supported us during this year and, apart from the amazing people of Ilkley and surrounding area who support us on a regular basis we list our specific thanks to those organisations who have funded us, without whom we would not be able to continue the good work.

At the last AGM three new trustees were elected, Bernard Conlon, Sheila Mahon and George Palacios. Sadly, Bernard was unable to continue for personal reasons, although we hope we may be able to welcome him back again at some point in the future. Latterly, we have also co-opted two additional Committee members in David Humphries and Kathryn Shuttleworth, as we seek to broaden the skills on the Committee, adding additional business and health related skills. We welcome all our new committee members who we know will add to the strength of the organisation.

It would again be remiss of me not to mention and thank the three important constituents in the delivery of our services. Firstly to 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 and go above and beyond to achieve this.. Secondly, to our trustees, who diligently and with equal dedication oversee those operations and, along with the staff, ensure that we can continue to support our community and will continue to do so in the future. Finally, and certainly not the least, a massive thanks to the over 100 volunteers who week in and week out deliver the service to our clients, and without whom we would not be able to do it.

We hope you enjoy reviewing our work in the past year also that you will continue to support us into the future in alleviating the isolation and loneliness of one of the most vulnerable sections of our community.

Ed Duguid – Chair

4. Manager's Report

This year the staff team has continued to go from strength to strength and once again there have been many highlights throughout the year. We have been able to build even stronger working relationships and expanded the team while building strength to the Charity, Trustees and Volunteers. We have strengthened many processes with a strong recruitment procedure offering volunteers a great start with valuable information for a happy and strong journey with IDGN. Through implementing robust procedures, policies and guidance from the very beginning, we have received amazing feedback from our wonderful volunteers which in turn leads to a stronger retention of volunteers.

Volunteer Training

As part of our ongoing volunteer training and development, we have run 5 training opportunities as well as delivering the mandatory safeguarding training sessions every 6 months. Optional training opportunities have included Basic First Aid delivered by the Red Cross, a Bereavement Workshop delivered by Full Circle Funerals, 2 sessions on raising awareness of dementia, and a Slips, Trips & Falls Prevention session.

In a new development, we are currently working with volunteers to develop a bi-annual Peer Support Group. Facilitated by staff, this group will be a safe and supportive environment for volunteers to discuss some of the challenges they face in their roles with a focus on sharing experiences, emotional support, learning and practical solutions. This has been strongly led by Helen our Befriending Co-ordinator.



The Team from L-R, Helen, Lucy, Charlotte & Hannah

In addition to the Team above, we have welcomed new recruit, Jenny Thornton who is our Dementia Advisor for our Dementia Hub.

Following our successful 6-month pilot of the Dementia Hub, this scheme is now well integrated into the body of the organisation and goes from strength to strength. Jenny has implemented some solid groundwork and roots to the scheme and has had an unbelievable success in the first 12 months. Sadly, Jenny has decided to step down after this financial year due to personal issues and we wish her all the happiness for her future. We look forward to working with her replacements and updating you on their success throughout the year.

Personally, I have continued to establish my position and develop and grow Ilkley and District Good Neighbours and the importance of our position within the Community. We have a strong voice within the Wharfedale & Silsden Community Partnership as part of the Leadership Team and the Lead Anchor for the VSCE in the area.

Last year we hosted our annual over 90s party once again. We were honoured to have the attendance of Suzanne Watson, Deputy Lord Lieutenant, Robbie Moore MP, Isabel Ashman, Ilkley Town Crier and Damian Kearns, Ilkley Town Mayor.



We had wonderful entertainment from Moor Notes Choir, The Air Cadets Band and Judith Idle, Pianist. The Clarke Foley were wonderful hosts and Ilkley Community Transport safely delivered the attendees to and from their homes. We can't thank all our wonderful volunteers enough for all their support on the day, we couldn't have done it without them, including the Air Cadets. A fantastic day was had by all, with many saying it was the highlight of their year. We look forward to hosting again this year.

Our Volunteers are truly the backbone of the organisation without whom we would be unable to deliver the schemes. We once again enjoyed a Christmas party at The Manor House including mulled wine and mince pies. We thank them all from the bottom of our hearts.

I'd like to thank all Trustees for their support during the year, in guiding the organisation and myself and I look forward to seeing all the strategic work put into place.

Overall, it has been another fantastic 12 months with Ilkley and District Good Neighbours going from strength to strength.

Lucy Steer - Manager

5. Befriending

Research repeatedly shows that to have the best chance of living happy, contented lives we need social connections and quality relationships. This is what befriending brings to older or vulnerable local people who are experiencing feelings of loneliness and/or social isolation. Each volunteer is matched with an older person for regular visits to enhance their lives through companionship and, given time, in friendship outside the boundaries of our befriending scheme. The figures below show the numbers involved in the scheme over the last financial year.

Over the last year, 31 volunteers have supported:

- ✓ 36 lonely older people
- ✓ with 702 face to face visits (a 14% decrease on last year) with 813 volunteering hours
- ✓ and 199 phone calls, totalling 662 hours (an increase of 201% on last year)



Moving to a friendship

After introducing a 2-year time-limited approach to befriending last year, we have been very successful in retaining those experienced volunteers who have now moved to a 'friendship' with their client. Some who decided to remain friends with their client have gone on to request a new client match. We have therefore retained experienced volunteers at a time when, nationally, the volunteer market is reducing. We consider ourselves very fortunate to have retained such excellent volunteers who are dedicated to addressing loneliness amongst older people. Those that have moved to a friendship have now been able to enjoy greater benefits now they are free of the boundaries of our befriending scheme, such as spending time with the volunteer's children, whom they have often heard lots about but have been unable to meet or being invited to the volunteer's home for tea.

Feedback

'Thanks for listening, being there, and reinforcing that I have a choice.' Befriending Volunteer

'The care and thought taken to match Mum with her befriender was ideal, matching her up with someone with exactly the same background, interests and past career. Their friendship has definitely added to her quality of life' Family Member (befriending)

'I am closer to my befriender than some of my family' Befriending Client



Our volunteers

Of course, the impact the scheme makes on clients' lives would not be possible without our fabulous volunteers. They are dedicated, reliable, empathetic and continue to have their clients best interested at heart. As one of our clients said recently 'Good Neighbours volunteers are a wonder and improve my quality of life in so many ways each week. I could not be more thankful'.

Helen Hawney - Befriending Coordinator

6. ShopAssist

The year in numbers

Over the full financial year, we have provided regular shopping support to 26 clients with Shop and Drop and 18 clients with ShopAssist. Over the same time period, we have been supported by 34 volunteers.

On average, each month, we delivered 73 shops and accompanied clients on 33 shops. This equates to a total of 1489 shops in 2024-5.

As we begin 2025-26, the ShopAssist scheme is:

- supporting 38 clients,
 - taking 18 clients to the shops
 - delivering shopping to 26 clients
- managing 30 regular volunteers and a cohort of 8 ad hoc volunteers.

In **2024-25**,
IDGN ShopAssist
shopped **1275** times,
supporting **38** clients with
the help of **30** volunteers

A client's story



Rose was referred to the ShopAssist scheme by Home from Hospital following discharge from hospital after a fall. Rose had been shopping independently right up to when she was taken to hospital and was very keen to, one day, get back to the supermarket.

When Rose was assessed for our scheme her mobility had been so badly affected that she couldn't begin to think about going to the supermarket herself. We started supporting her immediately as it was clear she needed our help to access fresh groceries. Two of our ad hoc volunteers stepped in and covered the first few shops whilst a regular volunteer was recruited.

This new volunteer, Fiona, began by providing Shop & Drop: phoning for a list, shopping and paying and then delivering to Rose. This happened for nine weeks and each time Fiona stopped for a coffee and a chat. Over the weeks the pair got to know and trust each other and Rose grew stronger.

Two months later, Rose decided to try returning to the supermarket supported by Fiona; this is our ShopAssist scheme. It took a few trips for Rose to build up her stamina and to start with she would begin the shop and then sit in the café and wait for Fiona to complete it.

Rose and Fiona have been successfully shopping together ever since and Rose is now able to make her way around the whole store and check out. A trip to the café is, however, definitely still part of the outing!

Working with Volunteers

We have received fantastic commitment and dedication from our volunteers, who continue to go above and beyond for their clients.

In return we have continued to develop what we offer them. This year's project has been the Volunteer Portal on the Ilkley and District Good Neighbours website. Behind a password shared with all Ilkley and District Good Neighbours volunteers, the portal is a single point of access for all information relevant to volunteers. This includes: policies, guidance, forms, training resources, newsletters and the handbook, as well as contact details for each of the team members.



Feedback

The ShopAssist service is a lifeline for our clients, as demonstrated by the feedback received in the last year. We have also been very proud to have received positive feedback from our volunteers as well.

"I want to thank [mother's shopper] personally for being such a critical link in mother's supply chain. Living as I do in Sydney, it was a huge relief to hear when I called on a Friday that H had just been or was expected. Congratulations and thanks on all that your organisation achieves." Client's son, Sep 23

"Terrific, marvellous, first class, fabulous. I had fun!" "It may not seem much but having someone packing my shopping at the supermarket was a massive thing for me" Feedback from client after first ShopAssist, Oct23

"I just wanted to let you know how wonderful V has been with my Dad and does so much more than just delivering his shopping, as she stays for a chat too." Client daughter, Feb 24

"Thank you for your phone call on Monday, and for your continued support. I always feel that there is a team in the background ready and willing to help." Volunteer feedback to SA coordinator, July 23

Charlotte Atkinson - ShopAssist Coordinator

7. Moving On Friendship Group Report

The Moving On Friendship Groups are Ilkley Good Neighbours' weekly social and signposting get-togethers. We run on a Thursday and Friday afternoon at the Clarke Foley Community Hub.

The Friday group has been running for many years now and it still has members who were there on the very first day. Lots more people have joined since then and it is a very popular group with many strong friendships blossoming between people who met through us.

Following the success of our original group, we started a second group in October 2023 on a pilot basis twice a month. This has now been extended to a weekly meeting on a Thursday afternoon. This group is open to all people aged over 60 who are looking for a warm and welcoming environment to connect with other people. It currently meets at 1.30pm on a Thursday afternoon in the Small Hall of the Clarke Foley Community Hub and people are welcome to turn up on the day. Feel free to spread the word!

We are delighted to have brought in some new volunteers to help at our new group and make attendees feel at ease. We have had some lovely feedback with members saying the new group is "so friendly and welcoming" and another saying it has "changed my life for the better."



One of our new members and volunteers as they walk to the Thursday Moving On Friendship Group

As well as serving a social function, the Moving On Friendship Group is a great way of sharing local information and resources to multiple people. Something which is particularly beneficial for members who are not confident on technology or the internet. I share knowledge of events/activities/information each week by way of

announcements and presentations to the group. We also have a bank of information and documents available to physically browse at the groups. This covers material about what is going on locally (e.g., activities and entertainment), as well as useful information to facilitate independent living, good mental health and wellbeing.

The groups are a great place to ask questions (e.g., how do I travel now I am alone and less active than my friend group) and share knowledge (e.g., information about benefits and changes to energy prices). On occasion, it is clear that people are concerned about the same themes, so I have run presentations based on queries that are raised. These included an overview on the changes to phone lines, group chat on sleep issues, tips on how to get attendance allowance etc. Sometimes just knowing people are experiencing the same issues and challenges as you can be a real boost.

We regularly get interesting and helpful speakers to talk to the group. These talks can be on topics relating to health and wellbeing or just topics that are interesting and entertaining in themselves. I choose our speakers based on feedback from members.



Two of our super volunteers prepping for our Coronation Party

In respect of the speakers from a more educational and informative point of view, we have heard talks on various topics, including: support and advice on hearing issues, ways of keeping active locally, advice on ageing well from a local physiotherapist and a talk focusing on the current scams seen locally by the Ilkley Police service. The Red Cross have talked to us about adapting and recovering from adversity and we have run our falls prevention session again. We also get official representatives for the area in for people to have face-to-face conversations about local issues that concern them.

As well as inviting “useful” speakers to the group, we also get people in with interesting backgrounds and experience. These have included talks by local authors, an Ilkley chocolatier talking about the process of making artisan chocolate, an insight into the art of marquetry, the Burley-Téréli Friendship Trust, Friends of Ilkley Riverside Parks, “Behind the Footlights” of Ilkley Amateur Operatic Society and travelling alone after

bereavement.

I would like to take this opportunity to thank everyone who has taken the time to speak to the group. The quality of all the speakers and their content has been excellent and people have given their time and expertise for free. It is very much appreciated.

Finally, the Moving On Friendship Groups would not be possible without the assistance of our wonderful volunteers, both old and new, who support and help regularly. Their help this year, as always, has been invaluable both to Ilkley and District Good Neighbours and the members they support.

Hannah Walton - Moving On Friendship Group Coordinator

8. Dementia Hub and Café

The Dementia café has continued to deliver 2 sessions per month on 1st and 3rd Tuesday afternoons with a range of activities including musical entertainment and cognitive stimulation therapy sessions. The demand for the café has grown over time and now has a waiting list. We have just launched a second offer at Addingham Cricket Club providing a quieter environment for people who find the Ilkley café a little too busy. The total of attendees from July -24 to May 25 at the Ilkley Well-being Café is 458, with 8 people trialling our new café in Addingham.

Total contacts 466



Dementia Hub Drop-in sessions provide a weekly face to face service for people to make enquiries, seek information, advice and support on any matters related to Dementia. The drop-in was held in Ilkley Library from May 24 until March 25 when the library closed for refurbishment. The service transferred on a temporary basis to the Clarke Foley Centre for 6 weeks but has not been able to return to the library due

to delays in the refurbishment project. People have however continued to make contact by telephone.

Total contacts 146 (the number of individuals is much higher as people often visit in pairs)

9. Social Events

The Good Neighbours Social Events project has been established for several years. Its purpose is to enable and encourage our clients to have social contact with others, which helps reduce isolation and loneliness and supports our clients' good mental health.

Afternoon Tea Events Summer 2024

Due to increased client numbers across the projects, we have held three separate Scenic Drives followed by Afternoon Tea at Cavendish Pavilion during 2024, enabling ninety clients to attend with our band of supportive volunteers and staff members to assist. During all three events, we were blessed with lovely weather, which enabled us to fully take in the splendour of the Yorkshire Dales. The sandwiches, cakes, and teas/coffee were all delicious, and the Cavendish team looked after us very well.



Charlie and the Chocolate Factory July 2024

Twenty members of the Moving-On Friendship Group had the pleasure of attending the Summer performance of Charlie and the Chocolate Factory, presented by the talented Ilkley Upstagers. The sets, music, and performances



afternoon.



were all spectacular, and everyone was unanimous in their praise of the enjoyable

Marks and Spencer's Christmas Shopping Trip November

Our first-ever Christmas shopping trip to Marks & Spencer was a delightful experience for the thirty clients who attended. It was a perfect opportunity for everyone to browse the festive displays leisurely, select Christmas gifts for their loved ones, and enjoy the seasonal ambience. The group appreciated the chance to take their time, shop at their own pace, and have lunch with each other.



December 2024 – Christmas Lunches

In December, with an increased client base, we hosted three separate Christmas lunch events at the Audley Clevedon Restaurant, enabling ninety clients and volunteers to have a festive Christmas lunch. The delicious food, warm hospitality, and lively conversations made for a delightful experience. Everyone who attended expressed their appreciation for the chance to enjoy a festive meal in such a welcoming and festive setting.

January 2025 – Marks & Spencer's Archive Museum

To start the new year, we organised a trip to the Marks & Spencer Archive Museum in Leeds. This fascinating visit provided an insight into the history of one of Britain's most famous retailers. Our group enjoyed exploring the exhibits, which showcased the evolution of M&S from its humble beginnings to the present day. The trip sparked many memories and conversations, making it both an educational and nostalgic experience.

(Janet, one of our lovely volunteers, is getting into the swing of the past and dressing up as Demi Roussos.



Ilkley Upstagers Production of Dick Whittington

Another highlight of January was the Ilkley Upstagers lively production of Dick Whittington. The performance was full of energy, humour, and outstanding talent, providing an afternoon of great entertainment for all who attended. The classic pantomime brought plenty of laughter, and it was a joy to see the community come together to support our talented young people.

Thanks

The success of our trips wouldn't have been possible without the dedicated support of our wonderful volunteers, Mick, Alice, Jo, Margaret, Pam, Yvonne, Janet, Kulwant, and Cath, and the volunteers of Ilkley Community Transport. Their efforts, from driving to planning the route and sharing local information, have been invaluable.

Anita Dunford - Trustee

10. Christmas Gifts Project

A total of 121 Christmas parcels were delivered to clients this year, with generous support from local organisations. Deliveries were once again carried out by students from Ilkley Grammar School, volunteers from Ilkley and District Good Neighbours, and members of the Ilkley Wharfedale Rotary Club.



This year we expanded our intergenerational work with this project. The students spent more time with individual clients where we delivered to their homes, whilst students also visited our Friendship Group on two days where they spent time chatting to attendees and then helping distribute the gifts and cakes. This is an aspect we hope to build on for future events, as it was enjoyed greatly by both our clients and the students.



We would particularly like to thank the Ilkley Roundtable who funded the project .

Ed Duguid - Chair

11. Home and General Assist (HAGA) Report

Demand has been low this year and until recently the majority of requests have been for small internal jobs.

Since removing Garden Assist from the title we have seen a reduced number of requests. The scheme is not highly publicised, so we generally service just our clients.

We thank all the volunteers who have contributed to this scheme during 2024-25.

John Bray - Trustee

12. Appendix 1 - Annual Accounts

Ilkley and District Good Neighbours

Charity number 1126267

A company limited by guarantee number 06802173

Annual Report and Financial Statements

for the year ended 31 March 2025



Ilkley and District Good Neighbours

Annual Report and Financial Statements for the year ended 31 March 2025

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Prepared by West Yorkshire Community Accountancy Service CIO

Ilkley and District Good Neighbours

Trustees' report for the year ended 31 March 2025

Reference and administrative details of the charity, its trustees and advisors

The trustees during the financial year and up to and including the date the report was approved were:

Name	Position	Dates
Edward Duguid	Chair	
Penelope Coulthard	Vice-Chair	
James Manson	Vice-Chair	
Ian Wilson	Treasurer	
Pamela Brunger	Secretary	Resigned 10 July 2024
Judith Hutton		Resigned 10 July 2024
Elizabeth Binns		Resigned 10 July 2024
John Bray		
Anita Dunford		
George Palacios		Appointed 10 July 2024
Sheila Mahon		Appointed 10 July 2024
Bernard Conlon		Appointed 10 July 2024, resigned 13 April 2025
David Humphries		Co-opted 6 November 2024
Kathryn Shuttleworth		Co-opted 6 November 2024
Charity number	1126267	Registered in England and Wales
Company number	06802173	Registered in England and Wales

Registered and principal address

Riddings Hall
Riddings Road
Ilkley
LS29 9LU

Bankers

HSBC Bank PLC
1 Wells Road
Ilkley
LS29 9JB

Hampshire Trust Bank
PO Box 74003
London
EC2P 2QR

Lloyds Bank PLC
8 Cambridge Cres.
Harrogate
HG1 1PQ

United Trust Bank
One Ropemaker Street
London
EC2 9AW

Redwood Bank Ltd
The Nexus Bldg
Broadway
Letchworth SG6 3TA

Independent examiner

Katy Sargeant ACA

West Yorkshire Community Accountancy Service CIO

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Structure, governance and management

The charity is a company limited by guarantee and was formed on 27 January 2009. It is governed by a memorandum and articles of association (as amended by special resolution 23 October 2014 and 20 May 2015). The liability of the members in the event of the company being wound up is limited to a sum not exceeding £10.

Method of recruitment and appointment of trustees

The trustees of the charity are also the directors for the purposes of company law and are appointed by the members at the AGM.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2025

Objectives and activities

The charity's objects

To promote any charitable purposes for the benefit of the community in Ilkley, Addingham, Burley-in-Wharfedale and Menston in the local government district of Bradford Metropolitan District Council and its neighbourhood.

The charity's main activities

Support independent living, alleviate loneliness and improve the lives of older and vulnerable people in the Ilkley District.

Public benefit statement

In setting our objectives and planning our activities our Trustees have given serious consideration to the Charity Commission's general guidance on public benefit and in particular supporting elderly and vulnerable people.

Achievements and performance

Ilkley and District Good Neighbours has continued to deliver and expand a variety of services designed to relieve isolation, promote wellbeing, maintain independence and strengthen community mental health across the district.

The Shop and Drop service remains vital for clients unable or lacking confidence to shop independently. Over the year, we supported 44 clients in total - 26 through Shop and Drop and 18 through Shop Assist, facilitating a total of 1,489 shopping trips were carried out by the 34 regular and cover volunteers. Notably, some existing

Our Moving On Friendship Group has gone from strength to strength. Weekly meetings continue to be in high demand, regularly reaching capacity, with an average of 27 attendees per session. Responding to this demand, we piloted a second weekly group, which has now become a permanent fixture thanks to the success of the pilot and partial funding already secured. Between both groups, 70 people accessed the service this year with 82 meetings being held in total.

The Befriending Service supported 36 clients over the year, delivered by 31 volunteers who completed 702 face to face visits and 199 phone calls, totalling 901 interactions and 805 volunteering hours. This project is time limited to 2 years, after which the match is usually moved to a friendship. This means that 5 volunteer/client matches that have lasted over 2 years have been released from the befriending project over the last year, and all continue to meet as friends. 4 out of the 5 volunteers who have moved to a friendship have also asked to take on a new client.

Following a successful pilot and informed by earlier research, our Dementia Hub and Café has now become an ongoing core service. It continues to grow in popularity, offering essential advice, support, and companionship to those living with memory issues and their carers. To support this growth, two new staff members have recently joined the team, ensuring we can meet rising demand and expand the service's reach and impact.

The Social Events programme this year included minibus scenic drives with afternoon teas, the Christmas lunches at Audley Clevedon, and a trip to an Upstagers' pantomime performance. The events were warmly received and well attended.

Our annual Over Nineties Party returned with resounding success, attracting over 90 guests. Held at the Clarke Foley Centre, the celebration included food, music, and entertainment. Distinguished guests included the Deputy Lieutenant, Robbie Moore MP, Ilkley Town Mayor, Ilkley Town Crier, and members of the Air Cadets, creating a truly special event for all involved.

A total of 121 Christmas parcels were delivered to clients this year, with generous support from local organisations. Deliveries were once again carried out by students from Ilkley Grammar School, volunteers from IDGN, and members of the Ilkley Wharfedale Rotary Club.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2025

Achievements and performance continued

Our Home and Gardens service (HAGA) has been rebranded as Home and General Assist, reflecting the scope of support we provide. Volunteers continue to assist with simple DIY tasks and general maintenance, helping clients maintain their homes and independence.

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

- BRADFORD MDC
- Garfield Weston
- Ilkley Round Table
- Rotary Club of Ilkley Wharfedale
- Vitello Lounge
- The VCS Alliance
- The Charles and Elsie Sykes Trust
- Olicana Masons
- Barratt and David Wilson
- Midwood McTurk Trust
- Ilkley Town Council
- Co-op
- Skipton Building Society Ilkley
- RW Morten, Ilkley
- Booths Supermarket, Ilkley
- Tesco, Ilkley Store
- McCarthy and Stone
- Graham and Diane Smith Charitable Trust
- Bradford City of Culture 25
- Many generous personal donations from clients and supporters

We extend our sincere thanks to our dedicated staff, whose professionalism and hard work underpin every service we provide. Above all, we are deeply grateful to our wonderful volunteers, without whom none of our work would be possible.

Financial review

The net income for the year was £79,361, including net income of £84,479 on unrestricted funds and net expenditure of £5,118 on restricted funds.

Reserves policy

The charity's free reserves, excluding fixed assets, at the year end were £150,411. This includes £39,000 of designated funds (explained below).

The Trustees have agreed the following Reserves Policy:

Reserves of 6 to 12 months of forecast expenditure.

The policy shall be reviewed at least annually. The level of reserves shall be included in the financial reporting provided to Trustees in advance of each Trustee meeting.

For the Financial Year Ending 31 March 2026, the trustees have agreed to designate funds for expenditure as follows:

Shop Assist £19,500
Befriending £14,500
Moving On Second Group £ 5,000
Total £39,000

These funds have been designated to allow us to continue for the next 12 months with the core activities, which were previously funded by BMDC, whilst new external funding sources are sought.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2025

Reserves policy continued

The reserves held as at 31 March 2025 equate to 13.6 months of 2025/26 forecast expenditure. However, if the designated funds are deducted, the remaining reserves equate to 10 months of forecast expenditure.

The following statement explains why the Trustees feel that this level of reserves is not only necessary but demonstrates good financial planning and that the charity is being responsibly managed:

1. Staffing

IDGN is a growing charity which has expanded the services it provides and so the number of staff it employs. The level of reserves held allows IDGN to offer a degree of job security to its workforce. It means that, where possible, staff can have permanent contracts, rather than temporary or fixed-term, allowing them to focus on their roles without the worry of their jobs coming to an end. The Trustees feel that having a stable staffing structure is critical to the medium to long term success of the Charity and gives them the ability to plan further ahead and more strategically.

2. Financial stability

IDGN is dependent on securing external funding in order to operate. As the country continues to recover from the pandemic, it is a very difficult economic climate in which the third sector operates, with competition for external funding greater than ever before. IDGN is currently fortunate to benefit from annual financial support from Bradford Metropolitan District Council (BMDC). This financial support underpins the three principal programmes: Befriending, Shop Assist and Moving On. Holding reserves means that should the support from BMDC cease, the Trustees have time to identify and try to secure other sources of external funding to avoid cutting the key services it delivers.

3. Reacting to the needs of the community

A sufficient level of reserves enables IDGN to identify, develop and launch pilot projects for local needs. It is able to test the approach, make any necessary improvements before deployment, fully cost and demonstrate the need, which is more likely to attract external funding. This is demonstrated by the approach taken with the second Moving On Friendship Group.

Ilkley and District Good Neighbours Trustees' report (continued) for the year ended 31 March 2025

Statement of trustees' responsibilities

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees report and the financial statements in accordance with the applicable law and UK Accounting Standards.

Company law requires the trustees to prepare financial accounts for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

select suitable accounting policies and apply them consistently;

observe the methods and principles in the Charities SORP;

make judgements and estimates that are reasonable and prudent;

state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;

prepare the accounts on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial accounts comply with the Companies Act 2006. They 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.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS102)), and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

Approved by the board of trustees on 21/5/2025

Ian Wilson (Trustee)

Ilkley and District Good Neighbours

Independent examiner's report to the trustees of Ilkley and District Good Neighbours

I report to the charity trustees on my examination of the accounts of the charitable company for the year ended 31 March 2025, which are set out on pages 8 to 15.

Responsibilities and basis of report

As the charity's trustees of the charitable company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charitable company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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 the company as required by section 386 of the 2006 Act; or
- 2 the accounts do not accord with those records; or
- 3 the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- 4 the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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.

Katy Sargeant ACA

27/5/2025

West Yorkshire Community Accountancy Service CIO

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Ilkley and District Good Neighbours
Statement of Financial Activities
(including summary income and expenditure account)
for the year ended 31 March 2025

	Notes	2025 Unrestricted funds £	2025 Restricted funds £	2025 Total funds £	2024 Total funds £
Income from:					
Grants and donations	(2)	81,114	87,490	168,604	72,746
Interest		4,645	-	4,645	2,559
Legacy		-	-	-	5,000
Client shopping payment		23,088	-	23,088	16,807
Gift Aid		2,780	150	2,930	717
Other income		12,760	-	12,760	6,161
Total income		124,387	87,640	212,027	103,990
Expenditure on:					
Salaries NI and pensions	(3)	6,887	64,260	71,147	61,477
Payroll charges		139	751	890	824
Office costs		3,135	4,814	7,949	6,927
Postage		20	20	40	934
Publishing and stationery		1,374	1,539	2,913	745
Insurance		-	735	735	663
Publications and subscriptions		216	75	291	353
Room hire		320	6,939	7,259	4,884
Bank charges		593	33	626	75
Security and data protection		174	-	174	340
Staff training		-	-	-	160
Transport hire		-	769	769	814
Volunteer expenses		469	833	1,302	1,812
Volunteer shopping reimbursements		23,106	-	23,106	16,758
Independent examination		300	888	1,188	1,050
Staff expenses		194	247	441	196
IT costs		1,327	3,688	5,015	6,074
Event costs		1,454	7,167	8,621	6,923
Legal and professional costs		200	-	200	2,160
Total expenditure		39,908	92,758	132,666	113,169
Net income / (expenditure)		84,479	(5,118)	79,361	(9,179)
Fund balances brought forward		65,932	45,864	111,796	120,975
Fund balances carried forward	(4)	150,411	40,746	191,157	111,796

All incoming resources and resources expended derive from continuing activities.

Ilkley and District Good Neighbours

Balance sheet

as at 31 March 2025

		2025	2025	2025	2024
		Unrestricted	Restricted	Total	Total
		£	£	£	£
Current assets					
Debtors and prepayments	(5)	3,733	-	3,733	3,789
Current asset investments	(6)	92,831	-	92,831	50,726
Cash at bank and in hand	(7)	55,164	42,762	97,926	59,657
Total current assets		<u>151,728</u>	<u>42,762</u>	<u>194,490</u>	<u>114,172</u>
Current liabilities:					
amounts falling due within one year					
Creditors and accruals	(8)	<u>1,317</u>	<u>2,016</u>	<u>3,333</u>	<u>2,376</u>
Total current liabilities		<u>1,317</u>	<u>2,016</u>	<u>3,333</u>	<u>2,376</u>
Net current assets / (liabilities)		<u>150,411</u>	<u>40,746</u>	<u>191,157</u>	<u>111,796</u>
Net assets		<u>150,411</u>	<u>40,746</u>	<u>191,157</u>	<u>111,796</u>
Funds					
Unrestricted funds					
General unrestricted funds		111,411	-	111,411	65,932
Designated funds	(9)	<u>39,000</u>	<u>-</u>	<u>39,000</u>	<u>-</u>
Unrestricted funds		<u>150,411</u>	<u>-</u>	<u>150,411</u>	<u>65,932</u>
Restricted funds		<u>-</u>	<u>40,746</u>	<u>40,746</u>	<u>45,864</u>
Total funds		<u>150,411</u>	<u>40,746</u>	<u>191,157</u>	<u>111,796</u>

For the year ending 31 March 2025 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476. The trustees (who are also the directors for the purposes of company law) acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and with FRS 102 (effective January 2019).

The financial statements were approved by the board of trustees on 21/5/2025

Ian Wilson (Trustee)

Ilkley and District Good Neighbours

Notes to the accounts

for the year ended 31 March 2025

1 Accounting policies

Basis of accounting

These accounts 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. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

There has been no change to the accounting policies since last year.

No changes have been made to the accounts for previous years.

Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

Incoming resources

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources, if it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance.

Expenditure and liabilities

Expenditure is recognised on an accrual basis as a liability is incurred. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out the resources and the amount of the obligation can be measured with reasonable certainty.

Taxation

As a charity the organisation benefits from rates relief and is generally exempt from income tax and capital gains tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

Pensions

The charity operates a defined contribution scheme for the benefit of its employees. The costs of contributions are recognised in the year they are payable.

Fund accounting

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

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2025

2 Grants and donations	2025 Unrestricted funds £	2025 Restricted funds £	2025 Total funds £	2024 Total funds £
Bradford Metropolitan District Council (BMDC)	-	35,918	35,918	33,304
Garfield Weston Foundation	-	10,000	10,000	-
Ilkley Round Table (IRT)	-	4,749	4,749	2,930
Ilkley Town Council (ITC)	-	7,000	7,000	3,000
Tesco Groundwork	-	1,125	1,125	-
The Charles and Elsie Sykes Trust	-	2,000	2,000	-
The Co-op	-	1,612	1,612	1,038
The VCS Alliance (VCSA)	-	8,000	8,000	7,950
Charles Hayward Foundation	-	-	-	5,000
Hartleys and Hillards (H&H)	-	-	-	1,000
The Rotary Club of Ilkley Wharfedale	-	-	-	750
Other donations	81,114	17,086	98,200	17,774
	<u>81,114</u>	<u>87,490</u>	<u>168,604</u>	<u>72,746</u>

3 Staff costs and numbers	2025 £	2024 £
Gross salaries	67,715	58,306
Social security costs	3,175	2,830
Employment allowance	(3,175)	(2,830)
Pensions	3,432	3,171
	<u>71,147</u>	<u>61,477</u>

The average number of employees during the year was 4.9, being an average of 2.3 full time equivalent (2024: 4.5, 2.2 FTE). There were no employees with emoluments above £60,000.

Defined contribution pension scheme	2025 £	2024 £
Costs of the scheme to the charity for the year	3,432	3,171

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2025

4 Restricted funds	Balance b/f	Incoming	Outgoing	Transfers	Balance c/f
	£	£	£	£	£
Befriending	11,826	2,500	7,437	-	6,889
Befriending (BMDC)	-	11,862	11,862	-	-
Christmas Parcels	696	-	-	-	696
Ilkley Round Table	-	1,500	1,044	-	456
Neighbourly	500	-	500	-	-
Dementia Hub	-	673	-	-	673
Barratt & D Wilson C'mmty Fund	-	1,500	-	-	1,500
Dementia Hub (DFIA)	-	5,265	246	-	5,019
Dementia Hub (ITC)	3,000	7,000	10,000	-	-
Dementia Hub (Tesco)	-	2,663	-	-	2,663
Dementia Hub (VCS ABCD)	3,950	3,000	5,804	-	1,146
Dementia Hub (VCS)	-	5,000	-	-	5,000
Dementia Hub (WBC)	-	1,060	-	-	1,060
Exhibition	-	850	-	-	850
Exhibition (BMDC)	-	500	-	-	500
Garfield Weston Foundation	-	10,000	10,000	-	-
Home and Garden Assist (HAGA)	2,747	-	-	-	2,747
Moving On	7,471	-	3,062	-	4,409
Moving On (BMDC)	-	11,694	11,672	-	22
The Charles & Elsie Sykes Trust	-	2,000	2,000	-	-
Moving ON (Charles Hayward)	5,000	-	5,000	-	-
Tesco	-	1,125	505	-	620
Over Nineties	313	-	150	-	163
Over Nineties (VCSA)	2,140	-	2,140	-	-
Shop Assist	3,827	2,500	4,059	-	2,268
Shop Assist (BMDC)	-	11,862	11,862	-	-
Social Events	8	225	168	-	65
Social Events (Addingham Beer)	100	-	-	-	100
Social Events (Coop)	1,038	1,612	-	-	2,650
Social Events (H&H)	1,000	-	-	-	1,000
Social Events (VCSA)	1,860	-	1,721	-	139
Social Events (IRT)	388	3,249	3,526	-	111
	45,864	87,640	92,758	-	40,746

Fund name

Befriending
 Befriending (BMDC)
 Christmas Parcels
 Ilkley Round Table
 Neighbourly
 Dementia Hub

 Barratt & D Wilson C'mmty Fund
 Dementia Hub (DFIA)
 Dementia Hub (ITC)
 Dementia Hub (Tesco)

Purpose of restriction

To enhance the quality of life for those over 70 who are isolated.
 As above.
 Parcels delivered to around 100 local older or less able residents.
 Christmas lunches and parcels
 Towards parcels delivered to around 100 local older or less able residents.
 For a pilot hub to support the local community, those living with dementia and their carers.
 As above.
 As above.
 As above.
 As above.

fund purposes continued overleaf

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2025

4 Restricted funds continued

Dementia Hub (VCS ABCD)	For a pilot hub to support the local community, those living with dementia and their carers.
Dementia Hub (VCS)	As above.
Dementia Hub (WBC)	As above.
Exhibition	Towards an exhibition.
Exhibition (BMDC)	Towards an exhibition.
Garfield Weston Foundation	Core Funding.
Home and Garden Assist (HAGA)	Helping older and disabled people with gardening and small home maintenance jobs.
Moving On	To help people make new friends and/or find new interests.
Moving On (BMDC)	As above.
The Charles & Elsie Sykes Trust	Additional weekly Moving on friendship group.
Moving ON (Charles Hayward)	To help people make new friends and/or find new interests.
Tesco	Additional weekly Moving on friendship group.
Over Nineties	For the 'Over Nineties' party held each September.
Over Nineties (VCSA)	As above.
Shop Assist	Shop and drop - to help those with difficulty accessing shops. Volunteers do the shopping and drop it to the clients.
Shop Assist (BMDC)	As above.
Social Events	For organising various social events including trips and days out.
Social Events (Addingham Beer)	As above.
Social Events (Coop)	As above.
Social Events (H&H)	As above.
Social Events (VCSA)	As above.
Social Events (IRT)	As above.

5 Debtors and prepayments

	2025	2024
	£	£
Debtors	783	1,728
Prepayments	1,342	1,436
Accrued income	1,608	625
	<u>3,733</u>	<u>3,789</u>

6 Current asset investments

	2025	2024
	£	£
Cash equivalents on deposit	92,831	50,726
	<u>92,831</u>	<u>50,726</u>

7 Cash at bank and in hand

	2025	2024
	£	£
Cash at bank	97,528	59,627
Cash in hand	398	30
	<u>97,926</u>	<u>59,657</u>

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2025

8 Creditors and accruals	2025	2024
	£	£
Bank loans and overdrafts	27	-
Creditors	2,118	1,326
Accruals	1,188	1,050
	<u>3,333</u>	<u>2,376</u>

9 Designated funds	Balance b/f	Incoming	Outgoing	Transfers	Balance c/f
	£	£	£	£	£
Befriending	-	-	-	14,500	14,500
Moving On Second Group	-	-	-	5,000	5,000
Shop Assist	-	-	-	19,500	19,500
	<u>-</u>	<u>-</u>	<u>-</u>	<u>39,000</u>	<u>39,000</u>

Fund name

Befriending
Moving On Second Group
Shop Assist

Reason for designation

Funds set aside to allow us to continue for the next 12 months with our core activities, which were previously funded by BMDC, whilst new external funding sources are sought.

10 Related party transactions

Trustee expenses

No trustee received any expenses during this year or the previous year.

Trustee remuneration and benefits

No trustee received any remuneration or benefit during this or the previous year.

Ilkley and District Good Neighbours
Statement of Financial Activities including comparatives for all funds
(including summary income and expenditure account)
for the year ended 31 March 2025

	2025 Unrestricted funds £	2024 Unrestricted funds £	2025 Restricted funds £	2024 Restricted funds £	2025 Total funds £	2024 Total funds £
Income						
Grants and donations	81,114	16,830	87,490	55,916	168,604	72,746
Interest	4,645	2,559	-	-	4,645	2,559
Legacy	-	5,000	-	-	-	5,000
Client shopping payment	23,088	16,807	-	-	23,088	16,807
Gift Aid	2,780	717	150	-	2,930	717
Other income	12,760	6,161	-	-	12,760	6,161
Total income	124,387	48,074	87,640	55,916	212,027	103,990
Expenditure						
Salaries NI and pensions	6,887	4,719	64,260	56,758	71,147	61,477
Payroll charges	139	207	751	617	890	824
Office costs	3,135	2,931	4,814	3,996	7,949	6,927
Postage	20	657	20	277	40	934
Publishing and stationery	1,374	333	1,539	412	2,913	745
Insurance	-	235	735	428	735	663
Publications and subscriptions	216	243	75	110	291	353
Room hire	320	512	6,939	4,372	7,259	4,884
Bank charges	593	75	33	-	626	75
Security and data protection	174	340	-	-	174	340
Staff training	-	125	-	35	-	160
Transport hire	-	268	769	546	769	814
Volunteer expenses	469	115	833	1,697	1,302	1,812
Volunteer shopping reimbursements	23,106	16,758	-	-	23,106	16,758
Independent examination	300	358	888	692	1,188	1,050
Staff expenses	194	43	247	153	441	196
IT costs	1,327	788	3,688	5,286	5,015	6,074
Event costs	1,454	473	7,167	6,450	8,621	6,923
Legal and professional costs	200	-	-	2,160	200	2,160
Total expenditure	39,908	29,180	92,758	83,989	132,666	113,169
Net income / (expenditure)	84,479	18,894	(5,118)	(28,073)	79,361	(9,179)
Transfers between funds	-	551	-	(551)	-	-
Net movement in funds	84,479	19,445	(5,118)	(28,624)	79,361	(9,179)
Fund balances brought forward	65,932	46,487	45,864	74,488	111,796	120,975
Fund balances carried forward	150,411	65,932	40,746	45,864	191,157	111,796

ILKLEY AND DISTRICT GOOD NEIGHBOURS

England & Wales - Charity number 1126267

Accounts

ILKLEY AND DISTRICT GOOD NEIGHBOURS

ANNUAL REPORT 2023 – 2024



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1. Introduction

The Management Committee present their Report and Accounts for the financial year 1 April 2023 to 31 March 2024.

Objectives and Activities

Our continuing aim is to support independent living and improve the lives of older 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.

2. Trustees and Staff 2023/2024

Ed Duguid	Chair
Penny Coulthard	Vice Chair
Jim Manson	Vice Chair
Ian Wilson	Hon Treasurer
Pamela Brunger	Hon Secretary
Liz Binns	
John Bray	
Anita Dunford	
Judy Hutton	
Simon Settle	(Resigned October 2023)
George Palacious	(Co-opted August 2023)
Bernard Conlon	(Co-opted August 2023)
Sheila Mahon	(Co-opted September 2023)

Councillor Stephen Butler represented Ilkley Parish Council at meetings of the Committee

HON PRESIDENT

Brian Mann

MANAGER

Lucy Steer

BEFRIENDING CO-ORDINATOR

Helen Hawney

SHOPASSIST CO-ORDINATOR

Charlotte Atkinson

MOVING ON CO-ORDINATOR

Hannah Walton

3. The Chair's Report

Ilkley and District Good Neighbours is 50 years old this year. We shall be celebrating this during 2024 and we will be telling the Ilkley and District community what a wonderful part of the community we have been for such a long time. I will not dwell on this in this report, as we plan several celebratory events this year, starting with our AGM and 50th celebration event in July 2024.

In the meantime, the organisation has completed another successful year continuing to run schemes to relieve isolation, promote economic wellbeing, and maintain independence and stronger mental health.

During 2023 and into 2024 we have also continued to strive to improve our services and improve the way we do things. We have carried out research into the impact of Dementia within our community and the current support available for those who have this debilitating illness and the additional effect it has on those who care for them. In consultation with our partners in the community we have now created a new Dementia Hub in the Ilkley area, which will help direct those with dementia or memory issues and their carers to the services which will best support them. This was identified as the missing link from the research we carried out. We hope we will be able to continue to develop this service further and are seeking further funding at the current time.

Organisationally we have during 2023 improved the support for our volunteers, who are the heart of our services and have received a Volunteering Quality Mark. We particularly thank our amazing staff who have made it a priority to ensure all volunteers get the best support they require and enjoy their volunteering experience. All our business and accounting systems are now fully computerised and online for ease of use for our staff and volunteers.

We of course continue to deliver our core services of Befriending and Shop Assist (including Shop & Drop), as well as our highly successful Moving on Friendship Group, now supporting nearly 150 people through all these services, after the addition of an extra group due to demand. We continue to run several events during the year, our Over 90s annual event, events at Christmas as well as trips out during the summer months, and a small Home Assistance scheme.

We could not run these services without the tripartite partnership of volunteers, staff and trustees, all of who provide an amazing level of commitment and dedication. Thank you to all of them. We also would like to thank all the local organisations, businesses and funders who have supported us yet again during the last year. They are listed separately in this report.

We were joined by three new trustees during the year; Bernard Conlon, Sheila Mahon and George Palacios. They have already made important contributions to the organisation. We welcome them.

However, finally, we are saying goodbye to three long serving trustees who have guided the charity through changing times, having been with Good Neighbours between them for well over the 50 years. A huge thank you to Judy Hutton, Pamela Brunger and Liz Binns, a fond farewell. We shall miss their wise words.

Ed Duguid - Chair

4. Manager's Report

This year the team has continued to go from strength to strength and once again there have been many highlights throughout the year. We have been able to build even stronger working relationships and expanded the team while building strength to the Charity, Trustees and Volunteers. We have strengthened many processes with a strong recruitment procedure offering volunteers a great start with valuable information for a happy and strong journey with IDGN. Through implementing robust procedures, policies and guidance from the very beginning, we have received amazing feedback from our wonderful volunteers which in turn leads to a stronger retainment.

Volunteer Training

As part of our ongoing volunteer training and development, we have run 5 training opportunities as well as delivering the mandatory safeguarding training sessions every 6 months. Optional training opportunities have included Basic First Aid delivered by the Red Cross, a Bereavement Workshop delivered by Full Circle Funerals, 2 sessions on raising awareness of dementia, and a Slips, Trips & Falls Prevention session.

In a new development, we are currently working with volunteers to develop a bi-annual Peer Support Group. Facilitated by staff, this group will be a safe and supportive environment for volunteers to discuss some of the challenges they face in their roles with a focus on sharing experiences, emotional support, learning and practical solutions. This has been strongly led by Helen our Befriending Co-ordinator.



The Team from L-R, Helen, Lucy, Charlotte & Hannah

In addition to the Team above, we have recently recruited a new member of the team, Jenny Thornton who is our Dementia Advisor for our pilot Dementia Hub.

As part of our strategic approach we identified dementia as a growing area of need. Increasing levels of demand for support services, a general lack of information for those affected and their carers, as well the length of time it is taking to be assessed were all key factors. We therefore commissioned a research study of the needs within our local community, the current position on the availability of support services within the community as well as potential solutions. The research indicated a lack of coordination in local support services. The research took 4 months and was extremely thorough, consulting with those living with dementia, their family members, carers, local Dementia Friendly Ilkley Action, social prescribers, GPs, Carers Resource, other local charities who offer dementia friendly groups and much more. We know that this is needed for our community. After due consideration the trustees identified a role to assist with the coordination of these services through partnership working, dissemination of information and signposting to the most appropriate available

services. We know that this will benefit all those living with dementia and their carers, plus the groups/charities that are available to support these clients.

We want to work with the community as a whole to become more dementia friendly. We believe that all services should be accessible to those living with dementia. Therefore, we have piloted a 6-month Dementia Hub project which we hope will be a great success and we will secure further funding to continue this valuable work.

Personally, I have continued to establish my position and develop and grow IDGN and the importance of our position within the Community. We have a strong voice within the Wharfedale & Silsden Community Partnership as part of the Leadership Team and the Lead Anchor for the VSCE in the area.

Last year we hosted our annual over 90s party once again. We were honoured to have the attendance of Suzanne Watson, Deputy Lord Lieutenant, Lord Mayor Councillor Gerry Barker and Lady Mayoress Mrs Jean Barker, Robbie Moore MP, Isabel Ashman, Ilkley Town Crier and Karl Milner, Ilkley Town Mayor.



We had wonderful entertainment from Bring Me Sunshine Trio. The Clarke Foley were wonderful hosts and Ilkley Community Transport safely delivered the attendees to and from their homes. We can't thank all our wonderful volunteers enough for all their support on the day, we couldn't have done it without them. A fantastic day was had by all with many saying it was the highlight of their year. We look forward to hosting again this year.

Our Volunteers are truly the back bone of the organisation without whom we would be unable to deliver the schemes. We have enjoyed many Volunteer get togethers with a Christmas party at The Manor House including mulled wine and mince pies. We continue to develop our Newsletter and issue on a quarterly basis with lots of information and thanks. We realise how blessed we are when many other small organisations have struggled to recruit and retain their volunteers. We thank them all from the bottom of our hearts.

I'd like to thank all Trustees for their support during the year, in guiding the organisation and myself.

Overall, it has been another fantastic 12 months with IDGN going from strength to strength.

Lucy Steer - Manager

5. Befriending

Research repeatedly shows that to have the best chance of living happy, contented lives we need social connections and quality relationships. This is what befriending brings to older or vulnerable local people who are experiencing feelings of loneliness and/or social isolation. Each volunteer is matched with an older person for regular visits to enhance their lives through companionship and, given time, in friendship outside the boundaries of our befriending scheme. The figures below show the numbers involved in the scheme over the last financial year.

Over the last year, 41 volunteers have supported:

- ✓ 40 lonely older people
- ✓ with 819 face to face visits (an increase of 44% on last year)
- ✓ and 66 phone calls (a decrease of 61% on last year)



Moving to a friendship

This year the project has adopted time-limited befriending. This means that to date 8 volunteer/client matches that have lasted over 2 years have been released from the befriending project, and continue meeting as friends, as they would in everyday life. We moved to time-limited befriending to:

- allow friendships to flourish outside of the boundaries of our scheme
- allow greater capacity within the scheme and effectively manage workload
- demonstrate throughput of clients to funders

Matches that have been affected have been happy to adopt 'friendship' status, with none deciding to bring their match to an end; a very positive reflection on our matching process. Nearly all these volunteers have requested a new client in addition to their 'friend', so we are also retaining experienced, well-trained volunteers for the benefit of future clients. Moving to a friendship is the very best outcome for clients and volunteers:

My befriender has really enhanced my life. She's met my daughter and they get on famously so she worries about me less - and so it's made a difference to my daughter too. She is very kind, organised and we have such fun. I feel I need her and she perhaps feels she needs me too. She just 'fits in'.

Volunteer says 'Y is my best friend, I look up to her and see her almost every weekend, checking in a couple of times a week. Since moving to a friendship we have been to the theatre, cooked for each other, been for walks, Sunday lunches and she came to my housewarming. She has a significant birthday this year which I can't wait to celebrate with her. family.'

We were successful in achieving the 'People Can' Quality Mark this year, awarded to organisations by Community Action Bradford & District that show their volunteering programmes provide the best experience possible for volunteers. We were pleased that as part of the feedback Community Action stated that 'in many areas IDGN exceeded the assessment criteria, which is a credit to the way your organisation values and manages its volunteers'.



Feedback

'Thanks for listening, being there, and reinforcing that I have a choice.' Befriending Volunteer

'The care and thought taken to match Mum with her befriender was ideal, matching her up with someone with exactly the same background, interests and past career. Their friendship has definitely added to her quality of life' Family Member (befriending)

'I am closer to my befriender than some of my family' Befriending Client



Our volunteers

Of course, the impact the scheme makes on clients' lives would not be possible without our fabulous volunteers. They are dedicated, reliable, empathetic and continue to have their clients best interested at heart. As one of our clients said recently 'Good Neighbours volunteers are a wonder and improve my quality of life in so many ways each week. I could not be more thankful'.

Helen Hawney - Befriending Coordinator

6. ShopAssist

The year in numbers

Over the full financial year, we have provided regular shopping support to 25 clients with Shop and Drop and 20 clients with ShopAssist. Over the same time period, we have been supported by 49 volunteers.

On average, each month, we delivered 73 shops and accompanied clients on 33 shops. This equates to a total of 1275 shops in 2023-4.

As we begin 2024-25, the ShopAssist scheme is:

- supporting 38 clients,
 - taking 14 clients to the shops
 - delivering shopping to 24 clients
- managing 30 regular volunteers and a cohort of 8 ad hoc volunteers.

In **2023-24**,
IDGN ShopAssist
shopped **1275** times,
supporting **45** clients with
the help of **48** volunteers

A client's story



Rose was referred to the ShopAssist scheme by Home from Hospital following discharge from hospital after a fall. Rose had been shopping independently right up to when she was taken to hospital and was very keen to, one day, get back to the supermarket.

When Rose was assessed for our scheme her mobility had been so badly affected that she couldn't begin to think about going to the supermarket herself. We started supporting her immediately as it was clear she needed our help to access fresh groceries. Two of our ad hoc volunteers stepped in and covered the first few shops whilst a regular volunteer was recruited.

This new volunteer, Fiona, began by providing Shop & Drop: phoning for a list, shopping and paying and then delivering to Rose. This happened for nine weeks and each time Fiona stopped for a coffee and a chat. Over the weeks the pair got to know and trust each other and Rose grew stronger.

Two months later, Rose decided to try returning to the supermarket supported by Fiona; this is our ShopAssist scheme. It took a few trips for Rose to build up her stamina and to start with she would begin the shop and then sit in the café and wait for Fiona to complete it.

Rose and Fiona have been successfully shopping together ever since and Rose is now able to make her way around the whole store and check out. A trip to the café is, however, definitely still part of the outing!

Working with Volunteers

We have received fantastic commitment and dedication from our volunteers, who continue to go above and beyond for their clients.

In return we have continued to develop what we offer them. This year's project has been the Volunteer Portal on the IDGN website. Behind a password shared with all IDGN volunteers, the portal is a single point of access for all information relevant to volunteers. This includes: policies, guidance, forms, training resources, newsletters and the handbook, as well as contact details for each of the team members.



Feedback

The ShopAssist service is a lifeline for our clients, as demonstrated by the feedback received in the last year. We have also been very proud to have received positive feedback from our volunteers as well.

"I want to thank [mother's shopper] personally for being such a critical link in mother's supply chain. Living as I do in Sydney, it was a huge relief to hear when I called on a Friday that H had just been or was expected. Congratulations and thanks on all that your organisation achieves." Client's son, Sep 23

"Terrific, marvellous, first class, fabulous. I had fun!" "It may not seem much but having someone packing my shopping at the supermarket was a massive thing for me" Feedback from client after first ShopAssist, Oct23

"I just wanted to let you know how wonderful V has been with my Dad and does so much more than just delivering his shopping, as she stays for a chat too." Client daughter, Feb 24

"Thank you for your phone call on Monday, and for your continued support. I always feel that there is a team in the background ready and willing to help." Volunteer feedback to SA coordinator, July 23

Charlotte Atkinson - ShopAssist Coordinator

7. Moving On Friendship Group Report

The Moving On Friendship Groups are Ilkley Good Neighbours' weekly social and signposting get-togethers. We run on a Thursday and Friday afternoon at the Clarke Foley Community Hub.

The Friday group has been running for many years now and it still has members who were there on the very first day. Lots more people have joined since then and it is a very popular group with many strong friendships blossoming between people who met through us.

Following the success of our original group, we are delighted to have been able to set up a second friendship group. This group started in October 2023 on a pilot basis twice a month and has been extended to a weekly meeting on a Thursday afternoon. This group is open to all people aged over 60 who are looking for a warm and welcoming environment to connect with other people. It currently meets at 1.30pm on a Thursday afternoon in the Small Hall of the Clarke Foley Community Hub and people are welcome to turn up on the day. Feel free to spread the word!

We are delighted to have brought in some new volunteers to help at our new group and make attendees feel at ease. We have had some lovely feedback with members saying the new group is "so friendly and welcoming" and another saying it has "changed my life for the better".



Some of our wonderful members from the Friday Moving On Friendship Group

As well as serving a social function, the Moving On Friendship Group is a great way of sharing local information and resources to multiple people. Something which is particularly beneficial for members who are not confident on technology or the internet. I share knowledge of events/activities/information each week by way of announcements and presentations to the group. We also have a bank of information and documents available to physically browse at the groups. This covers material about what is going on locally (e.g. activities and entertainment), as well as useful

information to facilitate independent living, good mental health and wellbeing.

The groups are a great place to ask questions (e.g. how do I travel now I am alone and less active than my friend group) and share knowledge (e.g. information about benefits and changes to energy prices). On occasion, it is clear that people are concerned about the same themes so I have run presentations based on queries that are raised. These have included an overview on the changes to phone lines, group chat on sleep issues, tips on how to get attendance allowance etc. Sometimes just knowing people are experiencing the same issues and challenges as you can be a real boost.

We regularly get interesting and helpful speakers to talk to the group. These talks can be on topics relating to health and wellbeing or just topics that are interesting and entertaining in themselves. I choose our speakers based on feedback from members.



Two of our super volunteers prepping for our Coronation Party

In respect of the speakers from a more educational and informative point of view, we have heard talks on various topics, including: support and advice on hearing issues, ways of keeping active locally, advice on ageing well from a local physiotherapist and a talk focusing on the current scams seen locally by the Ilkley Police service. The Red Cross have talked to us about adapting and recovering from adversity and we have run our falls prevention session again. We also get official representatives for the area in for people to have face to face conversations about local issues that concern them.

As well as inviting “useful” speakers to the group, we also get people in with interesting backgrounds and experience. These have included talks by local authors, an Ilkley chocolatier talking about the process of making artisan chocolate, an insight into the art of marquetry, the Burley-Téréli Friendship Trust, Friends of Ilkley Riverside Parks, “Behind the Footlights” of Ilkley Amateur Operatic Society and travelling alone after bereavement.

We have also been given an insight into using modern technology to study local birds and their songs and got to see a hedgehog up close with a Hedgehog Rescue Centre.



Rhubarb, a rescue hedgehog,
saying hello to the group

I would like to take this opportunity to thank everyone who has taken the time to speak to the group. The quality of all the speakers and their content has been excellent and people have given their time and expertise for free. It is very much appreciated.

Finally, the Moving On Friendship Groups would not be possible without the assistance of our wonderful volunteers, both old and new, who support and help regularly. Their help this year, as always, has been invaluable both to Ilkley and District Good Neighbours and the members they support.

Hannah Walton - Moving On Friendship Group Coordinator

8. Social Events

The Good Neighbours Social Events project has been established for several years. The purpose of the project is to enable and encourage our clients to have social contact with others. This helps to reduce isolation and loneliness and helps support our clients' good mental health.

Scenic Dales Drive and Afternoon Tea Event

Every year, we extend a special invitation to our clients to experience a Yorkshire Dales Scenic Drive and Afternoon Tea event. This event, which has been a tradition for several years, is so popular that we organize three separate trips during the Spring and Summer months to accommodate the high demand. In 2023, we were delighted to host a total of eighty-six guests and volunteers.

The scenic drives were, as usual, very beautiful, and the drivers from Ilkley Community Transport went above and beyond in pointing out interesting views and places of interest. After a lovely drive in the Dales, we finished off with a splendid afternoon tea at the Cavendish Pavilion on Bolton Abbey estate, which we all thoroughly enjoyed. We received excellent feedback from our members. The staff at the Cavendish Pavilion have been very helpful in setting up the event and have created a private area for us to sit and enjoy a superb afternoon tea.



Walker Foster Solicitors employees, who had provided some funding for the event, volunteered their time to join us on two of the afternoons. They both enjoyed chatting with our members and were delighted to have them with us for the afternoon. The afternoon tea events were funded from combined grants and donations from the Wharfedale Ilkley Rotary Club, Walker Foster Solicitors and Magic Little Grants

Chitty Chitty Bang Bang – Kings Hall July 2023

What a superb afternoon at the Ilkley Upstagers production of Chitty Chitty Bang Bang. Twenty clients from the Moving On Friendship Group attended the event and were thrilled with the cast's performances and the spectacular stage production.

Kettlewell Scarecrow Festival – August 2023

We had a lovely day in Kettlewell, walking around the village. This year's theme was 100 years of the BBC. There were lots of lovely discussions as we recalled some of the old television programmes and reminisced about how we sat around as a family watching one TV set with no opportunity to catch up if we could not watch at the time of transmission.

Christmas Lunch

We all had a wonderful time at the two Christmas Lunch events during December at the Audley Restaurant in Ben-Rhydding. Everyone said how much they had enjoyed the event, and we were looked after extremely well. The quality of the food and the facilities was, as usual, excellent. We provided sixty-one meals at the two events to give as many people as possible the opportunity to participate in the Christmas Lunch.





Pantomime

This year, the pantomime by Ilkley Upstagers was Robin Hood, and as usual, it was a huge success. Our Christmas Lunch and trip to the Pantomime was only possible due to a much-appreciated donation from Ilkley Round Table, who, in recent years, has provided funding to enable our festive events to happen. All who attended said they enjoyed the event and asked that I express their appreciation to Ilkley Round Table for their donation. We also received £100 from the Addingham Beer Festival for which we are grateful.

I am pleased to report that we have been able to offer these events to clients from our Moving-On Friendship Group, and our ShopAssist and Befriending Projects. I would like to thank Lucy, Hannah, Charlotte, and Helen for their support with this. Finally, these events, which are so vital to our older community, would not have taken place without the wonderful support of our team of volunteers and the volunteers of Community Transport who support us at many of our events.

Anita Dunford - Trustee

9. Christmas Parcels

One hundred local residents enjoyed a surprise Christmas treat when volunteers from Ilkley Good Neighbours, accompanied by students from Ilkley Grammar School, delivered presents to their homes.

Organised annually, the ever-popular Christmas Parcel Project, in its 30th year, always brings a touch of seasonal good cheer to a number of the area's older and less able residents.

We know Christmas can be a challenging time for some of our older people in the community. This annual event is just one of the ways Good Neighbours can support them and let them know that they haven't been forgotten. It really is heart-warming to see the reaction when our volunteers arrive at their doors with a gift, either a food parcel or a potted plant. And just as importantly the recipients enjoy meeting the young students and having a chat with them.

The event involves a joint effort with a number of our partners in the community. Around thirty 6th form students from IGS were involved this year, supported by drivers from The Rotary Club of Ilkley Wharfedale along with volunteers from Ilkley Good Neighbours. The packing of the parcels was carried out in the town's Masonic Hall, courtesy of the Olicana Lodge. The ceramic potted plants were supplied by Erica Berry and the food items for the Christmas bags were supplied by Tesco, both at a discounted price, and transportation of the goods was by Ilkley Community Transport.



“We had many favourable comments from the elderly recipients who were absolutely delighted with their gifts” said Peter Mate of The Rotary Club. “They really enjoyed meeting the IGS students, some of whom talked about their own grannies and older relatives. The students were also so refreshing to work with and to hear all about their A-Level and career plans.”

Echoing those sentiments, one of the recipients, Pauline, said “Thank you very much for the food parcel that was delivered by two lovely students.”

Ed Duguid - Chair

10. Home and Garden Assist (HAGA) Report

Demand has been low this year and until recently the majority of requests have been for small internal jobs.

Although gardening is included in the title of this branch of Good Neighbours, requests have been for significant garden maintenance work which is beyond the scope of volunteers. This matter has been discussed by the trustees and the decision taken to remove gardening from the scope.

It is intended that the title of the Scheme will be changed to reflect this and we will let our clients know as soon as a final name is decided, along with amended terms of reference.

We thank all the volunteers who have contributed to this scheme during 2023-24.

John Bray - Trustee

11. Appendix 1 - Annual Accounts

Ilkley and District Good Neighbours

Charity number 1126267

A company limited by guarantee number 06802173

Annual Report and Financial Statements

for the year ended 31 March 2024



Ilkley and District Good Neighbours

Annual Report and Financial Statements for the year ended 31 March 2024

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Prepared by West Yorkshire Community Accountancy Service CIO

Ilkley and District Good Neighbours

Trustees' report for the year ended 31 March 2024

Reference and administrative details of the charity, its trustees and advisors

The trustees during the financial year and up to and including the date the report was approved were:

Name	Position	Dates
Edward Duguid	Chair	
Penelope Coulthard	Vice-Chair	
James Manson	Vice-Chair	
Ian Wilson	Treasurer	
Pamela Brunger	Secretary	
Judith Hutton		
Elizabeth Binns		
John Bray		
Anita Dunford		
Simon Settle		Resigned 10 October 2023
Bernard Conlon		Co-opted 8 August 2023
George Palacios		Co-opted 8 August 2023
Sheila Mahon		Co-opted 20 September 2023

Charity number	1126267	Registered in England and Wales
Company number	06802173	Registered in England and Wales

Registered and principal address

Riddings Hall
Riddings Road
Ilkley
LS29 9LU

Bankers

HSBC Bank PLC 1 Wells Road Ilkley LS29 9JB	Hampshire Trust Bank PO Box 74003 London EC2P 2QR	Lloyds Bank PLC 8 Cambridge Cres. Harrogate HG1 1PQ
Cambridge & Counties Bank Charnwood Court 5B New Walk Leicester LE1 6TE	United Trust Bank One Ropemaker Street London EC2 9AW	Redwood Bank Ltd The Nexus Bldg Broadway Letchworth SG6 3TA

Independent examiner

Katy Sargeant ACA

West Yorkshire Community Accountancy Service CIO

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Structure, governance and management

The charity is a company limited by guarantee and was formed on 27 January 2009. It is governed by a memorandum and articles of association (as amended by special resolution 23 October 2014 and 20 May 2015). The liability of the members in the event of the company being wound up is limited to a sum not exceeding £10.

Method of recruitment and appointment of trustees

The trustees of the charity are also the directors for the purposes of company law and are appointed by the members at the AGM.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2024

Objectives and activities

The charity's objects

To promote any charitable purposes for the benefit of the community in Ilkley, Addingham, Burley-in-Wharfedale and Menston in the local government district of Bradford Metropolitan District Council and its neighbourhood.

The charity's main activities

Support independent living, alleviate loneliness and improve the lives of older and vulnerable people in the Ilkley District.

Public benefit statement

In setting our objectives and planning our activities our Trustees have given serious consideration to the Charity Commission's general guidance on public benefit and in particular supporting elderly and vulnerable

Achievements and performance

Ilkley and District Good Neighbours has continued to run schemes to relieve isolation, promote economic wellbeing, maintain independence and stronger mental health.

The Shop and Drop scheme remains in place for clients who do not feel able or confident to use Shop Assist. Over the year we supported 45 clients in total – 25 with Shop and Drop and 20 clients with Shop Assist. A total of 1,275 shops. As well as new clients needing Shop and Drop, some existing Shop Assist clients are no longer able to manage even with help and so have moved to Shop and Drop.

The Moving On Friendship Group continues to run weekly meetings, with a range of speakers and time to socialise. There is more demand than ever before, constantly achieving maximum numbers week on week. To meet this demand the charity has funded a pilot to provide an additional day twice a month. The pilot has been a success and will be continuing in the coming year with some funding already received, but more to find. We have had 77 people access the groups. The total average number of attendees for the original weekly group is 27 per week.

Befriending supported 40 clients over the year. A total of 41 volunteers provide 819 face-to-face visits and 66 calls to older isolated people in the Ilkley area, totalling 885 interactions. This year the project has adopted time-limited befriending. This means that to date 8 volunteer/client matches that have lasted over 2 years have been released from the befriending project, and continue meeting as friends.

The Social Events programme has included mini bus trips with scenic drives for afternoon tea, the Kettlewell Scarecrow festival, as well as the Christmas lunch at Audley Clevedon and Upstagers' pantomime performance.

The Over Nineties party was able to take place in September for the second year since the pandemic and more than 80 attended at the Clarke Foley centre for food, drink, music and entertainment.

Christmas Parcels were delivered to 96 IDGN clients with support from a wide variety of local organisations. Parcels were delivered to clients by students from Ilkley Grammar School accompanied by volunteers from IDGN and Ilkley Wharfedale Rotary Club.

The Home and Gardens (HAGA) scheme continued to handle requests, with volunteers carrying out jobs including simple DIY and gardening work.

We funded a research project into the needs of those with memory issues or living with dementia and their carers. This concluded that there was a need for a service to direct those affected to the support available within the health service and other organisations. A 6-month pilot project for a "Dementia Hub" is planned and funded and has now commenced with some great enthusiasm from the community.

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

BRADFORD MDC

Ilkley Round Table

Rotary Club of Ilkley Wharfedale

Hartleys and Hillards

The VCS Alliance

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2024

Achievements and performance continued

Charles Hayward

Addingham Beer Festival

Ilkley Town Council

Co-op

Neighbourly

WW Spooner Charitable Trust

Skipton Building Society Ilkley

Ilkley Masons

DLG Insurance

RW Morten, Ilkley

Booths Supermarket, Ilkley for facilitating customer donations over the whole year

The Kings Hall for the collection at their open day

Personal donations from many clients and other supporters

We would thank our staff for their dedication, professionalism and continued hard work in running the projects on which our clients rely so much.

Finally, we would like to offer our grateful thanks to our many volunteers without whom we would be unable to operate.

Financial review

The net expenditure for the year was £9,179, including net income of £19,445 on unrestricted funds and net expenditure of £28,624 on restricted funds after transfers.

Reserves policy

The charity's free reserves, excluding fixed assets, at the year end were £65,932. Based on the forecast for the 2024/25 financial year, reserves stand at 6.8 months worth of expenditure.

The Trustees have agreed the following Reserves Policy:

Reserves of 6 to 12 months of forecast expenditure

The policy shall be reviewed at least annually. The level of reserves shall be included in the financial reporting provided to Trustees in advance of each Trustee meeting.

The following statement explains why the Trustees feel that this level of reserves is not only necessary but demonstrates good financial planning and that the charity is being responsibly managed:

1. Staffing

IDGN is a growing charity which has expanded the services it provides and so the number of staff it employs. The level of reserves held allows IDGN to offer a degree of job security to its workforce. It means that, where possible, staff can have permanent contracts, rather than temporary or fixed-term, allowing them to focus on their roles without the worry of their jobs coming to an end. The Trustees feel that having a stable staffing structure is critical to the medium to long term success of the Charity and gives them the ability to plan further ahead and more strategically.

2. Financial stability

IDGN is dependent on securing external funding in order to operate. As the country continues to recover from the pandemic, it is a very difficult economic climate in which the third sector operates, with competition for external funding greater than ever before. IDGN is currently fortunate to benefit from annual financial support from Bradford Metropolitan District Council (BMDC). This financial support underpins the three principal programmes: Befriending, Shop Assist and Moving On. Holding reserves means that should the support from BMDC cease, the Trustees have time to identify and try to secure other sources of external funding to avoid cutting the key services it delivers.

3. Reacting to the needs of the community

A sufficient level of reserves enables IDGN to identify, develop and launch pilot projects for local needs. It is able to test the approach, make any necessary improvements before deployment, fully cost and demonstrate the need, which is more likely to attract external funding. This is demonstrated by the approach taken with the second Moving On Friendship Group.

Ilkley and District Good Neighbours Trustees' report (continued) for the year ended 31 March 2024

Statement of trustees' responsibilities

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees report and the financial statements in accordance with the applicable law and UK Accounting Standards.

Company law requires the trustees to prepare financial accounts for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

select suitable accounting policies and apply them consistently;

observe the methods and principles in the Charities SORP;

make judgements and estimates that are reasonable and prudent;

state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;

prepare the accounts on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial accounts comply with the Companies Act 2006. They 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.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS102)), and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

Approved by the board of trustees on 05/06/2024

Ian Wilson (Trustee)

Ilkley and District Good Neighbours

Independent examiner's report to the trustees of Ilkley and District Good Neighbours

I report to the charity trustees on my examination of the accounts of the charitable company for the year ended 31 March 2024, which are set out on pages 7 to 13.

Responsibilities and basis of report

As the charity's trustees of the charitable company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charitable company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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 the company as required by section 386 of the 2006 Act; or
- 2 the accounts do not accord with those records; or
- 3 the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- 4 the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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.

Katy Sargeant ACA

13/06/2024

West Yorkshire Community Accountancy Service CIO

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Ilkley and District Good Neighbours
Statement of Financial Activities
(including summary income and expenditure account)
for the year ended 31 March 2024

	Notes	2024	2024	2024	2023
		Unrestricted	Restricted	Total	Total
		funds	funds	funds	funds
		£	£	£	£
Income from:					
Grants and donations	(2)	16,830	55,916	72,746	52,525
Interest		2,559	-	2,559	1,361
Legacy		5,000	-	5,000	500
Client shopping payment		16,807	-	16,807	20,302
Gift Aid		717	-	717	1,200
Other income		6,161	-	6,161	1,000
Total income		48,074	55,916	103,990	76,888
Expenditure on:					
Salaries NI and pensions	(3)	4,719	56,758	61,477	57,482
Payroll charges		207	617	824	822
Office costs		2,849	3,996	6,845	7,204
Postage		657	277	934	275
Publishing and stationery		333	412	745	465
Goods and services		-	-	-	1,029
Insurance		235	428	663	551
Publications and subscriptions		243	110	353	165
Room hire		512	4,372	4,884	5,011
Bank charges		75	-	75	79
Client Gifts		82	-	82	74
Security and data protection		340	-	340	134
Staff training		125	35	160	235
Transport hire		268	546	814	782
Volunteer expenses		115	1,697	1,812	1,354
Volunteer shopping reimbursements		16,758	-	16,758	18,568
Independent examination		358	692	1,050	792
Staff expenses		43	153	196	309
IT costs		788	5,286	6,074	6,209
Event costs		473	6,450	6,923	4,540
Legal and professional costs		-	2,160	2,160	450
Total expenditure		29,180	83,989	113,169	106,529
Net income / (expenditure)		18,894	(28,073)	(9,179)	(29,641)
Transfers between funds		551	(551)	-	-
Net movement in funds		19,445	(28,624)	(9,179)	(29,641)
Fund balances brought forward		46,487	74,488	120,975	150,616
Fund balances carried forward	(4)	65,932	45,864	111,796	120,975

All incoming resources and resources expended derive from continuing activities.

Ilkley and District Good Neighbours

Balance sheet

as at 31 March 2024

	2024	2024	2024	2023
	Unrestricted	Restricted	Total	Total
	£	£	£	£
Current assets				
Debtors and prepayments	(5) 3,789	-	3,789	2,619
Current asset investments	(6) 50,726	-	50,726	62,707
Cash at bank and in hand	(7) 13,101	46,556	59,657	59,274
Total current assets	<u>67,616</u>	<u>46,556</u>	<u>114,172</u>	<u>124,600</u>
Current liabilities:				
amounts falling due within one year				
Creditors and accruals	(8) 1,684	692	2,376	3,625
Total current liabilities	<u>1,684</u>	<u>692</u>	<u>2,376</u>	<u>3,625</u>
Net current assets / (liabilities)	<u>65,932</u>	<u>45,864</u>	<u>111,796</u>	<u>120,975</u>
Net assets	<u>65,932</u>	<u>45,864</u>	<u>111,796</u>	<u>120,975</u>
Funds				
Unrestricted funds	65,932	-	65,932	46,487
Restricted funds	-	45,864	45,864	74,488
Total funds	<u>65,932</u>	<u>45,864</u>	<u>111,796</u>	<u>120,975</u>

For the year ending 31 March 2024 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476. The trustees (who are also the directors for the purposes of company law) acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and with FRS 102 (effective January 2019).

The financial statements were approved by the board of trustees on 05/06/2024

Ian Wilson (Trustee)

Ilkley and District Good Neighbours

Notes to the accounts

for the year ended 31 March 2024

1 Accounting policies

Basis of accounting

These accounts 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. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

There has been no change to the accounting policies since last year.

No changes have been made to the accounts for previous years.

Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

Incoming resources

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources, if it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance.

Expenditure and liabilities

Expenditure is recognised on an accrual basis as a liability is incurred. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out the resources and the amount of the obligation can be measured with reasonable certainty.

Taxation

As a charity the organisation benefits from rates relief and is generally exempt from income tax and capital gains tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

Pensions

The charity operates a defined contribution scheme for the benefit of its employees. The costs of contributions are recognised in the year they are payable.

Fund accounting

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

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Further explanation of the nature and purpose of each fund is included in the notes to the accounts.

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2024

2 Grants and donations	2024 Unrestricted funds £	2024 Restricted funds £	2024 Total funds £	2023 Total funds £
Bradford Metropolitan District Council (BMDC)	-	33,304	33,304	29,396
Charles Hayward Foundation	-	5,000	5,000	-
Hartleys and Hillards (H&H)	-	1,000	1,000	-
Ilkley Round Table (IRT)	-	2,930	2,930	3,940
Ilkley Town Council (ITC)	-	3,000	3,000	-
The Co-op	-	1,038	1,038	-
The Rotary Club of Ilkley Wharfedale	-	750	750	-
The VCS Alliance (VCSA)	-	7,950	7,950	-
Bradford District Community Foundation (BDCF)	-	-	-	10,000
Local Giving	-	-	-	500
W W Spooner Trust	-	-	-	500
Walker Foster Solicitors	-	-	-	500
Other grants and donations	16,830	944	17,774	7,689
	<u>16,830</u>	<u>55,916</u>	<u>72,746</u>	<u>52,525</u>

3 Staff costs and numbers	2024 £	2023 £
Gross salaries	58,306	52,870
Social security costs	2,830	2,407
Employment allowance	(2,830)	(2,407)
Pensions	3,171	4,612
	<u>61,477</u>	<u>57,482</u>

The average number of employees during the year was 4.5, being an average of 2.2 full time equivalent (2023: 4, 2 FTE). There were no employees with emoluments above £60,000.

Defined contribution pension scheme	2024 £	2023 £
Costs of the scheme to the charity for the year	3,171	4,612
Amount of any contributions outstanding at the year end	-	2,250

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2024

4 Restricted funds	Balance b/f	Incoming	Outgoing	Transfers	Balance c/f
	£	£	£	£	£
Befriending	22,435	-	10,425	(184)	11,826
Befriending (BMDC)	-	11,154	11,154	-	-
Christmas Parcels	2,143	-	1,447	-	696
Neighbourly	-	500	-	-	500
Dementia Hub (ITC)	-	3,000	-	-	3,000
Dementia Hub (VCSA)	-	3,950	-	-	3,950
Give Bradford (BDCF)	9,370	-	9,370	-	-
Home and Garden Assist (HAGA)	3,189	-	408	(34)	2,747
Moving On	11,235	150	3,914	-	7,471
Moving On (BMDC)	-	10,996	10,916	(80)	-
Moving ON (Charles Hayward)	-	5,000	-	-	5,000
Over Nineties	2,139	-	1,826	-	313
Over Nineties (VCSA)	-	2,140	-	-	2,140
Shop Assist	21,184	-	17,104	(253)	3,827
Shop Assist (BMDC)	-	11,154	11,154	-	-
Social Events	647	194	833	-	8
Social Events (Addingham Beer)	-	100	-	-	100
Social Events (Coop)	-	1,038	-	-	1,038
Social Events (H&H)	-	1,000	-	-	1,000
Social Events (VCSA)	-	1,860	-	-	1,860
Social Events (IRT)	-	2,930	2,542	-	388
Social Events (Rotary Club)	-	750	750	-	-
Walk Talk	2,146	-	2,146	-	-
	<u>74,488</u>	<u>55,916</u>	<u>83,989</u>	<u>(551)</u>	<u>45,864</u>

Fund name	Purpose of restriction
Befriending	To enhance the quality of life for those over 70 who are isolated. The transfer relates to a prior year accrual which had been attributed to unrestricted funds instead of the grant.
Befriending (BMDC)	To enhance the quality of life for those over 70 who are isolated.
Christmas Parcels	Parcels delivered to around 100 local older or less able residents.
Neighbourly	Towards parcels delivered to around 100 local older or less able residents.
Dementia Hub (ITC)	For a pilot hub to support the local community, those living with dementia and their carers.
Dementia Hub (VCSA)	
Give Bradford (BDCF)	Strategic development including updating financial systems and new service delivery.
Home and Garden Assist (HAGA)	Helping older and disabled people with gardening and small home maintenance jobs. The transfer relates to a prior year accrual which had been attributed to unrestricted funds instead of the grant.
Moving On	To help people make new friends and/or find new interests.
Moving On (BMDC)	To help people make new friends and/or find new interests. The transfer relates to a prior year accrual which had been attributed to unrestricted funds instead of the grant.
Moving ON (Charles Hayward)	To help people make new friends and/or find new interests.
Over Nineties (VCSA)	For the 'Over Nineties' party held each September.
Shop Assist	Shop and drop - to help those with difficulty accessing shops. Volunteers do the shopping and drop it to the clients. The transfer relates to a prior year accrual which had been attributed to unrestricted funds instead of the grant.
Shop Assist (BMDC)	Shop and drop - to help those with difficulty accessing shops. Volunteers do the shopping and drop it to the clients.
Social Events	For organising various social events including trips and days out.
Social Events (Addingham Beer)	For organising various social events including trips and days out.
Social Events (Coop)	For organising various social events including trips and days out.
Social Events (H&H)	For organising various social events including trips and days out.
Social Events (VCSA)	For organising various social events including trips and days out.
Social Events (IRT)	For organising various social events including trips and days out.
Social Events (Rotary Club)	For organising various social events including trips and days out.
Walk Talk	Pilot project to assist with clients mobility, fitness and wellbeing.

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2024

5 Debtors and prepayments	2024	2023
	£	£
Debtors	1,728	1,084
Prepayments	1,436	335
Accrued income	625	1,200
	<u>3,789</u>	<u>2,619</u>

6 Current asset investments	2024	2023
	£	£
Cash equivalents on deposit	50,726	62,707
	<u>50,726</u>	<u>62,707</u>

7 Cash at bank and in hand	2024	2023
	£	£
Cash at bank	59,627	59,274
Cash in hand	30	-
	<u>59,657</u>	<u>59,274</u>

8 Creditors and accruals	2024	2023
	£	£
Creditors	1,326	236
Accruals	1,050	1,139
Other creditors	-	2,250
	<u>2,376</u>	<u>3,625</u>

9 Related party transactions

Trustee expenses

No trustee received any expenses during this year or the previous year.

Trustee remuneration and benefits

No trustee received any remuneration or benefit during this or the previous year.

Ilkley and District Good Neighbours
Statement of Financial Activities including comparatives for all funds
(including summary income and expenditure account)
for the year ended 31 March 2024

	2024	2023	2024	2023	2024	2023
	Unrestricted	Unrestricted	Restricted	Restricted	Total	Total
	funds	funds	funds	funds	funds	funds
	£	£	£	£	£	£
Income						
Grants and donations	16,830	4,760	55,916	47,765	72,746	52,525
Interest	2,559	1,361	-	-	2,559	1,361
Legacy	5,000	-	-	500	5,000	500
Client shopping payment	16,807	-	-	20,302	16,807	20,302
Gift Aid	717	1,200	-	-	717	1,200
Other income	6,161	1,000	-	-	6,161	1,000
Total income	48,074	8,321	55,916	68,567	103,990	76,888
Expenditure						
Salaries NI and pensions	4,719	17,325	56,758	40,157	61,477	57,482
Payroll charges	207	199	617	623	824	822
Office costs	2,849	2,400	3,996	4,804	6,845	7,204
Postage	657	106	277	169	934	275
Publishing and stationery	333	106	412	359	745	465
Goods and services	-	366	-	663	-	1,029
Insurance	235	551	428	-	663	551
Publications and subscriptions	243	55	110	110	353	165
Room hire	512	299	4,372	4,712	4,884	5,011
Bank charges	75	79	-	-	75	79
Client Gifts	82	54	-	20	82	74
Security and data protection	340	134	-	-	340	134
Staff training	125	-	35	235	160	235
Transport hire	268	-	546	782	814	782
Volunteer expenses	115	-	1,697	1,354	1,812	1,354
Volunteer shopping reimbursements	16,758	-	-	18,568	16,758	18,568
Independent examination	358	792	692	-	1,050	792
Staff expenses	43	-	153	309	196	309
IT costs	788	2,756	5,286	3,453	6,074	6,209
Event costs	473	177	6,450	4,363	6,923	4,540
Legal and professional costs	-	-	2,160	450	2,160	450
Total expenditure	29,180	25,398	83,989	81,131	113,169	106,529
Net gains/(losses) on investments	-	-	-	-	-	-
Net income / (expenditure)	18,894	(17,077)	(28,073)	(12,564)	(9,179)	(29,641)
Fund balances brought forward	46,487	63,564	74,488	87,052	120,975	150,616
Fund balances carried forward	65,932	46,487	45,864	74,488	111,796	120,975

ILKLEY AND DISTRICT GOOD NEIGHBOURS

England & Wales - Charity number 1126267

Accounts

ILKLEY AND DISTRICT GOOD NEIGHBOURS

ANNUAL REPORT
2022 – 2023



ILKLEY AND DISTRICT GOOD NEIGHBOURS

The Management Committee present their Report and Accounts for the financial year 1 April 2022 to 31 March 2023.

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 and actions 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 2022/2023

Ed Duguid	Chair
Penny Coulthard	Vice Chair
Jim Manson	Vice Chair
Ian Wilson	Hon Treasurer
Pamela Brunger	Hon Secretary
John Jewitt (deceased August 2022)	Company Secretary
Liz Binns	
John Bray	
Anita Dunford	
Judy Hutton	
Simon Settle	

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

HON PRESIDENT

Brian Mann

MANAGER

Lucy Steer

BEFRIENDING CO-ORDINATOR

Helen Hawney

SHOPASSIST CO-ORDINATOR

Charlotte Atkinson

MOVING ON CO-ORDINATOR

Hannah Walton

Chair's Report

This Annual Report covers the period April 2022 – March 2023. Gradually we have edged our way back to a degree of normality following the Pandemic. Nevertheless, for some of our clients, life has continued to have its difficulties with a little bit of nervousness about social mixing and some who continue to be reluctant to go to the shops and other public spaces. We have therefore continued to reflect this in our services where we can. In other parts of this report we cover the range of our activities and report on how things are progressing. It is, however, important for me to say that none of these activities could be delivered without the three parts of our delivery team, our trustees, our staff and, of course, our volunteers.

There are currently 10 trustees who oversee the work and performance of the charity. All are, of course, volunteers, giving their time freely.

Most poignantly we lost John Jewitt, who sadly passed away after illness. John can be described as a true stalwart of Ilkley and District Good Neighbours. He was there at its inception and despite his own challenges provided a steady hand to the last. John had been Chairman of IDGN but also of Ilkley Community Transport and therefore his contribution to Ilkley as a whole was considerable. His wise counsel will be greatly missed.

As mentioned in the last Annual Report we were joined by Ian Wilson at the last AGM. Ian has almost seamlessly taken over the role of Treasurer from Peter Kierman, who carried out the role for many years. This is an onerous role and Ian is overseeing a modernisation of our accounting systems.

We are currently looking to recruit new trustees to add to the skills on our Committee, particularly in Health and Social Care.

The staff team of Helen Hawney (Befriending), Charlotte Atkinson (ShopAssist) and Hannah Walton (Moving On Friendship Group) are ably led by Lucy Steer, our Manager, and we are most grateful for their hard work and dedication, which keeps our operations running smoothly week in, week out.

They are very much a team and it is good that they continue to challenge the trustees to look at new ways to deliver our services. During the last year we have run a pilot on a possible new service and as a result of the team's discussions we are now running a research project to examine how IDGN can best respond to the increasing issues surrounding Dementia. As an organisation we realise we cannot stand still but in this challenging financial environment we have to balance the need for change with the need for stability.

Currently we have 90 volunteers and of course we could not deliver any of our services without them. In the last year we have focused on providing more support for them. We have developed a Volunteer Handbook to provide them with better information as well as a Volunteer Portal on our website so they can access all the relevant policies and guidance they might need in the course of their volunteering tasks. Several training sessions have been run for them.

We now have regular “Get-Togethers” so staff, trustees and volunteers can meet up and chat over a coffee (or mulled wine and a mince pie at Christmas!). Whilst the value of our volunteers is more certainly in the sense of well-being they bring to our clients, we also would like them to enjoy and gain satisfaction from their work at IDGN. We thank them greatly.

I think I can again reiterate the message of our previous Chair that we are all feeling optimistic about the year ahead; with strong staff, trustee and volunteer teams, and we continue to explore new opportunities to help our community as well as improving and growing the existing services.

We are indeed proud to be part of the Ilkley community and making a difference to those we can support.

Ed Duguid
Chair

Manager's Report

This year the team has continued to go from strength to strength and there have been many highlights throughout the year. We have enjoyed a more normal working environment, working face to face. Whilst online has its place for convenience and has been necessary over the past two years, we have been able to build better working relationships and team projects working cohesively in this manner. We have strengthened many processes with a strong recruitment procedure offering volunteers a great start with valuable information for a happy and strong journey with IDGN.



The Team from L-R, Helen, Lucy, Charlotte & Hannah

There are still a small handful of clients who are very isolated and resistant but the majority have happily jumped in to all opportunities offered.

The Walk & Talk pilot has now finished and a final report has been issued. We have been encouraged by those who have accessed the programme, and although it has been a slow growth, the feedback has been fantastic. It proves to be a fantastic offering from IDGN.

I have continued to establish my position to develop and grow IDGN and the importance of our position within the Community. We have a strong voice within the Wharfedale & Silsden Community Partnership as part of the Leadership Team and the Lead Anchor for the Voluntary, Community and Social Enterprise in the area.

We continued our great relationships with the Ilkley Health Forum, working with Carers Resource, Social Prescribers, Ilkley Parish Council, Community Action and Dementia Friendly Ilkley Action.

I'd like to thank all Trustees for their support during the year, in guiding the organisation and me.

This year we have upgraded CharityLog, our database, to gain more functionality. This has mainly been an advantage for managing groups and events as we are now able to record attendances and monitor uptake of these offerings. We are now also able to create forms to capture IDGN-specific information about our clients and volunteers.

We can tailor the system to fit the IDGN model and way of working. We are also able to run reports on this information at the touch of a button.



Last year we finally hosted our annual over 90s party for the first time since the pandemic. We were honoured to have the attendance of Suzanne Watson, Deputy Lord Lieutenant, Robbie Moore MP, Isabel Ashman, Ilkley Town Crier and Mark Stidworthy, Ilkley Town Mayor. We had

wonderful entertainment from Ilkley Amateur Operatic Society, Steph Atkinson on Sax and Ilkley Moor Notes. The Clarke Foley were wonderful hosts and Ilkley Community Transport safely delivered the attendees to and from their homes. We can't thank all our wonderful volunteers enough for all their support on the day, we couldn't have done it without them. A fantastic day was had by all with many saying it was the highlight of their year. We look forward to hosting again this year.



Our Volunteers are truly the back bone of the organisation without whom we would be unable to deliver the schemes. We have enjoyed many Volunteer get togethers with a Christmas party at The Manor House with mulled wine and mince pies. We continue to develop our Newsletter and issue on a quarterly basis with lots of information and thanks. We realise how blessed we are when many other small organisations have struggled to recruit and retain their volunteers. We thank them all from the bottom of our hearts.

Overall, it has been a fantastic 12 months with IDGN going from strength to strength.

Lucy Steer
Manager

Befriending

Ilkley and District Good Neighbours currently has a dedicated team of 30 volunteer befrienders who each regularly visit an older person living independently to provide companionship and help alleviate loneliness and/or social isolation which can be felt as a result of bereavement, relocation, health issues or a change in other circumstances.

Befriending landscape

Over the last year the landscape in which we operate has changed – we are fortunate to have secured further funding when a number of similar befriending schemes in West Yorkshire, and nationally, have closed. The NHS along with many other services, have struggled to function as effectively, other services have stopped altogether or are severely stretched, and as a result the referrals we receive for befriending have increased in number and become more complex, taking more time to assess and, if appropriate for the scheme, manage, including referring to other services. We are extremely lucky, however, to find that new volunteers continue to seek us out with the befriending team continuing to grow.

Befriending Statistics '22-'23

Over the last year, 35 volunteers have supported:

- ✓ 38 lonely older people
- ✓ with 570 face to face visits (an increase of 68% on last year)
- ✓ and over 168 phone calls (a decrease of 72% on last year)

It is encouraging to see the number of face to face visits increase and the number of telephone befriending interactions decrease as we continue to emerge from the pandemic.

The short case studies below provide real examples of the effect befriending has recently had on our clients – whilst the scheme is all about providing companionship befrienders have also offered support in other ways too:

Technology assistance - M and P were matched just before Christmas for home visits. M is very frail and largely housebound. They have really enjoyed getting to know each other and P has used her IT skills to help M use her mobile phone to contact her granddaughter on WhatsApp and help facilitate video calls on facetime, meaning that M has had video calls with her great grand daughter, whom she rarely sees in person. M is now also able to access photos and videos her grand daughter has sent of her great grandchildren. The volunteer says '*her face lights up when she sees them – it's just lovely.*' M has enjoyed getting to know someone who is '*considerably younger than me*' – something that was initially a bit of a concern for her, but she has found they have various things in common like teaching careers and a love of travel.

Support with reading/visual material & emotional support - A is 97, lives alone and is registered blind and largely housebound. Her befriender visits each week and reads through all the post and letters from A's daughter who lives abroad, and the local

newspaper, as well as helps her compile a shopping list so that her volunteer shopper can pick it up later in the week. Apart from these practical tasks, the befriender has become someone that A can trust, and when there was a fire in the building, the befriender was able to support her emotionally during what was a really difficult time. Our befrienders continue to make a lasting difference to local people – helping to raise self-esteem, maintain independence and improve quality of life. It is surprising how even a short visit once a week can make a difference and help isolated older people 'connect' with the community around them and help them feel more confident and valued, as demonstrated by the feedback below:

'I'm enjoying visits, we get on well and times flies when P is here. Thanks to IDGN for all your help, you are very well organised and function really well as a team. I am delighted with both shopping and befriending support.'



B, client

'J and I have so much in common, we are like two old slippers! I am really very content with my life at the moment.' J, client

'Thank you so much for the help you and your volunteer have given us. It is hard for us living so far away having you and your team is such a blessing to us. Thank you once again.' P, family of client, J.

'I feel I have a real connection with my client who is now just part of my extended family, and what started as a way

that I could give back to the community has now become very much a two-way process, where I feel I benefit from her friendship as much as she does from mine. I cannot imagine life without her!' SW, volunteer



Thanks must go to the volunteer befriending team who deliver this service. Without these incredible, dedicated volunteers who always go the extra mile, we would be unable to make a difference to older people's lives.

Training

This year we have developed a training schedule for all our volunteers to develop their knowledge and skills to help them better support themselves and their clients. We have taken advantage of the British Red Cross free group volunteer training opportunities, and have run face to face workshop sessions on how to support those experiencing loneliness, as well as adapting and recovering from a crisis, be that a fall, coming out of a pandemic, or another life event.

These small workshop style events have been received well by our volunteers:

'Another well run and informative session that will be so useful when visiting my client.' Volunteer P

'Thank you for running this workshop which has provided tools that I can put to good use, both as a volunteer and in my personal life.' Volunteer C

Further face to face volunteer training including dementia awareness and basic first aid, both planned for the summer, contribute to an annual calendar of ongoing training and development opportunities for our volunteers.

Helen Hawney
Befriending Co-ordinator

ShopAssist Report

The year in numbers

As of the end of March 2023, the ShopAssist scheme supports 30 clients, who each receive a weekly or fortnightly (at their request) shop. These are provided by 23 regular volunteers and a cohort of 8 ad hoc volunteers.

Over the full financial year, we have provided regular shopping support to 35 clients with Shop and Drop and 13 clients with ShopAssist. Over the same time period, we have been supported by 49 volunteers. On average, each month, we have delivered 83 shops and accompanied clients on 20 shops. This equates to a total of 1236 shops in 2022-23.

In **2022-23**,

IDGN ShopAssist

shopped **1236** times,

supporting **48** clients with

the help of **49** volunteers

This year has brought about a noticeable shift from Shop & Drop, started during the pandemic, to the original ShopAssist service. More people are wanting to shop for themselves with help and maintain their independence. Shop & Drop remains a valuable scheme for those clients who are house-bound or whose mobility deteriorates either temporarily or permanently.

What the clients think



The success of the ShopAssist scheme can be exemplified by the match between Eva Phillips (L), volunteer, and Margaret Metcalf (R), shopper.

They have been shopping together since June 2021 and in September 2022, spoke about their experiences of the scheme.

“I had no concerns about meeting my volunteer as I knew Good Neighbours would check them out for me. Eva and I got on straight away and I was grateful for the

chance to keep going to the supermarket myself. I was adamant I did not want someone to do my shopping for me. I want to be as independent as possible and make my own choices.”

It’s much more than just a shop for Margaret and Eva. “Most weeks, if I’ve got time, I’ll stop for a coffee afterwards and we’ll put the world to rights” says Eva. “I really look forward to my weekly outings” adds Margaret, “they give me a different person to talk to, I bump into other friends when I’m out and it simply opens up my world.”

Eva is enjoying volunteering with IDGN: “I have genuinely really enjoyed the volunteering I have done, I have met such wonderful and interesting people. The great thing about this type of volunteering is that it’s flexible. M and I can move the day and time we shop to suit ourselves and if I’m away for a week or two, Charlotte will arrange cover so Margaret doesn’t miss out.” Since December 2022, Margaret’s mobility has declined and she has become reliant on IDGN’s Shop & Drop scheme. This is still delivered by Eva so the two of them still get a chance to chat and because Eva has shopped with Margaret for so long, she knows exactly what items to buy when she is shopping without Margaret. This means Margaret is getting a truly personalised

service and has retained some of the social interaction she was enjoying with ShopAssist.

Margaret is determined to improve her mobility and is receiving physio with a view to getting back into the shops with Eva before too long. Providing this flexibility to suit the needs of its clients is something IDGN prides itself on.

Working with Volunteers

We have received fantastic commitment and dedication from our volunteers, who continue to go above and beyond for their clients.

In return we have worked hard as a team to ensure we have resources



available to the volunteers to make their involvement with

IDGN as straight-forward as possible. A new Volunteer Handbook has been published and given out to all new volunteers as part of their induction.

We have also hosted a number of volunteer get-togethers with the aim of creating a community among our volunteers who typically work alone. We had a very successful summer gathering in July and a festive evening in early December.

We have created a flyer to attract new volunteers and published numerous newsletters to existing volunteers to keep them up to date with everything going on at IDGN.

Feedback

The ShopAssist service is a lifeline for our clients, as demonstrated by the feedback received in the last year:

“My brother and I know what a fantastic service Shop Assist was for our mother”
JS, NoK

“To everyone at Good Neighbours, thank you for all your help and assistance during the year”
SH, Shop & Drop client

“You have no idea how it’s improved my eating, the ability to choose [my own food]”
OD, ShopAssist client

“E is like a ray of sunshine. She goes above and beyond anything you would expect from a volunteer and is such a kind lady. She is like a fairy godmother, ...wonderful”
SR, Shop & Drop client

Charlotte Atkinson
ShopAssist Co-ordinator

Moving On Friendship Group Report

The Moving On Friendship Group is Ilkley Good Neighbours' social and signposting group. It meets on a weekly basis on a Friday afternoon in the Clark Foley Centre. 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 and (3) provide information on a variety of subjects to support good mental health and well-being.

The group has been running for many years now and it still has many members who were there on the very first day (we still have many of our original volunteers helping out too!). In fact, one member said "Moving On was just starting when I moved to Ilkley - very glad I joined, best thing I did!". We started using Charity Log to record information about attendance of the group in September 2022 and since this time we have helped at least 53 people in the group with a total of 674 attendance by our members. This is testament to the warm and welcoming nature of the group and the people who attend.

As well as serving a social function, the Moving On Friendship Group is a great way of sharing local information and resources to multiple people. This is done by communicating relevant information each week by way of announcements and presentations. As Co-ordinator, I keep on top of current local events and news and share it within the group and by email, where appropriate.

We also regularly get interesting and helpful speakers in to talk to the group. These talks can be on topics relating to health and wellbeing or just topics that are interesting and entertaining in themselves. From a more educational and informative point of view, our speakers have talked on various topics, including:

- advice on preventing financial crimes and keeping safe from fraud;
- estate planning;
- Ilkley and West Yorkshire Fire Services advising on fire safety in the home;
- local resources for people with sight issues, including the Ilkley Talking Newspaper, the Insight Group and an overview on eye health;
- hearing advice from a local audiologist;
- other local organisations who focus on providing care and support to older people; and
- a talk from the Social Prescriber on mindfulness and other areas.

One particularly useful and regular talk is by the Falls Prevention Service of Bradford District Care Foundation Trust. They gave valuable advice on how to prevent falls and what to do should you fall. Unfortunately, several members have had falls over the year and many have said that they felt better able to deal with the situation because of the information given in the group.

We have also been able to welcome local officials to the group, including Robbie Moore MP and Mark Stidworthy, then Mayor of Ilkley. This gave members an opportunity to hear from the people who represent them and a chance to share their views on local events and issues.

We have also had many superb speakers attend to share their life and community experiences. Many of these talks gave an insight into some of the great local organisations that do really good work for the community. These speakers included:

- the Ilkley Clean River Group talking about the work they do in protecting the river Wharfe;
- a talk about the history of the Manor House;
- chat and dog cuddles with the representatives (human and canine) from Hearing Dogs for Deaf People and Guide Dog charities;
- talks from some very keen cyclists including a jaunt up Mount Ventoux and a charity cycle ride all across America;
- one of our own volunteers gave a fascinating talk on her Grandfather's World War 1 diaries as a conscientious objector and also an insight into Quaker weddings; and
- a recent talk on Palestine and its people.



I would like to take this opportunity to thank everyone who has taken the time to speak to the group. The quality of all the speakers and their content has been excellent.

I try to help my members with any specific queries or concerns that they have. This is often particularly helpful in their use of email, the internet and associated technology. In some cases, a

useful 1-2-1- chat can blossom into a useful presentation for the group e.g. questions about Attendance Allowance led to an information session on the subject as many people were not aware they may be eligible to claim.

The group continues to be well attended and well thought of. We regularly obtain feedback to ensure our service meets members' needs and the general response is how much they enjoy the group because it is "friendly and welcoming", "excellent, friendly, genuine", "relaxed", "helpful" and "informative" with "good local information". We have had to set up a waiting list for the group this year as demand has grown as our reputation as a friendly and welcoming group has spread. We are looking at possible ways of expanding our capacity moving forward.



Margaret - a long-serving Moving On Friendship Group volunteer



Eileen - one of our original members

Finally, the Moving On Friendship Group 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, Jo, Yvonne 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
Co-ordinator, Moving On Friendship Group

Financial Admin Role

The financial administration of the charity has changed over the past year as we became less paper based and more online. We have recently started using quick Books to manage the charity's financial transactions. In respect of Shop and Drop, this means we have adapted our client facing processes so that we can take advantage of Quick Books' usability. The benefit of this is that our financial records are more accessible and comprehensive across the charity.

Hannah Walton
Admin Assistant

SOCIAL EVENTS REPORT

The Good Neighbours Social Events project has been established for several years. The purpose of the project is to enable and encourage our clients to have social contact with others. This helps to reduce isolation and loneliness and helps support our clients' good mental health.

Scenic Dales Drive and Afternoon Tea Event

After a gap of three years, we were able to resume our annual Yorkshire Dales Scenic Drive followed by an Afternoon Tea event. Due to the number of clients who wanted to attend we undertook three separate trips throughout the Spring and Summer months.

After a lovely drive in the Dales, courtesy of Ilkley Community Transport volunteers, we were able to finish off with a splendid afternoon tea at the Cavendish Pavilion on Bolton Abbey estate, which we all thoroughly enjoyed.

Funding for this event, which we offer free of charge to our clients, was from a £500 grant from Magic Little Grants, which provides funding to local groups and charities, and a donation of £500 from local solicitors Walker Foster.



A Trip to Kettlewell Scarecrow Festival

In August we also resumed a much-loved annual trip to Kettlewell Scarecrow Festival using two Ilkley Community Transport buses and volunteer drivers. We all had a wonderful day walking around the village searching for clues, and scarecrows, as part of the Scarecrow Trail.

Christmas Lunch Event

Our two annual Christmas Lunch events were held during December at the Audley Restaurant in Ben-Rhydding. The facilities at the Audley are ideal for our Christmas Lunch and the setting was extremely festive. The quality of the food was superb, and everyone said how much they had enjoyed the event.



Pantomime

This year the Ilkley Upstagers presented Cinderella as their annual pantomime offering. The production was outstanding and the music, singing, acting, costumes and humour were incredible. We had a fabulous afternoon and received so much positive feedback from all who attended.

Our Christmas Lunch and Pantomime trip was only possible due to a much-appreciated donation from Ilkley Round Table, who in recent years has provided funding to enable our festive events to happen.

I am pleased to report that we have been able to offer these events to clients from our Moving On Friendship Group, and our ShopAssist and Befriending Projects. I would like to thank Lucy, Hannah, Charlotte, and Helen for their support with this. Finally, these events, which are so vital to our older community, would not have taken place without the wonderful support of our team of volunteers and the volunteers of Community Transport who support us at many of our events.

Anita Dunford
Trustee

Christmas Delivery Project

“Mrs P called to thank Good Neighbours for the lovely bag of Christmas treats. She was especially delighted meeting the IGS girls who were charming and talked about their future plans and studies. She does not have grandchildren, which made the chat even more enjoyable”.

Just one of the many “thank you” messages, following the delivery of a Christmas gifts of a beautiful potted plant of a bag of Christmas treats to 84 of the elderly residents from Ilkley, Addingham and Burley in Wharfedale. This is now a fantastic tradition which is always appreciated by the people we were set up to support, in addition to the other services we provide for them.

Last year because of the Pandemic one of the highlights of this annual Christmas event, the involvement of students from Ilkley Grammar had not been possible. This year they were back!



In addition, none of this would be possible without the fantastic support we receive from the local community and businesses. This included the Rotary Club of Ilkley Wharfedale, Olicana Masonic Lodge, Tesco, Erica Berry, Florists, and Ilkley Community Transport. A particular thank to the Ilkley Round Table who funded this year's event

This was another great example of local organisations working together to benefit our vulnerable neighbours.

Ed Duguid
Chair

HOME AND GARDEN ASSIST REPORT

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	2021/2022	2022/2023	% Change
Gardening	3	5	66.67%
Home Maintenance	10	10	0%
Decorating	1	0	(100%)
General Help	1	3	200%
Total Jobs	15	18	20%

As usual, the jobs varied from changing light bulb changes, many gardening requests, repairing fencing, key safe fitting, hand rails, blinds hanging, furniture moving and many more.

Our thanks go to our wonderful volunteers.

Lucy Steer

Ilkley and District Good Neighbours

Charity number 1126267

A company limited by guarantee number 06802173

Annual Report and Financial Statements

for the year ended 31 March 2023



West Yorkshire Community Accounting Service

Ilkley and District Good Neighbours

Annual Report and Financial Statements for the year ended 31 March 2023

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Prepared by West Yorkshire Community Accountancy Service CIO

Ilkley and District Good Neighbours

Trustees' report for the year ended 31 March 2023

Reference and administrative details of the charity, its trustees and advisors

The trustees during the financial year and up to and including the date the report was approved were:

Name	Position	Dates
Edward Duguid	Chair	
Penelope Coulthard	Vice-Chair	
James Manson	Vice-Chair	
Pamela Brunger	Secretary	
Peter Kierman		Resigned June 2022
Judith Hutton		
Elizabeth Binns		
John Bray		
Anita Dunford		
John Jewitt		Deceased August 2022
Ian Wilson	Treasurer	Appointed June 2022
Simon Settle		
Charity number	1126267	Registered in England and Wales
Company number	06802173	Registered in England and Wales

Registered and principal address

Riddings Hall
Riddings Road
Ilkley
LS29 9LU

Bankers

HSBC Bank PLC
1 Wells Road
Ilkley
LS29 9JB

Hampshire Trust Bank
PO Box 74003
London
EC2P 2QR

Lloyds Bank PLC
8 Cambridge Cres.
Harrogate
HG1 1PQ

Cambridge & Counties Bank
Charnwood Court
5B New Walk
Leicester LE1 6TE

United Trust Bank
One Ropemaker Street
London
EC2 9AW

Redwood Bank Ltd
The Nexus Bldg
Broadway
Letchworth SG6 3TA

Independent examiner

Katy Sargeant ACA

West Yorkshire Community Accountancy Service CIO

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Structure, governance and management

The charity is a company limited by guarantee and was formed on 27 January 2009. It is governed by a memorandum and articles of association (as amended by special resolution 23 October 2014 and 20 May 2015). The liability of the members in the event of the company being wound up is limited to a sum not exceeding £10.

Method of recruitment and appointment of trustees

The trustees of the charity are also the directors for the purposes of company law and are appointed by the members at the AGM.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2023

Objectives and activities

The charity's objects

To promote any charitable purposes for the benefit of the community in Ilkley, Addingham, Burley-in-Wharfedale and Menston in the local government district of Bradford Metropolitan District Council and its neighbourhood.

The charity's main activities

Support independent living, alleviate loneliness and improve the lives of older and vulnerable people in the Ilkley District.

Public benefit statement

In setting our objectives and planning our activities our Trustees have given serious consideration to the Charity Commission's general guidance on public benefit and in particular supporting elderly and vulnerable people.

John Jewitt

Very sadly in August 2022 we lost John. He was a long term, active trustee of the charity and will be missed.

Achievements and performance

Ilkley and District Good Neighbours has continued to run schemes to relieve isolation, promote economic well-being, maintain independence and stronger mental health. Following the Covid Pandemic we have continued to offer the Shop and Drop scheme for clients who did not feel confident to return to Shop Assist. We are currently supporting 35 clients with Shop and Drop and 13 clients with Shop Assist. There is still some reluctance for some clients to return to shopping for themselves, but this is slowly increasing month on month.

The Moving On Friendship Group has returned to their pre-pandemic arrangements with weekly meetings, a range of speakers and time to socialise. There is more demand than ever before, constantly achieving maximum numbers week on week. We currently have 48 people registered with the scheme and have a waiting list. The average number of attendees is 27 per week.

Befriending supported an average of 27 clients with almost all now being face-to-face and only 1 continuing by telephone. This is a huge increase on the previous 12 months, where there was still some resistance to return to face-to-face. Over the past 6 months, the befriending project has seen a total of 27 volunteers provide 300 face-to-face visits (a total of 322 hours) and 49 calls (a total of 10 hours) to older isolated people in the Ilkley area, totalling 349 interactions. Over the last year we have seen 738 interactions (570 face-to-face visits and 168 calls).

During the year we have continued to pilot a Walk and Talk scheme aiming to support those lacking in confidence to be more active and take a social walk with a volunteer. The progress so far is being reviewed to see how the service may continue.

The Social Events programme has included mini bus trips with scenic drives for afternoon tea, the Kettlewell Scarecrow festival, as well as the Christmas lunch at Audley Clevedon and Upstagers' pantomime performance.

The Over Nineties party was able to take place in September for the first year since the pandemic and more than 70 attended at the Clarke Foley centre for food, drink, music and entertainment.

Christmas Parcels were delivered to 84 IDGN clients with support from a wide variety of local organisations. Parcels were delivered to clients by students from Ilkley Grammar School accompanied by volunteers from IDGN and Ilkley Wharfedale Rotary Club.

The Home and Gardens (HAGA) scheme has handled many requests, with volunteers carrying out jobs including light bulb changes, gardening, repairing fencing, key safe fitting, hand rails, blinds hanging and furniture moving.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2023

Achievements and performance continued

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

- City of Bradford – second year of Day Opportunities grant
- Give Bradford – Strategic Development grant
- Ilkley Round Table
- WW Spooner Charitable Trust
- Local Giving
- Donations in memory of John Jewitt
- Donations from clients and other supporters

Finally, we would like to offer our grateful thanks to our many volunteers without whom we would be unable to operate.

Financial review

The net expenditure for the year was £29,641, including net expenditure of £17,077 on unrestricted funds and net expenditure of £12,564 on restricted funds after transfers.

Reserves policy

The charity's free reserves, excluding fixed assets, at the year end were £46,487.

The Trustees of Ilkley & District Good Neighbours (IDGN) have agreed a Reserves Policy that requires the charity to hold reserves of 6 to 12 months of forecast expenditure. This statement explains why the Trustees feel that this is not only necessary but demonstrates good financial planning and that the charity is being responsibly managed.

Whilst the reserves at the year end are slightly below the target of 6 months of the next year's forecast expenditure, it is noted that the main project funds hold healthy balances and the fundraising committee continues to be active in seeking opportunities for additional sources of income.

The level of reserves held has been agreed for three principal reasons:

1. Staffing

IDGN is a growing charity which has expanded the number of services it provides locally and, as a direct result of this, the number of staff it employs. Having the level of reserves held allows IDGN to offer a degree of job security to its workforce. It means that staff can be employed on permanent contracts, as opposed to only being able to be offered either temporary or fixed-term contracts, allowing them to focus on delivering their roles without having to worry about being made redundant or their jobs coming to an end. The Trustees feel that having a stable staffing structure is critical to the medium to long term success of the Charity and gives them the ability to plan further ahead and more strategically.

2. Financial stability

IDGN is dependent on securing external funding in order to operate. As the country continues to recover from the pandemic, it is a very difficult economic climate in which the third sector operates, with competition for external funding greater than ever before. IDGN is fortunate to benefit from ongoing annual financial support from Bradford Metropolitan District Council (BMDC). This financial support underpins the delivery of the three principal programmes run by IDGN, Befriending, Shop Assist and Moving On. Holding reserves means that should the core financial support from BMDC cease, the Trustees have the necessary time to identify other sources of external funding, develop and submit bids to these funders and secure an alternative source of income without having to make any staff redundant or cut the number of key services it is able to deliver.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2023

Reserves policy continued

3. Reacting to the needs of local people

The level of reserves held allows IDGN, through consultation and engagement with its users and the wider community, to identify new projects that are needed locally. To self-fund the design and development of these new projects. To launch them as a pilot project and to monitor and review the success of these new pilot projects. To gather feedback from the users of the pilot projects and make changes to improve them, before there is a requirement to seek external funding to launch them as a fully costed, developed, and researched project with a proven need. (This can be demonstrated by the approach taken to the Walk and Talk pilot).

Ilkley and District Good Neighbours Trustees' report (continued) for the year ended 31 March 2023

Statement of trustees' responsibilities

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees report and the financial statements in accordance with the applicable law and UK Accounting Standards.

Company law requires the trustees to prepare financial accounts for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

select suitable accounting policies and apply them consistently;

observe the methods and principles in the Charities SORP;

make judgements and estimates that are reasonable and prudent;

state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;

prepare the accounts on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial accounts comply with the Companies Act 2006. They 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.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS102)), and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

approved by the board of trustees on 16/5/23

Ian Wilson (Trustee)

Ilkley and District Good Neighbours

Independent examiner's report to the trustees of Ilkley and District Good Neighbours

I report to the charity trustees on my examination of the accounts of the charitable company for the year ended 31 March 2023, which are set out on pages 8 to 13.

Responsibilities and basis of report

As the charity's trustees of the charitable company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charitable company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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 the company as required by section 386 of the 2006 Act; or
- 2 the accounts do not accord with those records; or
- 3 the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- 4 the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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.

Katy Sargeant ACA

16/5/23

West Yorkshire Community Accountancy Service CIO

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Ilkley and District Good Neighbours
Statement of Financial Activities
(including summary income and expenditure account)
for the year ended 31 March 2023

	Notes	2023 Unrestricted funds £	2023 Restricted funds £	2023 Total funds £	2022 Total funds £
Income from:					
Grants and donations	(2)	4,760	47,765	52,525	51,800
Interest		1,361	-	1,361	2,192
Legacy		-	500	500	15,000
GADS receipts		-	-	-	235
Client shopping payment		-	20,302	20,302	24,314
Gift Aid		1,200	-	1,200	-
Other income		1,000	-	1,000	-
Total income		8,321	68,567	76,888	93,541
Expenditure on:					
Salaries NI and pensions	(3)	17,325	40,157	57,482	50,688
Payroll charges		199	623	822	908
Office services		2,060	4,804	6,864	5,490
Postage		106	169	275	45
Publishing and stationery		106	194	300	233
Goods and services		3,638	9,094	12,732	12,919
Insurance		551	-	551	535
Publications and subscriptions		55	110	165	163
Room hire		299	4,712	5,011	1,836
Bank charges		79	-	79	18
Advertising		-	-	-	15
Gifts		54	20	74	103
Security and data protection		134	-	134	279
Staff training		-	235	235	410
Transport hire		-	782	782	116
Volunteer expenses		-	1,354	1,354	851
Volunteer shopping reimbursements		-	18,568	18,568	25,220
Independent examination		792	-	792	450
Staff expenses		-	309	309	62
Total expenditure		25,398	81,131	106,529	100,341
Net income / (expenditure)		(17,077)	(12,564)	(29,641)	(6,800)
Fund balances brought forward		63,564	87,052	150,616	157,416
Fund balances carried forward	(4)	46,487	74,488	120,975	150,616

All incoming resources and resources expended derive from continuing activities.

Ilkley and District Good Neighbours

Balance sheet

as at 31 March 2023

	2023	2023	2023	2022
	Unrestricted	Restricted	Total	Total
	£	£	£	£
Current assets				
Debtors and prepayments	(5) 1,535	1,084	2,619	259
Cash at bank and in hand	(6) 48,021	73,960	121,981	150,807
Total current assets	<u>49,556</u>	<u>75,044</u>	<u>124,600</u>	<u>151,066</u>
Current liabilities:				
amounts falling due within one year				
Creditors and accruals	(7) 3,069	556	3,625	450
Total current liabilities	<u>3,069</u>	<u>556</u>	<u>3,625</u>	<u>450</u>
Net current assets / (liabilities)	<u>46,487</u>	<u>74,488</u>	<u>120,975</u>	<u>150,616</u>
Net assets	<u>46,487</u>	<u>74,488</u>	<u>120,975</u>	<u>150,616</u>
Funds				
Unrestricted funds	46,487	-	46,487	63,564
Restricted funds	-	74,488	74,488	87,052
Total funds	<u>46,487</u>	<u>74,488</u>	<u>120,975</u>	<u>150,616</u>

For the year ending 31 March 2023 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476. The trustees (who also the directors for the purposes of company law) acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and with FRS 102 (effective January 2019).

The financial statements were approved by the board of trustees on 16/5/23

Ian Wilson (Trustee)

Ilkley and District Good Neighbours

Notes to the accounts

for the year ended 31 March 2023

1 Accounting policies

Basis of accounting

These accounts 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. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

There has been no change to the accounting policies since last year.

No changes have been made to the accounts for previous years.

Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

Incoming resources

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance.

Expenditure and liabilities

Expenditure is recognised on an accrual basis as a liability is incurred. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out the resources and the amount of the obligation can be measured with reasonable certainty.

Taxation

As a charity the organisation benefits from rates relief and is generally exempt from income tax and capital gains tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

Pensions

The charity operates a defined contribution scheme for the benefit of its employees. The costs of contributions are recognised in the year they are payable.

Fund accounting

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

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Further explanation of the nature and purpose of each fund is included in the notes to the accounts.

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2023

2 Grants and donations	2023	2023	2023	2022
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
All other grants and donations	4,260	3,429	7,689	6,914
Bradford Metropolitan District Council (Befriend)	-	10,499	10,499	10,000
BMDC (Shop Assist)	-	10,499	10,499	10,000
BMDC (Moving On)	-	8,398	8,398	8,000
Bradford District Community Foundation (BDCF)	-	10,000	10,000	10,000
Bradford VCS Alliance	-	-	-	3,000
Ilkley Round Table (IRT)	-	3,940	3,940	-
Local Giving	-	500	500	-
W W Spooner Trust	500	-	500	500
Walker Foster Solicitors	-	500	500	-
Community Action Bradford & District	-	-	-	50
Co-op	-	-	-	2,586
Ilkley Rotary Club	-	-	-	750
	<u>4,760</u>	<u>47,765</u>	<u>52,525</u>	<u>51,800</u>

3 Staff costs and numbers	2023	2022
	£	£
Gross salaries	52,870	49,214
Social security costs	2,407	1,830
Employment allowance	(2,407)	(1,830)
Pensions	4,612	1,474
	<u>57,482</u>	<u>50,688</u>

The average number of employees during the year was 4, being an average of 2 full time equivalent (2022: 4.5, 2.2 FTE). There were no employees with emoluments above £60,000.

Defined contribution pension scheme	2023	2022
	£	£
Costs of the scheme to the charity for the year	4,612	1,474
Amount of any contributions outstanding at the year end	2,250	-

4 Restricted funds	Balance b/f	Incoming	Outgoing	Transfers	Balance c/f
	£	£	£	£	£
Befriending	25,602	10,535	13,702	-	22,435
Christmas Parcels	2,156	1,000	1,013	-	2,143
HAGA	3,018	173	2	-	3,189
Moving On	11,370	10,375	10,510	-	11,235
ON	3,844	-	1,705	-	2,139
Shop Assist	28,914	32,313	40,043	-	21,184
Social Events	598	4,171	4,122	-	647
Walk & Talk	2,344	-	198	-	2,146
Bradford Resilience	9,206	-	9,206	-	-
BDCF Give Bradford	-	10,000	630	-	9,370
	<u>87,052</u>	<u>68,567</u>	<u>81,131</u>	<u>-</u>	<u>74,488</u>

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2023

4 Restricted funds continued

Fund name	Purpose of restriction
Befriending	To enhance the quality of life for those over 70 who are isolated
Christmas Parcels	Parcels delivered to around 100 local older or less able residents
HAGA	Home and Garden Assist - helping older and disabled people with gardening and small home maintenance jobs
Moving On	To help people make new friends and/or find new interests
ON	For the 'Over Nineties' party held each September
Shop Assist	Shop and drop - to help those with difficulty accessing shops. Volunteers do the shopping and drop it to the clients
Social Events	For organising various social events including trips and days out
Walk & Talk	Pilot project to assist with clients mobility, fitness and wellbeing
Bradford Resilience	To support the charity in issues around resilience and post COVID
BDCF Give Bradford	Strategic development including updating financial systems and new service delivery

5 Debtors and prepayments

	2023	2022
	£	£
Debtors	1,084	-
Prepayments	335	259
Accrued income	1,200	-
	<u>2,619</u>	<u>259</u>

6 Cash at bank

	2023	2022
	£	£
Cash at bank	121,981	150,807
	<u>121,981</u>	<u>150,807</u>

7 Creditors and accruals

	2023	2022
	£	£
Creditors	236	-
Accruals	1,139	450
Other creditors	2,250	-
	<u>3,625</u>	<u>450</u>

8 Related party transactions

Trustee expenses

No trustee received any expenses during this year or the previous year.

Trustee remuneration and benefits

No trustee received any remuneration or benefit during this or the previous year.

Remuneration and benefits received by key management personnel

The total employee benefits received by key management personnel were £0 (previous year: £0).

Ilkley and District Good Neighbours
Statement of Financial Activities including comparatives for all funds
(including summary income and expenditure account)
for the year ended 31 March 2023

	2023	2022	2023	2022	2023	2022
	Unrestricted	Unrestricted	Restricted	Restricted	Total	Total
	funds	funds	funds	funds	funds	funds
	£	£	£	£	£	£
Income						
Grants and donations	4,760	5,735	47,765	46,065	52,525	51,800
Interest	1,361	2,192	-	-	1,361	2,192
Legacy	-	-	500	15,000	500	15,000
GADS receipts	-	235	-	-	-	235
Client shopping payment	-	-	20,302	24,314	20,302	24,314
Gift Aid	1,200	-	-	-	1,200	-
Other income	1,000	-	-	-	1,000	-
Total income	8,321	8,162	68,567	85,379	76,888	93,541
Expenditure						
Salaries NI and pensions	17,325	15,573	40,157	35,115	57,482	50,688
Payroll charges	199	206	623	702	822	908
Office services	2,060	1,207	4,804	4,283	6,864	5,490
Postage	106	12	169	33	275	45
Publishing and stationery	106	45	194	188	300	233
Goods and services	3,638	2,012	9,094	10,907	12,732	12,919
Insurance	551	535	-	-	551	535
Publications and subscriptions	55	53	110	110	165	163
Room hire	299	107	4,712	1,729	5,011	1,836
Bank charges	79	18	-	-	79	18
Advertising	-	-	-	15	-	15
Gifts	54	35	20	68	74	103
Security and data protection	134	41	-	238	134	279
Staff training	-	145	235	265	235	410
Transport hire	-	-	782	116	782	116
Volunteer expenses	-	-	1,354	851	1,354	851
Volunteer shopping reimbursements	-	-	18,568	25,220	18,568	25,220
Independent examination	792	450	-	-	792	450
Staff expenses	-	-	309	62	309	62
Total expenditure	25,398	20,439	81,131	79,902	106,529	100,341
Net gains/(losses) on investments	-	-	-	-	-	-
Net income / (expenditure)	(17,077)	(12,277)	(12,564)	5,477	(29,641)	(6,800)
Transfers between funds	-	(3,500)	-	3,500	-	-
Net movement in funds	(17,077)	(15,777)	(12,564)	8,977	(29,641)	(6,800)
Fund balances brought forward	63,564	79,341	87,052	78,075	150,616	157,416
Fund balances carried forward	46,487	63,564	74,488	87,052	120,975	150,616

ILKLEY AND DISTRICT GOOD NEIGHBOURS

England & Wales - Charity number 1126267

Accounts

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 befriended'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.

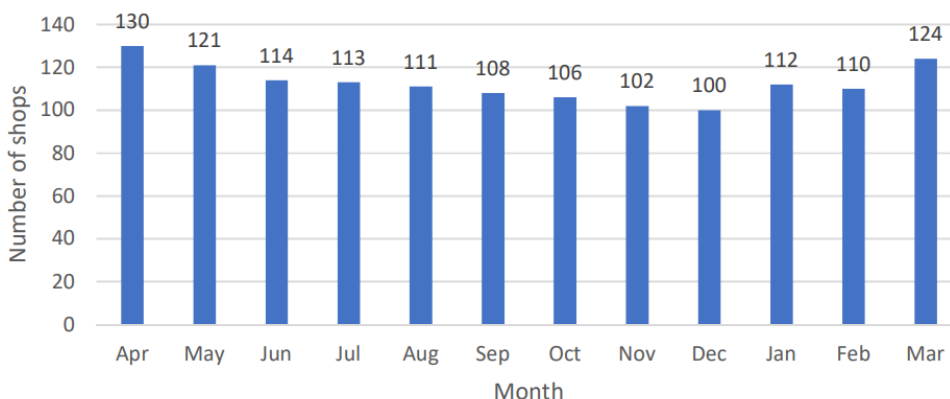
November 2021 - Service Development

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

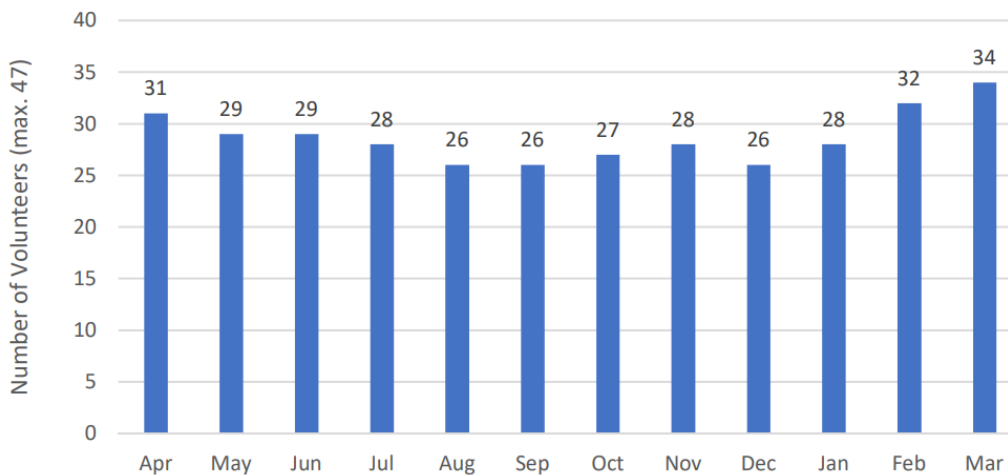
This chart shows the number of shops completed by volunteers each month.



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 Cordinator

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

Ilkley and District Good Neighbours

Charity number 1126267

A company limited by guarantee number 06802173

Annual Report and Financial Statements for the year ended 31 March 2022



West Yorkshire Community Accounting Service

Ilkley and District Good Neighbours

Annual Report and Financial Statements for the year ended 31 March 2022

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Prepared by West Yorkshire Community Accountancy Service CIO

Ilkley and District Good Neighbours

Trustees' report for the year ended 31 March 2022

Reference and administrative details of the charity, its trustees and advisors

The trustees during the financial year and up to and including the date the report was approved were:

Name	Position	Dates
Penelope Jean Coulthard	Chair	
Edward Stuart Duguid	Vice-Chair	
James Ronald Manson	Vice-Chair	
Pamela Brunger	Secretary	
Peter Kierman	Treasurer	
Judith Margaret Hutton		
Elizabeth Binns		
John Bray		
Anita Dunford		
Adrienne Clare Heavisides		Resigned 31 December 2021
John Christopher Jewitt		
Yvonne Kierman		Resigned 28 July 2021
Simon Settle		Appointed 28 July 2021
Ian Wilson		Co-opted January 2022
Charity number	1126267	Registered in England and Wales
Company number	06802173	Registered in England and Wales

Registered and principal address

Riddings Hall
Riddings Road
Ilkley
LS29 9LU

Bankers

HSBC Bank PLC 1 Wells Road Ilkley LS29 9JB	Hampshire Trust Bank PO Box 74003 London EC2P 2QR	Lloyds Bank PLC 8 Cambridge Cres. Harrogate HG1 1PQ
Cambridge & Counties Bank Charnwood Court 5B New Walk Leicester LE1 6TE	United Trust Bank One Ropemaker Street London EC2 9AW	Redwood Bank Ltd The Nexus Bldg Broadway Letchworth SG6 3TA

Independent examiner

Stephen Procter

West Yorkshire Community Accountancy Service CIO

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Structure, governance and management

The charity is a company limited by guarantee and was formed on 27 January 2009. It is governed by a memorandum and articles of association (as amended by special resolution 23 October 2014 and 20 May 2015). The liability of the members in the event of the company being wound up is limited to a sum not exceeding £10.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2022

Method of recruitment and appointment of trustees

The trustees of the charity are also the directors for the purposes of company law and are appointed by the members at the AGM.

Objectives and activities

The charity's objects

To promote any charitable purposes for the benefit of the community in Ilkley, Addingham, Burley-in-Wharfedale and Menston in the local government district of Bradford Metropolitan District Council and its neighbourhood.

The charity's main activities

Support independent living, alleviate loneliness and improve the lives of older and vulnerable people in the Ilkley District.

Public benefit statement

In setting our objectives and planning our activities our Trustees have given serious consideration to the Charity Commission's general guidance on public benefit and in particular supporting elderly and vulnerable people.

Achievements and performance

Ilkley Good Neighbours has continued to run schemes to relieve isolation, promote economic well-being, maintain independence, & stronger mental health.

With the various changes in Covid restrictions we have continued to adapt our services and returned to some kind of normality, where possible. We have continued to offer the Shop and Drop scheme for clients who have had to isolate at home. We have also kept in contact with our Befriending and Moving On clients by phone and moved back to face to face contact where appropriate. The pandemic continued to lead to some extra financial costs but we have received grants to cover most of these extra costs.

Our reserves at the bank were reduced by less than £6,500 in 2021/22 but this mainly due to the receipt of a legacy of £15,000. We therefore intend to step up our grant applications which were scaled back in the 2021/22 financial year. In particular we intend to seek grants to support our Social activities e.g. trips out to the Dales for isolated clients.

The treasurer has produced a budget for the next year based on worst case scenario (i.e. that no more grants and donations would be received apart from the one from Bradford Council for £28,000 that is scheduled to end on 31/03/23.) The budget forecast showed that the reserves were sufficient to last for over 2 years. Therefore, although the Coronavirus outbreak has altered the way we run our projects, and there are material uncertainties, we have concluded that the organisation can continue to be treated as a going concern.

We have restarted all our projects and are trialling new ones e.g. Walk and Talk. We now offer both Shop and Drop and Shop Assist as many clients are reluctant to resume doing their own shopping. Our reserves are sufficient to cover the cost of providing both services, and enough money is retained in our current account to ensure that cash flow will not be a problem.

Financial review

Net expenditure for the year was £6,800, including net expenditure of £15,777 on unrestricted funds and net income of £8,977 on restricted funds, after transfers.

Reserves policy

The charity's free reserves at the year end were £63,564.

In order that we can continue to fund schemes, run by Ilkley Good Neighbours, we submit applications for funding & grants to a wide range of organisations. We aim to maintain reserves of at least 2 years expenditure to ensure that the schemes do not come to an abrupt halt if we are not successful.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2022

Statement of trustees' responsibilities

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees report and the financial statements in accordance with the applicable law and UK Accounting Standards.

Company law requires the trustees to prepare financial accounts for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;

- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial accounts comply with the Companies Act 2006. They 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.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS102)), and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

Signed on behalf of the board of trustees on 20/05/2022

P J Coulthard (Trustee)

Ilkley and District Good Neighbours

Independent examiner's report to the trustees of Ilkley and District Good Neighbours

I report to the charity trustees on my examination of the accounts of the charitable company for the year ended 31 March 2022, which are set out on pages 6 to 11.

Responsibilities and basis of report

As the charity's trustees of the charitable company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charitable company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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 the company as required by section 386 of the 2006 Act; or
- 2 the accounts do not accord with those records; or
- 3 the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- 4 the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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.

Stephen Procter

23/05/2022

West Yorkshire Community Accountancy Service CIO

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Ilkley and District Good Neighbours
Statement of Financial Activities
(including summary income and expenditure account)
for the year ended 31 March 2022

	Notes	2022 Unrestricted funds £	2022 Restricted funds £	2022 Total funds £	2021 Total funds £
Income from:					
Donations GADS	(2)	-	928	928	-
Donations GAF	(2)	1,057	642	1,699	2,346
Donations large	(2)	1,500	750	2,250	3,000
Donations small	(2)	1,628	1,659	3,287	3,321
Grants	(2)	1,550	42,086	43,636	62,988
Interest		2,192	-	2,192	2,275
Legacy		-	15,000	15,000	-
GADS receipts		235	-	235	-
GAF receipts		-	-	-	82
Client shopping payment		-	24,314	24,314	47,049
Total income		8,162	85,379	93,541	121,061
Expenditure on:					
Advertising		-	15	15	194
Bank charges		18	-	18	-
CABAD Office services		1,207	4,283	5,490	3,921
CABAD Postage		12	33	45	123
CABAD Publishing and stationery		45	188	233	243
Data protection registration		35	-	35	35
Gifts		35	68	103	-
Goods and services		2,012	10,907	12,919	6,156
Insurance		535	-	535	495
Independent examination		450	-	450	450
Publications and subscriptions		53	110	163	472
Room hire		107	1,729	1,836	256
Security checks		6	238	244	332
Staff payroll charges		206	702	908	730
Staff pension	(3)	18	1,456	1,474	1,059
Staff expenses		-	62	62	-
Staff recruitment		-	-	-	592
Staff salary	(3)	15,555	33,659	49,214	36,085
Staff training		145	265	410	70
Transport hire		-	116	116	-
Volunteer expenses		-	851	851	84
Volunteer shopping reimbursement		-	25,220	25,220	47,913
Total expenditure		20,439	79,902	100,341	99,210
Net income / (expenditure)		(12,277)	5,477	(6,800)	21,851
Transfers between funds		(3,500)	3,500	-	-
Net movement in funds		(15,777)	8,977	(6,800)	21,851
Fund balances brought forward		79,341	78,075	157,416	135,565
Fund balances carried forward	(4)	63,564	87,052	150,616	157,416

All incoming resources and resources expended derive from continuing activities.

Ilkley and District Good Neighbours

Balance sheet

as at 31 March 2022

	2022	2022	2022	2021
	Unrestricted	Restricted	Total	Total
	£	£	£	£
Current assets				
Debtors and prepayments	(5) 259	-	259	576
Cash at bank and in hand	(6) 63,755	87,052	150,807	157,290
Total current assets	<u>64,014</u>	<u>87,052</u>	<u>151,066</u>	<u>157,866</u>
Current liabilities:				
amounts falling due within one year				
Accruals	(7) 450	-	450	450
Total current liabilities	<u>450</u>	<u>-</u>	<u>450</u>	<u>450</u>
Net current assets	<u>63,564</u>	<u>87,052</u>	<u>150,616</u>	<u>157,416</u>
Net assets	<u>63,564</u>	<u>87,052</u>	<u>150,616</u>	<u>157,416</u>
Funds				
Unrestricted funds	63,564	-	63,564	79,341
Restricted funds	-	87,052	87,052	78,075
Total funds	<u>63,564</u>	<u>87,052</u>	<u>150,616</u>	<u>157,416</u>

For the year ending 31 March 2022 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476. The trustees (who also the directors for the purposes of company law) acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and with FRS 102 (effective January 2019).

The financial statements were approved by the board of trustees on 20/05/2022

P J Coulthard (Trustee)

Ilkley and District Good Neighbours

Notes to the accounts

for the year ended 31 March 2022

1 Accounting policies

Basis of accounting

These accounts 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. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

There has been no change to the accounting policies since last year.

Some changes have been made to the accounts for the previous year with amendments to year end adjustments. These related to accrued/prepaid balances held with the payroll provider with a net total of £1,776.

Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

Incoming resources

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance.

Expenditure and liabilities

Expenditure is recognised on an accrual basis as a liability is incurred. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out the resources and the amount of the obligation can be measured with reasonable certainty.

Taxation

As a charity the organisation benefits from rates relief and is generally exempt from income tax and capital gains tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

Pensions

The charity operates a defined contribution scheme for the benefit of its employees. The costs of contributions are recognised in the year they are payable.

Fund accounting

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

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Further explanation of the nature and purpose of each fund is included in the notes to the accounts.

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2022

2 Grants and donations	2022	2022	2022	2021
	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Bradford Metropolitan District Council (Befriend)	-	10,000	10,000	10,000
BMDC (Shop Assist)	-	10,000	10,000	10,000
BMDC (Moving On)	-	8,000	8,000	8,000
Bradford Resilience Fund	-	10,000	10,000	10,000
Bradford VCS Alliance	1,500	1,500	3,000	1,000
Community Action Bradford & District	-	-	-	9,500
Community Action Bradford & District	50	-	50	-
Co-op	-	2,586	2,586	1,146
Groundwork UK	-	-	-	500
Ilkley Corona Response Fund	-	-	-	357
Ilkley Rotary Club	-	750	750	750
Ilkley Round Table	-	-	-	1,500
Lottery Community Fund	-	-	-	9,985
Tesco	-	-	-	1,000
West Riding Masonic Lodge	-	-	-	1,000
W W Spooner Trust	500	-	500	500
All other grants and donations	3,685	3,229	6,914	6,417
	<u>5,735</u>	<u>46,065</u>	<u>51,800</u>	<u>71,655</u>

3 Staff costs and numbers	2022 £	2021 £
Gross salaries	49,214	36,085
Social security costs	1,830	936
Employment allowance	(1,830)	(936)
Pensions	1,474	1,059
	<u>50,688</u>	<u>37,144</u>

The average number employees during the year was 5, being an average of 2.3 full time equivalent (2021: 4.9, 1.8 FTE). There were no employees with emoluments above £60,000.

4 Restricted funds	Balance b/f £	Incoming £	Outgoing £	Transfers £	Balance c/f £
HAGA	2,960	60	2	-	3,018
Social Events	2,740	10	2,152	-	598
Christmas Parcels	2,266	1,000	1,110	-	2,156
Moving On	10,111	11,595	10,336	-	11,370
Befriending	29,572	10,597	14,567	-	25,602
ON	4,197	-	353	-	3,844
Shop Assist	16,567	25,187	7,825	(5,015)	28,914
Co-op	718	-	718	-	-
Coronavirus	8,944	25,430	39,389	5,015	-
Bradford Resilience	-	10,000	794	-	9,206
Walk and Talk	-	1,500	2,656	3,500	2,344
	<u>78,075</u>	<u>85,379</u>	<u>79,902</u>	<u>3,500</u>	<u>87,052</u>

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2022

4 Restricted funds (continued)

Fund name	Purpose of restriction
HAGA	Home and Garden Assist - helping older and disabled people with gardening and small home maintenance jobs.
Social Events	For organising various social events including trips and days out.
Christmas Parcels	Parcels delivered to around 100 local older or less able residents.
Moving On	To help people make new friends and/or find new interests.
Befriending	To enhance the quality of life for those over 70 who are isolated.
ON	For the 'Over Nineties' party held each September.
Shop Assist	To help those with difficulty accessing shops by taking them to the local supermarket and assisting them with their shopping. (Transfer out to the Coronavirus fund to close as Shop Assist scheme now running again).
Co-op	For use in purchasing capital items.
Coronavirus	Replacement work for 'Shop Assist' during the COVID situation. (Transfer from 'Shop Assist' to balance fund to 'nil' as now closed)
Bradford Resilience	To support the charity in issues around resilience and post COVID.
Walk and Talk	Pilot project to assist with clients mobility, fitness and wellbeing. (The transfer is in respect of the costs of the project met from general funds).

5 Prepayments

	2022	2021
	£	£
Prepayments	259	576
	<u>259</u>	<u>576</u>

6 Cash at bank

	2022	2021
	£	£
Cash at bank	150,807	157,290
	<u>150,807</u>	<u>157,290</u>

7 Accruals

	2022	2021
	£	£
Accruals	450	450
	<u>450</u>	<u>450</u>

8 Related party transactions

Trustee expenses

No trustee received any expenses during this year or the previous year.

Trustee remuneration and benefits

No trustee received any remuneration or benefit during this or the previous year.

Ilkley and District Good Neighbours

Statement of Financial Activities including comparatives for all funds (including summary income and expenditure account) for the year ended 31 March 2022

	2022 Unrestricted funds £	2021 Unrestricted funds £	2022 Restricted funds £	2021 Restricted funds £	2022 Total funds £	2021 Total funds £
Income						
Donations GADS	-	-	928	-	928	-
Donations GAF	1,057	1,255	642	1,091	1,699	2,346
Donations large	1,500	500	750	2,500	2,250	3,000
Donations small	1,628	749	1,659	2,572	3,287	3,321
Grants	1,550	1,200	42,086	61,788	43,636	62,988
Interest	2,192	2,275	-	-	2,192	2,275
Legacy	-	-	15,000	-	15,000	-
GADS receipts	235	-	-	-	235	-
GAF receipts	-	82	-	-	-	82
Client shopping payment	-	-	24,314	47,049	24,314	47,049
Total income	8,162	6,061	85,379	115,000	93,541	121,061
Expenditure						
Advertising	-	-	15	194	15	194
Bank charges	18	-	-	-	18	-
CABAD Office services	1,207	-	4,283	3,921	5,490	3,921
CABAD Postage	12	7	33	116	45	123
CABAD Publishing and stationery	45	39	188	204	233	243
Data protection registration	35	-	-	35	35	35
Gifts	35	-	68	-	103	-
Goods and services	2,012	1,772	10,907	4,384	12,919	6,156
Insurance	535	-	-	495	535	495
Independent examination	450	450	-	-	450	450
Publications and subscriptions	53	98	110	374	163	472
Room hire	107	-	1,729	256	1,836	256
Security checks	6	-	238	332	244	332
Staff payroll charges	206	-	702	730	908	730
Staff pension	18	107	1,456	952	1,474	1,059
Staff expenses	-	-	62	-	62	-
Staff recruitment	-	-	-	592	-	592
Staff salary	15,555	2,279	33,659	33,806	49,214	36,085
Staff training	145	-	265	70	410	70
Transport hire	-	-	116	-	116	-
Volunteer expenses	-	-	851	84	851	84
Volunteer shopping reimbursement	-	-	25,220	47,913	25,220	47,913
Total expenditure	20,439	4,752	79,902	94,458	100,341	99,210
Net income / (expenditure)	(12,277)	1,309	5,477	20,542	(6,800)	21,851
Transfers between funds	(3,500)	(1,505)	3,500	1,505	-	-
Net movement in funds	(15,777)	(196)	8,977	22,047	(6,800)	21,851
Fund balances brought forward	79,341	79,537	78,075	56,028	157,416	135,565
Fund balances carried forward	63,564	79,341	87,052	78,075	150,616	157,416

Ilkley and District Good Neighbours

Charity number 1126267

A company limited by guarantee number 06802173

Annual Report and Financial Statements for the year ended 31 March 2022



West Yorkshire Community Accounting Service

Ilkley and District Good Neighbours

Annual Report and Financial Statements for the year ended 31 March 2022

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Prepared by West Yorkshire Community Accountancy Service CIO

Ilkley and District Good Neighbours

Trustees' report for the year ended 31 March 2022

Reference and administrative details of the charity, its trustees and advisors

The trustees during the financial year and up to and including the date the report was approved were:

Name	Position	Dates
Penelope Jean Coulthard	Chair	
Edward Stuart Duguid	Vice-Chair	
James Ronald Manson	Vice-Chair	
Pamela Brunger	Secretary	
Peter Kierman	Treasurer	
Judith Margaret Hutton		
Elizabeth Binns		
John Bray		
Anita Dunford		
Adrienne Clare Heavisides		Resigned 31 December 2021
John Christopher Jewitt		
Yvonne Kierman		Resigned 28 July 2021
Simon Settle		Appointed 28 July 2021
Ian Wilson		Co-opted January 2022
Charity number	1126267	Registered in England and Wales
Company number	06802173	Registered in England and Wales

Registered and principal address

Riddings Hall
Riddings Road
Ilkley
LS29 9LU

Bankers

HSBC Bank PLC 1 Wells Road Ilkley LS29 9JB	Hampshire Trust Bank PO Box 74003 London EC2P 2QR	Lloyds Bank PLC 8 Cambridge Cres. Harrogate HG1 1PQ
Cambridge & Counties Bank Charnwood Court 5B New Walk Leicester LE1 6TE	United Trust Bank One Ropemaker Street London EC2 9AW	Redwood Bank Ltd The Nexus Bldg Broadway Letchworth SG6 3TA

Independent examiner

Stephen Procter

West Yorkshire Community Accountancy Service CIO

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Structure, governance and management

The charity is a company limited by guarantee and was formed on 27 January 2009. It is governed by a memorandum and articles of association (as amended by special resolution 23 October 2014 and 20 May 2015). The liability of the members in the event of the company being wound up is limited to a sum not exceeding £10.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2022

Method of recruitment and appointment of trustees

The trustees of the charity are also the directors for the purposes of company law and are appointed by the members at the AGM.

Objectives and activities

The charity's objects

To promote any charitable purposes for the benefit of the community in Ilkley, Addingham, Burley-in-Wharfedale and Menston in the local government district of Bradford Metropolitan District Council and its neighbourhood.

The charity's main activities

Support independent living, alleviate loneliness and improve the lives of older and vulnerable people in the Ilkley District.

Public benefit statement

In setting our objectives and planning our activities our Trustees have given serious consideration to the Charity Commission's general guidance on public benefit and in particular supporting elderly and vulnerable people.

Achievements and performance

Ilkley Good Neighbours has continued to run schemes to relieve isolation, promote economic well-being, maintain independence, & stronger mental health.

With the various changes in Covid restrictions we have continued to adapt our services and returned to some kind of normality, where possible. We have continued to offer the Shop and Drop scheme for clients who have had to isolate at home. We have also kept in contact with our Befriending and Moving On clients by phone and moved back to face to face contact where appropriate. The pandemic continued to lead to some extra financial costs but we have received grants to cover most of these extra costs.

Our reserves at the bank were reduced by less than £6,500 in 2021/22 but this mainly due to the receipt of a legacy of £15,000. We therefore intend to step up our grant applications which were scaled back in the 2021/22 financial year. In particular we intend to seek grants to support our Social activities e.g. trips out to the Dales for isolated clients.

The treasurer has produced a budget for the next year based on worst case scenario (i.e. that no more grants and donations would be received apart from the one from Bradford Council for £28,000 that is scheduled to end on 31/03/23.) The budget forecast showed that the reserves were sufficient to last for over 2 years. Therefore, although the Coronavirus outbreak has altered the way we run our projects, and there are material uncertainties, we have concluded that the organisation can continue to be treated as a going concern.

We have restarted all our projects and are trialling new ones e.g. Walk and Talk. We now offer both Shop and Drop and Shop Assist as many clients are reluctant to resume doing their own shopping. Our reserves are sufficient to cover the cost of providing both services, and enough money is retained in our current account to ensure that cash flow will not be a problem.

Financial review

Net expenditure for the year was £6,800, including net expenditure of £15,777 on unrestricted funds and net income of £8,977 on restricted funds, after transfers.

Reserves policy

The charity's free reserves at the year end were £63,564.

In order that we can continue to fund schemes, run by Ilkley Good Neighbours, we submit applications for funding & grants to a wide range of organisations. We aim to maintain reserves of at least 2 years expenditure to ensure that the schemes do not come to an abrupt halt if we are not successful.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2022

Statement of trustees' responsibilities

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees report and the financial statements in accordance with the applicable law and UK Accounting Standards.

Company law requires the trustees to prepare financial accounts for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;

- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial accounts comply with the Companies Act 2006. They 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.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS102)), and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

Signed on behalf of the board of trustees on 20/05/2022

P J Coulthard (Trustee)

Ilkley and District Good Neighbours

Independent examiner's report to the trustees of Ilkley and District Good Neighbours

I report to the charity trustees on my examination of the accounts of the charitable company for the year ended 31 March 2022, which are set out on pages 6 to 11.

Responsibilities and basis of report

As the charity's trustees of the charitable company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charitable company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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 the company as required by section 386 of the 2006 Act; or
- 2 the accounts do not accord with those records; or
- 3 the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- 4 the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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.

Stephen Procter

23/05/2022

West Yorkshire Community Accountancy Service CIO

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Ilkley and District Good Neighbours
Statement of Financial Activities
(including summary income and expenditure account)
for the year ended 31 March 2022

	Notes	2022 Unrestricted funds £	2022 Restricted funds £	2022 Total funds £	2021 Total funds £
Income from:					
Donations GADS	(2)	-	928	928	-
Donations GAF	(2)	1,057	642	1,699	2,346
Donations large	(2)	1,500	750	2,250	3,000
Donations small	(2)	1,628	1,659	3,287	3,321
Grants	(2)	1,550	42,086	43,636	62,988
Interest		2,192	-	2,192	2,275
Legacy		-	15,000	15,000	-
GADS receipts		235	-	235	-
GAF receipts		-	-	-	82
Client shopping payment		-	24,314	24,314	47,049
Total income		8,162	85,379	93,541	121,061
Expenditure on:					
Advertising		-	15	15	194
Bank charges		18	-	18	-
CABAD Office services		1,207	4,283	5,490	3,921
CABAD Postage		12	33	45	123
CABAD Publishing and stationery		45	188	233	243
Data protection registration		35	-	35	35
Gifts		35	68	103	-
Goods and services		2,012	10,907	12,919	6,156
Insurance		535	-	535	495
Independent examination		450	-	450	450
Publications and subscriptions		53	110	163	472
Room hire		107	1,729	1,836	256
Security checks		6	238	244	332
Staff payroll charges		206	702	908	730
Staff pension	(3)	18	1,456	1,474	1,059
Staff expenses		-	62	62	-
Staff recruitment		-	-	-	592
Staff salary	(3)	15,555	33,659	49,214	36,085
Staff training		145	265	410	70
Transport hire		-	116	116	-
Volunteer expenses		-	851	851	84
Volunteer shopping reimbursement		-	25,220	25,220	47,913
Total expenditure		20,439	79,902	100,341	99,210
Net income / (expenditure)		(12,277)	5,477	(6,800)	21,851
Transfers between funds		(3,500)	3,500	-	-
Net movement in funds		(15,777)	8,977	(6,800)	21,851
Fund balances brought forward		79,341	78,075	157,416	135,565
Fund balances carried forward	(4)	63,564	87,052	150,616	157,416

All incoming resources and resources expended derive from continuing activities.

Ilkley and District Good Neighbours

Balance sheet

as at 31 March 2022

	2022	2022	2022	2021
	Unrestricted	Restricted	Total	Total
	£	£	£	£
Current assets				
Debtors and prepayments	(5) 259	-	259	576
Cash at bank and in hand	(6) 63,755	87,052	150,807	157,290
Total current assets	<u>64,014</u>	<u>87,052</u>	<u>151,066</u>	<u>157,866</u>
Current liabilities:				
amounts falling due within one year				
Accruals	(7) 450	-	450	450
Total current liabilities	<u>450</u>	<u>-</u>	<u>450</u>	<u>450</u>
Net current assets	<u>63,564</u>	<u>87,052</u>	<u>150,616</u>	<u>157,416</u>
Net assets	<u>63,564</u>	<u>87,052</u>	<u>150,616</u>	<u>157,416</u>
Funds				
Unrestricted funds	63,564	-	63,564	79,341
Restricted funds	-	87,052	87,052	78,075
Total funds	<u>63,564</u>	<u>87,052</u>	<u>150,616</u>	<u>157,416</u>

For the year ending 31 March 2022 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476. The trustees (who also the directors for the purposes of company law) acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and with FRS 102 (effective January 2019).

The financial statements were approved by the board of trustees on 20/05/2022

P J Coulthard (Trustee)

Ilkley and District Good Neighbours

Notes to the accounts

for the year ended 31 March 2022

1 Accounting policies

Basis of accounting

These accounts 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. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

There has been no change to the accounting policies since last year.

Some changes have been made to the accounts for the previous year with amendments to year end adjustments. These related to accrued/prepaid balances held with the payroll provider with a net total of £1,776.

Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

Incoming resources

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance.

Expenditure and liabilities

Expenditure is recognised on an accrual basis as a liability is incurred. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out the resources and the amount of the obligation can be measured with reasonable certainty.

Taxation

As a charity the organisation benefits from rates relief and is generally exempt from income tax and capital gains tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

Pensions

The charity operates a defined contribution scheme for the benefit of its employees. The costs of contributions are recognised in the year they are payable.

Fund accounting

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

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Further explanation of the nature and purpose of each fund is included in the notes to the accounts.

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2022

2 Grants and donations	2022	2022	2022	2021
	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Bradford Metropolitan District Council (Befriend)	-	10,000	10,000	10,000
BMDC (Shop Assist)	-	10,000	10,000	10,000
BMDC (Moving On)	-	8,000	8,000	8,000
Bradford Resilience Fund	-	10,000	10,000	10,000
Bradford VCS Alliance	1,500	1,500	3,000	1,000
Community Action Bradford & District	-	-	-	9,500
Community Action Bradford & District	50	-	50	-
Co-op	-	2,586	2,586	1,146
Groundwork UK	-	-	-	500
Ilkley Corona Response Fund	-	-	-	357
Ilkley Rotary Club	-	750	750	750
Ilkley Round Table	-	-	-	1,500
Lottery Community Fund	-	-	-	9,985
Tesco	-	-	-	1,000
West Riding Masonic Lodge	-	-	-	1,000
W W Spooner Trust	500	-	500	500
All other grants and donations	3,685	3,229	6,914	6,417
	<u>5,735</u>	<u>46,065</u>	<u>51,800</u>	<u>71,655</u>

3 Staff costs and numbers	2022 £	2021 £
Gross salaries	49,214	36,085
Social security costs	1,830	936
Employment allowance	(1,830)	(936)
Pensions	1,474	1,059
	<u>50,688</u>	<u>37,144</u>

The average number employees during the year was 5, being an average of 2.3 full time equivalent (2021: 4.9, 1.8 FTE). There were no employees with emoluments above £60,000.

4 Restricted funds	Balance b/f £	Incoming £	Outgoing £	Transfers £	Balance c/f £
HAGA	2,960	60	2	-	3,018
Social Events	2,740	10	2,152	-	598
Christmas Parcels	2,266	1,000	1,110	-	2,156
Moving On	10,111	11,595	10,336	-	11,370
Befriending	29,572	10,597	14,567	-	25,602
ON	4,197	-	353	-	3,844
Shop Assist	16,567	25,187	7,825	(5,015)	28,914
Co-op	718	-	718	-	-
Coronavirus	8,944	25,430	39,389	5,015	-
Bradford Resilience	-	10,000	794	-	9,206
Walk and Talk	-	1,500	2,656	3,500	2,344
	<u>78,075</u>	<u>85,379</u>	<u>79,902</u>	<u>3,500</u>	<u>87,052</u>

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2022

4 Restricted funds (continued)

Fund name	Purpose of restriction
HAGA	Home and Garden Assist - helping older and disabled people with gardening and small home maintenance jobs.
Social Events	For organising various social events including trips and days out.
Christmas Parcels	Parcels delivered to around 100 local older or less able residents.
Moving On	To help people make new friends and/or find new interests.
Befriending	To enhance the quality of life for those over 70 who are isolated.
ON	For the 'Over Nineties' party held each September.
Shop Assist	To help those with difficulty accessing shops by taking them to the local supermarket and assisting them with their shopping. (Transfer out to the Coronavirus fund to close as Shop Assist scheme now running again).
Co-op	For use in purchasing capital items.
Coronavirus	Replacement work for 'Shop Assist' during the COVID situation. (Transfer from 'Shop Assist' to balance fund to 'nil' as now closed)
Bradford Resilience	To support the charity in issues around resilience and post COVID.
Walk and Talk	Pilot project to assist with clients mobility, fitness and wellbeing. (The transfer is in respect of the costs of the project met from general funds).

5 Prepayments

	2022	2021
	£	£
Prepayments	259	576
	<u>259</u>	<u>576</u>

6 Cash at bank

	2022	2021
	£	£
Cash at bank	150,807	157,290
	<u>150,807</u>	<u>157,290</u>

7 Accruals

	2022	2021
	£	£
Accruals	450	450
	<u>450</u>	<u>450</u>

8 Related party transactions

Trustee expenses

No trustee received any expenses during this year or the previous year.

Trustee remuneration and benefits

No trustee received any remuneration or benefit during this or the previous year.

Ilkley and District Good Neighbours

Statement of Financial Activities including comparatives for all funds (including summary income and expenditure account) for the year ended 31 March 2022

	2022 Unrestricted funds £	2021 Unrestricted funds £	2022 Restricted funds £	2021 Restricted funds £	2022 Total funds £	2021 Total funds £
Income						
Donations GADS	-	-	928	-	928	-
Donations GAF	1,057	1,255	642	1,091	1,699	2,346
Donations large	1,500	500	750	2,500	2,250	3,000
Donations small	1,628	749	1,659	2,572	3,287	3,321
Grants	1,550	1,200	42,086	61,788	43,636	62,988
Interest	2,192	2,275	-	-	2,192	2,275
Legacy	-	-	15,000	-	15,000	-
GADS receipts	235	-	-	-	235	-
GAF receipts	-	82	-	-	-	82
Client shopping payment	-	-	24,314	47,049	24,314	47,049
Total income	8,162	6,061	85,379	115,000	93,541	121,061
Expenditure						
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Bank charges	18	-	-	-	18	-
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CABAD Postage	12	7	33	116	45	123
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Data protection registration	35	-	-	35	35	35
Gifts	35	-	68	-	103	-
Goods and services	2,012	1,772	10,907	4,384	12,919	6,156
Insurance	535	-	-	495	535	495
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Staff pension	18	107	1,456	952	1,474	1,059
Staff expenses	-	-	62	-	62	-
Staff recruitment	-	-	-	592	-	592
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ILKLEY AND DISTRICT GOOD NEIGHBOURS

England & Wales - Charity number 1126267

Accounts

ILKLEY AND DISTRICT GOOD NEIGHBOURS

ANNUAL REPORT
2020 – 2021



ILKLEY AND DISTRICT GOOD NEIGHBOURS

The Management Committee present their Report and Accounts for the financial year 1 April 2020 to 31 March 2021.

Objectives and Activities

Our continuing aim is to support independent living and improve the lives of 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 2020/2021

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	
Yvonne Kierman	
Simon Settle – Co opted February 2021	

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

HON PRESIDENT

Brian Mann

BEFRIENDING CO-ORDINATOR

Joanna G

SHOPASSIST CO-ORDINATOR

Charlotte Atkinson

VOLUNTEER CO-ORDINATOR

Jessica Jeffrey

MOVING ON CO-ORDINATOR

Hannah Walton

CHAIR'S REPORT

This annual report covers the period April 2020 – March 2021, which has been the most extraordinary year for all of us. The Covid-19 pandemic challenged us all both personally and as a charity in so many different ways; but I think we have come out of it a stronger organisation that is even more closely embedded in the local community.

Our trustee board met physically in early March 2020 for a strategic awayday, not realising that would be the last time anyone would meet in person for more than a year. We were soon into contingency planning for what might happen and then reacting as quickly as we could as the government advice changed.

We quickly had to change the nature of the services we offer away from face to face, as demand for our help increased especially from those shielding and some volunteers themselves were shielding. Immediately our Moving On Group had to close and we switched to supporting the members through regular phone calls. Similarly, our befriending service moved to being phone-based and had increased requests as social isolation increased.

Our ShopAssist moved to change from accompanied shopping to a “shop and drop” where a volunteer called the client for their shopping list, went to the supermarket and then dropped off the shopping. This involved a time-consuming invoicing procedure to which some dedicated trustees devoted much time managing, until we could employ a staff member to manage it.

In Ilkley we were fortunate to have community leaders that quickly set up the Ilkley Corona Response group to share resources, issues and support during this period. This helped to mobilise and co-ordinate different organisations and was a great source of moral support. We were fortunate to be part of the Ilkley Corona Response line that enabled people needing help and those wishing to volunteer to register. It was amazing to see over 400 people in Ilkley coming forward to volunteer their services and help us meet the extra demand for our services. We feel fortunate to have been part of such a connected team with representatives from CAB&D, the local GPs, councillors, churches and other community groups.

Our staff have been simply amazing during the last year. They have had to continually react and change the way they operate, whilst balancing the challenges of home working, home schooling and other personal challenges. Some have also joined the organisation without being able to meet anyone in person. They have also dealt with a considerable increase in workload and helped our clients in all sorts of ways from iPad chargers, to support after bereavement and more complex situations.

Our ShopAssist co-ordinator Judith Ellis retired in October and Jess Jeffreys our volunteer co-ordinator also left us, both after incredible work during the early lockdown. Charlotte Atkinson joined us as the ShopAssist co-ordinator in November and has quickly settled in, despite not being able to meet many of our clients and volunteers. Hannah Wilson has now replaced Amy Robinson, who decided not to return after her maternity leave, as Moving On co-ordinator and is excited that the group has just been able to re-start. She is also managing the ShopAssist administration for us. In November we welcomed Lucy Steer as our manager and lead on the Test & Trace project, who has helped us improve our staff and volunteer support and office processes. With Jo continuing as our Befriending co-ordinator we have an extremely strong and committed team who bring a great mix of experience and energy.

We are grateful to the individuals, organisations and funds that have helped make all this possible, including Bradford Council, The Co-op Community Fund, The National Lottery Community Fund, Bradford Resilience Fund, Tesco Community Grants, Rotary Club of Ilkley, Ilkley Corona

Response Group, Ilkley Round Table, WW Spooner Charitable Trust and an increased number of individual donations. Funding is always a challenge and we continue to submit funding bids and work with partners in the local community.

We welcomed Simon Settle as a new trustee who brings with him great expertise in the fundraising arena and I am grateful for all my fellow trustees' support during the year. The trustees have been incredibly hands-on during the pandemic, taking on many significant tasks at short notice. We are lucky to have a very active and hands-on group of trustees who manage and run many of our events and services.

We could also not operate without our 80+ 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. It has been great to welcome new volunteers during the pandemic, some of whom have been able to continue volunteering with us.

We are all feeling optimistic about the future as we can start to re-open services and meet amongst ourselves and with clients and volunteers in a limited face to face manner. Although this may have been the most challenging year for us individually and as an organisation, we have continued to grow and develop the organisation. By supporting each other and the wider support of the Ilkley community, we can be satisfied that we have made a real difference to the lives of those who needed it most.

Penny Coulthard
Chair

MANAGER'S REPORT

Since joining IDGN at the beginning of November 2020, it was obvious to me the huge amount of work the charity had engaged in during the COVID Pandemic. During such unusual and unexpected times, they had re-established the different schemes very quickly and efficiently to ensure all their current clients and the many more that needed assistance were all catered for. The co-ordinators increased their numbers by huge amounts during the initial lockdown and this naturally took a great deal of administration and passion from all involved. This is also testament to the amazing support of the trustees and volunteers without whom it could not function.

The first few months of my position have also been unusual, working from home and only meeting my fellow colleagues and trustees over Zoom, however, they could not have been more welcoming and supportive during this time. They assisted in guiding me to where my role sits and what I can do to support both the staff and trustees. I feel I have a good understanding of my position and where I can continue to develop and grow IDGN.

Quite an important part of my role is the Anchor for the Test & Trace Engagement Programme reporting to CAB&D. We have been able to give some valuable insight regarding the community's personal feelings and experiences of COVID and then latterly the vaccination roll out. These are sent monthly to CAB&D and sent on to Bradford Council.

The trustees and staff team have been amazing and have really helped guide and support me since joining the team. We have worked on some objectives together, including streamlining office systems and processes such as a centralised database. We have also set up another form of fundraising through individuals' online purchases (easyfundraising), which although will only accrue small amounts, they will all add up throughout the year.

The last month of 2020 was quite busy as the vaccine roll out started with the over 80s and many of them had no form of transport and were very nervous to leave their homes. As no-one was in the office during this period, the phones were directed to the IDGN mobile and almost all of the calls were for transport requests to Ilkley Community Transport. Together with the help of ICT trustees and volunteers we were able to offer many people transport which was much appreciated.

January 2021 The VCS Alliance announced the ABCD small grants scheme. They approached me to be the Lead Anchor on this project alongside the Test & Trace. This was agreed with the trustees and an additional number of hours per week were included. This has been another valuable project to the community and once again strengthened IDGN's relationships with other grassroots groups. This was successfully completed at the end of February.

Myself and the team pulled together a 'Feel Good Booklet' to post out to all of our clients to lift the general mood of a third lockdown. The booklet included a wordsearch, logo quiz, bird watching tick list, an art or prose competition, wellbeing hints and tips and IDGN trustee book recommendations. These were posted to all our clients and the feedback was lovely. It gave a well needed lift to all.

Alongside this, IDGN started the first Volunteer Newsletter as a new offering and a great way to connect with and thank our volunteers. We offered a reward gateway membership where they can receive money off online shopping plus a fitness & wellness section. There were also personal stories from our volunteers alongside general information and a questionnaire. The questionnaire highlighted that overwhelmingly our volunteers are very happy and want to continue with IDGN for the foreseeable future. There was mention of more training which I am currently working on for 2021.

Overall, for what have been a very challenging 12 months, IDGN have remained strong, constant and a great strength to all. Their resilience should be commended and I feel very proud to join such a valuable part of the community.

Lucy Steer Manager

SHOPASSIST

The last year has been transformational for the ShopAssist service. Between them, Judith Ellis, Jess Jeffrey and Judy Hutton created a whole new service to maintain access to fresh food for the existing elderly clients as well as for new clients who were shielding or vulnerable due to the pandemic. The service pivoted from coming alongside a client to enable them to help themselves (ShopAssist) to a service which did it for them (Shop & Drop).

The Shop & Drop scheme was devised, the new internal systems were put in place and additional volunteers were recruited at record speed. The support provided by the rest of the IDGN team to enable the changes was phenomenal: Peter Kierman, Adrienne Heavisides and Hannah Walton stepped in to manage the financial side of the service, which had never before been part of ShopAssist.

As a newcomer to the role in November 2020, when Shop & Drop had been running for several months, I can but applaud the Herculean task that my predecessors achieved.

In the financial year 20-21, the Shop & Drop service provided 1422 deliveries of food. These peaked at approximately 170 deliveries during May 2020, with June 2020 not far behind on 150. Thereafter the deliveries averaged about 130 per month.

ShopAssist was operating a sizeable waiting list at the start of the pandemic so one of the first jobs for the team was to ring every client on the list to ascertain what support they required. Following this exercise, the team had a clearer idea of the latent demand and could begin to match clients and volunteers.

The service has supported 60 clients over the last year. Some of these have received a shop every week whereas others have received emergency cover for a short period.



Demand at the height of the pandemic in Spring 2020 was huge but fortunately so was the supply of volunteers coming through the Ilkley Coronavirus Response team.

We have been exceedingly fortunate to have had 63 caring and dedicated people volunteer with Shop & Drop over the last year. Some have dipped in to help during the pandemic and others have stayed with us from ShopAssist or joined us permanently in the last few months. We could not run this service without them and I am incredibly grateful for their selfless commitment.

The feedback from clients about the Shop & Drop service has been wonderful. The following quotes from clients and family members demonstrate the value of this service;

Ruth is providing me with such splendid support, the scheme is first class [...] and so important for people in my situation. Thank you to everyone involved. (AB, April 2020)

In my past, and in different parts of the country, I have done things like meals on wheels, charity shops, bits and bobs where needed. Until now, I never really understood just how much it meant to them and now I know just how much it means to me! Thank you all from the bottom of my heart for all you are doing. (SM, May 2020)

ShopAssist is an essential service and has been invaluable to us; you couldn't put a price on it. Knowing Mum is being looked after is a huge relief. It became even more necessary early on in the pandemic when online shopping slots were very difficult to get. I really was in despair about how to look after Mum as the family is so spread out. Finding ShopAssist and, in particular, Steve, who has been excellent, has been a huge weight lifted and real peace of mind for the family. It's also been good for Mum to have someone popping by regularly for a chat. (MC, May 2021)

Nigel is a star and thank you all for everything you have done for Mum during the pandemic - it really has been a life saver and such a comfort for Erika and I (JW, May 2021)

Going forward, we intend to continue to offer the Shop & Drop service alongside the ShopAssist service which will re-commence once Covid restrictions allow.

Thanks go to all ShopAssist volunteers, regular shoppers and also those giving emergency and holiday cover. Your help is much appreciated.

Charlotte Atkinson
ShopAssist Coordinator

BEFRIENDING

It would be an understatement to say that this year has been the hardest and busiest I have ever known whilst working as Befriending co-ordinator and this will not be a surprise to anyone. Our services were most needed albeit in an adapted form having to change to telephone befriending rather than visiting or going out with our clients.

We had an upsurge in interest for volunteering and many more referrals of people who needed assistance all through a new helpline. We specially want to thank Mary Hamilton of Community Action (CAB&D) and Penny Coulthard of IDGN for managing this helpline on behalf of the Ilkley Corona Virus Response group.

We took on a number of new volunteers for telephone befriending and our existing volunteers converted to conversations on the phone. Some of our volunteers did odd jobs for their clients where safe to do so and several helped with shopping for Befriending clients. During the summer when rules relaxed a few of our volunteers met their clients outside.

Over the last year the Befriending scheme has accomplished 1543 actions of help of which 1280 were befriending phone calls. The remaining were meet ups outside when allowed last summer, shopping, buying other items, e.g. fish and chips and occasional jobs. Our funders Bradford Council required at least 670 actions for 2020-2021. The high number achieved is due to extra volunteers and their dedication and regularity in making phone calls. The total number of people helped was at least 44.

These are some comments Befriending clients have made in January 2021 in response to our survey about our scheme which has helped them live better lives;



The phone calls are all good.

I have benefitted from my befriender's calls- absolutely.

The telephone calls have been a most enjoyable and surprising addition to my life.

Improves my mental health.

Nice to have a conversation with someone who can talk to you in a friendly manner. ...worth waiting for each Monday am.

Lifts my mood. cheers me up, improves my mental health.

Calls are perfect as they are at the moment.

Many thanks to... I look forward to her calls.

A real friend to look forward to and grateful for your help.

Content with current provision.

Good to have the same caller. Happy with the service.

My volunteer is a lively kind lady and her phone calls are very much appreciated.

You must be very busy.

As co-ordinator I have shared with some of the suffering and anxiety of our clients, agonised over some very difficult situations with our volunteers and I am in total admiration of the way people have dealt with their individual problems or traumas and the resilience they have shown. I need to say a big thank you to every one for the support they gave me, both clients and volunteers, colleagues and trustees as we worked together to try to make individuals' situations easier. In many cases, we did, which has been so rewarding and satisfying.

Joanna
Befriending Co-ordinator

MOVING ON

With the onset of Covid-19, Moving On had to stop its weekly social group. Despite this, we found our role in reducing social isolation and distributing important information amongst our members was even more important. Most of our members are in their eighties and many have health and/or mobility issues. They have been isolated in their homes with very little face-to-face social contact this past year and we recognised from the outset that Moving On should adapt and help address the many issues raised by Covid-19.

With the onset of the March lockdown, I contacted all members who had attended Moving On in 2020 and asked if they would like us to keep in weekly phone contact with them. 44 people confirmed that they would like this. These calls were made by me, our Moving On volunteers and several trustees.

We have provided regular calls to our members and used these calls to disseminate information and assistance, for example providing information on local services such as newspaper delivery and updates on how local supermarket/butchers delivery services worked during lockdown. This allowed members to maintain their independence and provide them with control and options in a very uncertain and worrying time. It was particularly helpful for our members as they are generally not comfortable using the internet so found it hard to get local information when many services were shut.

Our phone calls gave our members opportunity to ask questions and raise concerns with us. This regular contact also helped foster strong friendships and closeness at a time of great loneliness for many. I personally got a lot out of our lovely chats!

On a bi-weekly basis, I would hold a Zoom meeting with our volunteers and Moving On trustee, Anita Dunford. The purpose of this was to:

- to get an update on how our members were coping;
- to determine whether there was any additional help we could provide to individuals or people in general; and
- to provide updates on the local Covid situation and useful information to pass round to clients.

I also sent out a bi-weekly newsletter by email. This was sent to around 23 members. In addition, it was sent to many of our volunteers, trustees and clients in other project areas of Ilkley and District Good Neighbours.

Throughout the year, we have sent occasional "happy post" to our members to keep their spirits up during lockdown. For example, last summer we sent a 12-page, printed booklet and sent it to all Ilkley & District Good Neighbour clients - 180 people in total. This contained useful local information and contacts, as well as entertainment for home and some uplifting, hand drawn pictures from local school children. We have continued to create links between our members and local schools, including sending pictures and quizzes created by school children to our members. We have also arranged for local school children to write to individual members with an invite for them to reply, if they wish.

Throughout the year I have reviewed the best ways to keep in touch with members. I am aware, however, that many members are not online and cannot access email or online video conferencing. The feedback from clients who are online was that they did not want to use video conferencing or group calls at that time. As such, we decided the best approach was to stick with regular, individual phone calls. We are aware that the internet can be incredibly useful during periods of lockdown, so I have encouraged clients throughout to build their confidence with electronic devices and provided guidance and support in this respect, where appropriate.

In terms of staff, I took over the Moving On Co-ordinator role initially as a temporary maternity leave cover for Amy Robinson. She has since decided to not return to work so I have taken over the role fully.

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 Alice and Mick Wild, Pam Booth, Barbara Brown, Margaret Meara, and trustee, Anita Dunford, who have all been invaluable this past year both to Ilkley and District Good Neighbours and the members they support.

SOCIAL EVENTS

During the last year all our planned social events were unfortunately cancelled due to the Covid-19 pandemic.

In January 2020 we were delighted to hear that we had been awarded £990 National Lottery funding to support our work with older residents of Ilkley and district. The funding from The National Lottery Community Fund, which distributes money raised by National Lottery players for good causes is the largest community funder in the UK. We had planned to use the money to fund our popular annual Yorkshire Dales excursion and afternoon tea, but this has now been postponed until it is safe to resume.

Our other planned excursions for a Christmas Lunch and our annual Pantomime trip, which previously had been funded by a kind donation from Ilkley Round Table, were also unfortunately cancelled due to the pandemic.

As we are acutely aware social isolation and loneliness is detrimental to our mental health and it is our intention to resume our social events programme as soon as it is safe to do so.

Anita Dunford
Trustee

OVER 90s PARTY

Sadly, due to the Covid crisis beginning last year, we decided that it would not have been safe to host a party for our elderly residents. The circumstances last September meant that any kind of contact between residents and volunteers would have been hazardous, so we decided to cancel the party completely and not organise any alternative event.

The Over 90s themselves were contacted early in the crisis, by telephone volunteers, to check they were being cared for. Some were allocated volunteers for shopping and befriending etc.

The money for the party has stayed in the bank account and will go towards Afternoon Tea for the Over 90s clients in the 2021/2022 year end.

Adrienne C Heavisides
Trustee

CHRISTMAS PARCELS

Organised by Ilkley and District Good Neighbours, the Christmas Parcel Project, which began some 25 years ago, has always brought an annual touch of seasonal good cheer to a number of the area's older and less able residents some of whom might feel lonely and isolated during the festive period.

Because of the Covid restrictions there was doubt that this annual event would be able to go ahead. However, recognising that it was a particularly tough time for everyone and certainly for some of the older members of our community it was agreed we had to find a way to deliver the annual Christmas Parcels. So, volunteers of Ilkley and District Good Neighbours, with the help of other local organisations in the town set about making new arrangements to overcome the potential difficulties of delivering during the Covid Pandemic

Sadly because of Covid restrictions one of the highlights of this annual Christmas event could not go ahead. In previous years, students from Ilkley Grammar School had gone with the volunteers and helped to hand over the parcels. However, we hope to welcome them back next year as the recipients really enjoy seeing them at Christmas.

Nearly ninety local residents enjoyed a surprise Christmas treat of either a hamper or a potted plant delivered to them in their homes. It was heart-warming to see the reaction when we arrived at their doors with a gift.

One of the residents said: "Thank you so much for the bag of goodies. Not only will this give me enjoyable sustenance but it has already given me a spiritual lift and boost, knowing you are there with friendship, love and support"

Preparing and organising the Christmas Parcels Project is a major operation which begins several months prior to the actual event itself. It involves a range of voluntary organisations and community groups.

The charity wishes to thank the following local organisations for supporting the project: both the Rotary Clubs in Ilkley, who provided the funding for this year's event, Ben Rhydding Lodge supported by the rest of Ilkley Freemasons, who again lent us their hall for the final parcel packing and distribution, members of the Rotary Club of Ilkley Wharfedale also provided some of the drivers, Booths who provided and helped assemble some of the key parcel contents, TESCO who provided free boxes of mince pies and Aldi for their free Christmas cakes. Home Instead, a local Care provider, donated an Activity Book which was distributed along with the Christmas gifts.



In addition the charity is grateful to Ilkley Community Transport who delivered the contents of the parcels to the hall on the day. We would also like to thank the charity's own volunteers and trustees who helped pack and deliver the parcels or plants. As usual, a true community team Christmas effort by all!

Ed Duguid
Trustee

HOME AND GARDEN ASSIST REPORT

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

Due to the impact of Coronavirus there has been a drastic fall in the number of jobs carried out this year, as illustrated in the following chart:

TYPE OF JOB	2019/2020	2020/2021	%Change
Gardening	7	1	(86%)
Home Maintenance	24	5	(86%)
Decorating	0	0	0%
General Help	26	2	(88%)
Total jobs	57	8	(86%)

Of the total number of jobs, one needed professional involvement, while the remaining 7 were carried out by our in-house volunteers.

As usual, the jobs varied from changing a light bulb through to garden tidying, with a couple of curtain rails and a key safe along the way.

Our thanks go to our wonderful volunteers, and we look forward to an increase in jobs as Coronavirus restrictions ease and the CAB&D office reopens.

John Jewitt
Trustee

Ilkley and District Good Neighbours

Charity number 1126267

A company limited by guarantee number 06802173

Annual Report and Financial Statements for the year ended 31 March 2021



West Yorkshire Community Accounting Service

Ilkley and District Good Neighbours

Annual Report and Financial Statements for the year ended 31 March 2021

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Prepared by West Yorkshire Community Accounting Service

Ilkley and District Good Neighbours

Trustees' report for the year ended 31 March 2021

Reference and administrative details of the charity, its trustees and advisors

The trustees during the financial year and up to and including the date the report was approved were:

Name	Position	Dates
Penelope Jean Coulthard	Chair	
Edward Stuart Duguid	Vice-Chair	
James Ronald Manson	Vice-Chair	
Pamela Brunger	Secretary	
Peter Kierman	Treasurer	
Judy Hutton		
Elizabeth Binns		
John Bray		
Anita Dunford		
Adrienne Clare Heavisides		
John Christopher Jewitt		
Yvonne Kierman		
Simon Settle		Co-opted February 2021
Charity number	1126267	Registered in England and Wales
Company number	06802173	Registered in England and Wales

Registered and principal address

Riddings Hall
Riddings Road
Ilkley
LS29 9LU

Bankers

HSBC Bank PLC
1 Wells Road
Ilkley
LS29 9JB

Hampshire Trust Bank
PO Box 74003
London
EC2P 2QR

Lloyds Bank PLC
8 Cambridge Cres.
Harrogate
HG1 1PQ

United Trust Bank Limited
One Ropemaker Street
London
EC2 9AW

Cambridge & Counties Bank Limited
Charnwood Court
5B New Walk
Leicester LE1 6TE

Independent examiner

Stephen Procter

West Yorkshire Community Accounting Service

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Structure, governance and management

The charity is a company limited by guarantee and was formed on 27 January 2009. It is governed by a memorandum and articles of association (as amended by special resolution 23 October 2014 and 20 May 2015). The liability of the members in the event of the company being wound up is limited to a sum not exceeding £10.

Method of recruitment and appointment of trustees

The trustees of the charity are also the directors for the purposes of company law and are appointed by the members at the AGM.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2021

Objectives and activities

The charity's objects

To promote any charitable purposes for the benefit of the community in Ilkley, Addingham, Burley-in-Wharfedale and Menston in the local government district of Bradford Metropolitan District Council and its neighbourhood.

The charity's main activities

Support independent living, alleviate loneliness and improve the lives of older and vulnerable people in the Ilkley District.

Public benefit statement

In setting our objectives and planning our activities our Trustees have given serious consideration to the Charity Commission's general guidance on public benefit and in particular supporting elderly and vulnerable people.

Achievements and performance

Ilkley Good Neighbours has continued to run schemes to relieve isolation, promote economic well-being, maintain independence, & stronger mental health.

The imposition of coronavirus restrictions in March 2020 have caused us to suspend or amend our usual activities. We have set up a shop and drop scheme for clients who have had to isolate at home. We have also kept in contact with our Befriending and Moving on clients by phone. The changes have led to some extra financial costs but we receive grants to cover all of these extra costs. Indeed the suspension of our usual activities e.g. Moving On and Social events, have reduced our expenditure & led to our reserves increasing by around £20,000. We therefore intend to scale back our grant applications in the 2021/22 financial year. A budget for the 2021/22 financial year has been drawn up on the assumption that most of our normal activities will recommence before 31 March 2022. The budget shows that we will have sufficient reserves to comfortably ride out any coronavirus restrictions.

Covid-19

At the time of signing these accounts the charity has been impacted by the global Covid-19 virus. The trustees have reassessed the charity's ability to continue for at least 12 months from the date that the accounts are approved and conclude that no material uncertainties exist that cast significant doubt on the charity's ability to continue as a going concern.

Financial review

The net income for the year was £20,075, including net expenditure of £1,972 on unrestricted funds and net income of £22,047 on restricted funds (after transfers).

Reserves policy

The charity's free reserves at the year end were £77,565.

In order that we can continue to fund schemes, run by Ilkley Good Neighbours, we submit applications for funding & grants to a wide range of organisations. We aim to maintain reserves of at least 2 years expenditure to ensure that the schemes do not come to an abrupt halt if we are not successful.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2021

Statement of trustees' responsibilities

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees report and the financial statements in accordance with the applicable law and UK Accounting Standards.

Company law requires the trustees to prepare financial accounts for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;

- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial accounts comply with the Companies Act 2006. They 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.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS102)), and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

Signed on behalf of the board of trustees on 30/06/2021

Penelope Jean Coulthard (Trustee)

Ilkley and District Good Neighbours

Independent examiner's report to the trustees of Ilkley and District Good Neighbours

I report to the charity trustees on my examination of the accounts of the charitable company for the year ended 31 March 2021, which are set out on pages 6 to 11.

Responsibilities and basis of report

As the charity's trustees of the charitable company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charitable company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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 the company as required by section 386 of the 2006 Act; or
- 2 the accounts do not accord with those records; or
- 3 the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- 4 the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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.

Stephen Procter

05/07/2021

West Yorkshire Community Accounting Service

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Ilkley and District Good Neighbours
Statement of Financial Activities
(including summary income and expenditure account)
for the year ended 31 March 2021

	Notes	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
Income from:					
Collection		-	-	-	63
Donations GADS	(2)	-	-	-	942
Donations GAF	(2)	1,255	1,091	2,346	730
Donations large	(2)	500	2,500	3,000	12,044
Donations small	(2)	749	2,572	3,321	2,019
Grants	(2)	1,200	61,788	62,988	28,035
Interest		2,275	-	2,275	2,139
Legacy		-	-	-	1,733
GADS receipts		-	-	-	133
GAF receipts		82	-	82	337
Client shopping payment		-	47,049	47,049	210
Total income		6,061	115,000	121,061	48,385
Expenditure on:					
Advertising		-	194	194	192
CABAD Office services		-	3,921	3,921	5,490
CABAD Postage		7	116	123	263
CABAD Publishing and stationery		39	204	243	814
Data protection registration		-	35	35	35
Goods and services		1,772	4,384	6,156	11,389
Insurance		-	495	495	451
Independent examination		450	-	450	420
Publications and subscriptions		98	374	472	80
Room hire		-	256	256	2,167
Security checks		-	332	332	270
Staff payroll charges		-	730	730	844
Staff pension	(3)	107	952	1,059	987
Staff expenses		-	-	-	259
Staff recruitment		-	592	592	-
Staff salary	(3)	4,055	33,806	37,861	23,140
Staff training		-	70	70	-
Transport hire		-	-	-	666
Trustee expenses		-	-	-	107
Volunteer expenses		-	84	84	849
Volunteer shopping reimbursement		-	47,913	47,913	195
Total expenditure		6,528	94,458	100,986	48,618
Net income / (expenditure)		(467)	20,542	20,075	(233)
Transfers between funds		(1,505)	1,505	-	-
Net movement in funds		(1,972)	22,047	20,075	(233)
Fund balances brought forward		79,537	56,028	135,565	135,798
Fund balances carried forward	(4)	77,565	78,075	155,640	135,565

All incoming resources and resources expended derive from continuing activities.

Ilkley and District Good Neighbours

Balance sheet

as at 31 March 2021

	2021	2021	2021	2020
	Unrestricted	Restricted	Total	Total
	£	£	£	£
Current assets				
Debtors and prepayments	(5) -	-	-	6,458
Cash at bank and in hand	(6) 79,215	78,075	157,290	129,527
Total current assets	<u>79,215</u>	<u>78,075</u>	<u>157,290</u>	<u>135,985</u>
Current liabilities:				
amounts falling due within one year				
Accruals	(7) 1,650	-	1,650	420
Total current liabilities	<u>1,650</u>	<u>-</u>	<u>1,650</u>	<u>420</u>
Net current assets	<u>77,565</u>	<u>78,075</u>	<u>155,640</u>	<u>135,565</u>
Total assets less current liabilities	<u>77,565</u>	<u>78,075</u>	<u>155,640</u>	<u>135,565</u>
Net assets	<u>77,565</u>	<u>78,075</u>	<u>155,640</u>	<u>135,565</u>
Funds				
Unrestricted funds	77,565	-	77,565	79,537
Restricted funds	-	78,075	78,075	56,028
Total funds	<u>77,565</u>	<u>78,075</u>	<u>155,640</u>	<u>135,565</u>

For the year ending 31 March 2021 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476. The trustees (who also the directors for the purposes of company law) acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and with FRS 102 (effective January 2019).

The financial statements were approved by the board of trustees on 30/06/2021

Penelope Jean Coulthard (Trustee)

Ilkley and District Good Neighbours

Notes to the accounts

for the year ended 31 March 2021

1 Accounting policies

Basis of accounting

These accounts 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. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

There has been no change to the accounting policies since last year.

No changes have been made to the accounts for previous years.

Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

Incoming resources

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance.

Expenditure and liabilities

Expenditure is recognised on an accrual basis as a liability is incurred. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out the resources and the amount of the obligation can be measured with reasonable certainty.

Taxation

As a charity the organisation benefits from rates relief and is generally exempt from income tax and capital gains tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

Pensions

The charity operates a defined contribution scheme for the benefit of its employees. The costs of contributions are recognised in the year they are payable.

Fund accounting

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

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Further explanation of the nature and purpose of each fund is included in the notes to the accounts.

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2021

2 Grants and donations	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
Bradford Council (Befriending)	-	10,000	10,000	10,000
Bradford Council (Shop Assist)	-	10,000	10,000	10,000
Bradford Council (Moving On)	-	8,000	8,000	8,000
Bradford Resilience Fund	-	10,000	10,000	-
Bradford VCO	-	-	-	1,154
Bradford VCS Alliance	-	1,000	1,000	500
CABAD	-	9,500	9,500	-
Co-op	-	1,146	1,146	35
Groundwork UK	200	300	500	-
Ilkley Corona Response Fund	357	-	357	-
Ilkley Rotary Club	-	750	750	-
Ilkley Round Table	-	1,500	1,500	3,640
Karian and Box Ltd	-	-	-	750
Lottery Community Fund	-	9,985	9,985	-
Tesco	-	1,000	1,000	-
West Riding Masonic Lodge	-	1,000	1,000	-
Wharfedale Rotary	-	-	-	500
W W Spooner Trust	500	-	500	500
Anonymous large donation	-	-	-	5,000
All other grants and donations	2,647	3,770	6,417	3,691
	<u>3,704</u>	<u>67,951</u>	<u>71,655</u>	<u>43,770</u>

3 Staff costs and numbers	2021 £	2020 £
Gross salaries	37,861	23,140
Social security costs	936	209
Employment allowance	(936)	(209)
Pensions	1,059	987
	<u>38,920</u>	<u>24,127</u>

The average number employees during the year was 4.9, being an average of 1.8 full time equivalent (2020: 3.4, 1 FTE).

4 Restricted funds	Balance b/f £	Incoming £	Outgoing £	Transfers £	Balance c/f £
HAGA	2,911	25	(24)	-	2,960
Social Events	1,240	1,500	-	-	2,740
Christmas Parcels	2,296	1,000	1,030	-	2,266
Moving On	4,727	9,146	3,762	-	10,111
Befriending	25,786	11,257	7,471	-	29,572
ON	2,699	1,500	2	-	4,197
Shop Assist	10,295	10,530	7,328	3,070	16,567
Co-op	718	-	-	-	718
Volunteer Recruitment	4,841	-	1,771	(3,070)	-
Coronavirus	515	60,057	51,628	-	8,944
Lottery	-	9,985	11,348	1,363	-
Bradford Resilience	-	10,000	10,142	142	-
	<u>56,028</u>	<u>115,000</u>	<u>94,458</u>	<u>1,505</u>	<u>78,075</u>

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2021

4 Restricted funds (continued)

Fund name	Purpose of restriction
HAGA	Home and Garden Assist - helping older and disabled people with gardening and small home maintenance jobs.
Social Events	For organising various social events including trips and days out.
Christmas Parcels	Parcels delivered to around 100 local older or less able residents.
Moving On	To help people make new friends and/or find new interests.
Befriending	To enhance the quality of life for those over 70 who are isolated.
ON	For the 'Over Nineties' party held each September.
Shop Assist	To help those with difficulty accessing shops by taking them to the local supermarket and assisting them with their shopping.
Co-op	For use in purchasing capital items.
Volunteer Recruitment	For work in recruiting volunteers especially for the 'Shop Assist' scheme. (Transfer of remaining balance on fund to the 'Shop Assist' scheme for service delivery).
Coronavirus	Replacement work for 'Shop Assist' during the COVID situation.
Lottery	To support the work of the charity during the COVID situation. (Transfer in respect of an overspend on the fund met from general funds).
Bradford Resilience	To support the charity in issues around resilience and post COVID. (Transfer in respect of an overspend on the fund met from general funds).

5 Prepayments

	2021	2020
	£	£
Bradford CPA	-	6,458
	<u>-</u>	<u>6,458</u>

6 Cash at bank and in hand

	2021	2020
	£	£
HSBC current account	32,210	7,310
United Trust Bond	77,771	76,258
Cambridge and Hampshire Banks	47,161	45,811
Lloyds Bank	148	148
	<u>157,290</u>	<u>129,527</u>

7 Accruals

	2021	2020
	£	£
Bradford CPA	1,200	-
WYCAS - Independent examination	450	420
	<u>1,650</u>	<u>420</u>

8 Related party transactions

Trustee expenses

No trustee received any expenses during this year (previous year 3 trustees and £107)

Trustee remuneration and benefits

No trustee received any remuneration or benefit during this or the previous year.

Ilkley and District Good Neighbours

Statement of Financial Activities including comparatives for all funds (including summary income and expenditure account) for the year ended 31 March 2021

	2021 Unrestricted funds £	2020 Unrestricted funds £	2021 Restricted funds £	2020 Restricted funds £	2021 Total funds £	2020 Total funds £
Income						
Collection	-	63	-	-	-	63
Donations GADS	-	-	-	942	-	942
Donations GAF	1,255	530	1,091	200	2,346	730
Donations Large	500	7,404	2,500	4,640	3,000	12,044
Donations Small	749	435	2,572	1,584	3,321	2,019
Grants	1,200	-	61,788	28,035	62,988	28,035
Interest	2,275	2,139	-	-	2,275	2,139
Legacy	-	1,733	-	-	-	1,733
GADS receipts	-	133	-	-	-	133
GAF receipts	82	337	-	-	82	337
Client shopping payment	-	-	47,049	210	47,049	210
Total income	6,061	12,774	115,000	35,611	121,061	48,385
Expenditure						
Advertising	-	192	194	-	194	192
CABAD Office services	-	825	3,921	4,665	3,921	5,490
CABAD Postage	7	41	116	222	123	263
CABAD Publishing and stationery	39	311	204	503	243	814
Data protection registration	-	35	35	-	35	35
Goods and services	1,772	1,175	4,384	10,214	6,156	11,389
Insurance	-	451	495	-	495	451
Independent examination	450	420	-	-	450	420
Publications and subscriptions	98	80	374	-	472	80
Room hire	-	193	256	1,974	256	2,167
Security checks	-	-	332	270	332	270
Staff payroll charges	-	-	730	844	730	844
Staff pension	107	-	952	987	1,059	987
Staff expenses	-	4	-	255	-	259
Staff recruitment	-	-	592	-	592	-
Staff salary	4,055	155	33,806	22,985	37,861	23,140
Staff training	-	-	70	-	70	-
Transport hire	-	-	-	666	-	666
Trustee expenses	-	107	-	-	-	107
Volunteer expenses	-	-	84	849	84	849
Volunteer shopping reimbursement	-	-	47,913	195	47,913	195
Total expenditure	6,528	3,989	94,458	44,629	100,986	48,618
Net income / (expenditure)	(467)	8,785	20,542	(9,018)	20,075	(233)
Transfers between funds	(1,505)	-	1,505	-	-	-
Net movement in funds	(1,972)	8,785	22,047	(9,018)	20,075	(233)
Fund balances brought forward	79,537	70,752	56,028	65,046	135,565	135,798
Fund balances carried forward	77,565	79,537	78,075	56,028	155,640	135,565

Ilkley and District Good Neighbours

Charity number 1126267

A company limited by guarantee number 06802173

Annual Report and Financial Statements for the year ended 31 March 2021



West Yorkshire Community Accounting Service

Ilkley and District Good Neighbours

Annual Report and Financial Statements for the year ended 31 March 2021

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Prepared by West Yorkshire Community Accounting Service

Ilkley and District Good Neighbours

Trustees' report for the year ended 31 March 2021

Reference and administrative details of the charity, its trustees and advisors

The trustees during the financial year and up to and including the date the report was approved were:

Name	Position	Dates
Penelope Jean Coulthard	Chair	
Edward Stuart Duguid	Vice-Chair	
James Ronald Manson	Vice-Chair	
Pamela Brunger	Secretary	
Peter Kierman	Treasurer	
Judy Hutton		
Elizabeth Binns		
John Bray		
Anita Dunford		
Adrienne Clare Heavisides		
John Christopher Jewitt		
Yvonne Kierman		
Simon Settle		Co-opted February 2021
Charity number	1126267	Registered in England and Wales
Company number	06802173	Registered in England and Wales

Registered and principal address

Riddings Hall
Riddings Road
Ilkley
LS29 9LU

Bankers

HSBC Bank PLC
1 Wells Road
Ilkley
LS29 9JB

Hampshire Trust Bank
PO Box 74003
London
EC2P 2QR

Lloyds Bank PLC
8 Cambridge Cres.
Harrogate
HG1 1PQ

United Trust Bank Limited
One Ropemaker Street
London
EC2 9AW

Cambridge & Counties Bank Limited
Charnwood Court
5B New Walk
Leicester LE1 6TE

Independent examiner

Stephen Procter

West Yorkshire Community Accounting Service

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Structure, governance and management

The charity is a company limited by guarantee and was formed on 27 January 2009. It is governed by a memorandum and articles of association (as amended by special resolution 23 October 2014 and 20 May 2015). The liability of the members in the event of the company being wound up is limited to a sum not exceeding £10.

Method of recruitment and appointment of trustees

The trustees of the charity are also the directors for the purposes of company law and are appointed by the members at the AGM.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2021

Objectives and activities

The charity's objects

To promote any charitable purposes for the benefit of the community in Ilkley, Addingham, Burley-in-Wharfedale and Menston in the local government district of Bradford Metropolitan District Council and its neighbourhood.

The charity's main activities

Support independent living, alleviate loneliness and improve the lives of older and vulnerable people in the Ilkley District.

Public benefit statement

In setting our objectives and planning our activities our Trustees have given serious consideration to the Charity Commission's general guidance on public benefit and in particular supporting elderly and vulnerable people.

Achievements and performance

Ilkley Good Neighbours has continued to run schemes to relieve isolation, promote economic well-being, maintain independence, & stronger mental health.

The imposition of coronavirus restrictions in March 2020 have caused us to suspend or amend our usual activities. We have set up a shop and drop scheme for clients who have had to isolate at home. We have also kept in contact with our Befriending and Moving on clients by phone. The changes have led to some extra financial costs but we receive grants to cover all of these extra costs. Indeed the suspension of our usual activities e.g. Moving On and Social events, have reduced our expenditure & led to our reserves increasing by around £20,000. We therefore intend to scale back our grant applications in the 2021/22 financial year. A budget for the 2021/22 financial year has been drawn up on the assumption that most of our normal activities will recommence before 31 March 2022. The budget shows that we will have sufficient reserves to comfortably ride out any coronavirus restrictions.

Covid-19

At the time of signing these accounts the charity has been impacted by the global Covid-19 virus. The trustees have reassessed the charity's ability to continue for at least 12 months from the date that the accounts are approved and conclude that no material uncertainties exist that cast significant doubt on the charity's ability to continue as a going concern.

Financial review

The net income for the year was £20,075, including net expenditure of £1,972 on unrestricted funds and net income of £22,047 on restricted funds (after transfers).

Reserves policy

The charity's free reserves at the year end were £77,565.

In order that we can continue to fund schemes, run by Ilkley Good Neighbours, we submit applications for funding & grants to a wide range of organisations. We aim to maintain reserves of at least 2 years expenditure to ensure that the schemes do not come to an abrupt halt if we are not successful.

Ilkley and District Good Neighbours

Trustees' report (continued) for the year ended 31 March 2021

Statement of trustees' responsibilities

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees report and the financial statements in accordance with the applicable law and UK Accounting Standards.

Company law requires the trustees to prepare financial accounts for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;

- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial accounts comply with the Companies Act 2006. They 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.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS102)), and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

Signed on behalf of the board of trustees on 30/06/2021

Penelope Jean Coulthard (Trustee)

Ilkley and District Good Neighbours

Independent examiner's report to the trustees of Ilkley and District Good Neighbours

I report to the charity trustees on my examination of the accounts of the charitable company for the year ended 31 March 2021, which are set out on pages 6 to 11.

Responsibilities and basis of report

As the charity's trustees of the charitable company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charitable company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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 the company as required by section 386 of the 2006 Act; or
- 2 the accounts do not accord with those records; or
- 3 the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- 4 the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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.

Stephen Procter

05/07/2021

West Yorkshire Community Accounting Service

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Ilkley and District Good Neighbours
Statement of Financial Activities
(including summary income and expenditure account)
for the year ended 31 March 2021

	Notes	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
Income from:					
Collection		-	-	-	63
Donations GADS	(2)	-	-	-	942
Donations GAF	(2)	1,255	1,091	2,346	730
Donations large	(2)	500	2,500	3,000	12,044
Donations small	(2)	749	2,572	3,321	2,019
Grants	(2)	1,200	61,788	62,988	28,035
Interest		2,275	-	2,275	2,139
Legacy		-	-	-	1,733
GADS receipts		-	-	-	133
GAF receipts		82	-	82	337
Client shopping payment		-	47,049	47,049	210
Total income		6,061	115,000	121,061	48,385
Expenditure on:					
Advertising		-	194	194	192
CABAD Office services		-	3,921	3,921	5,490
CABAD Postage		7	116	123	263
CABAD Publishing and stationery		39	204	243	814
Data protection registration		-	35	35	35
Goods and services		1,772	4,384	6,156	11,389
Insurance		-	495	495	451
Independent examination		450	-	450	420
Publications and subscriptions		98	374	472	80
Room hire		-	256	256	2,167
Security checks		-	332	332	270
Staff payroll charges		-	730	730	844
Staff pension	(3)	107	952	1,059	987
Staff expenses		-	-	-	259
Staff recruitment		-	592	592	-
Staff salary	(3)	4,055	33,806	37,861	23,140
Staff training		-	70	70	-
Transport hire		-	-	-	666
Trustee expenses		-	-	-	107
Volunteer expenses		-	84	84	849
Volunteer shopping reimbursement		-	47,913	47,913	195
Total expenditure		6,528	94,458	100,986	48,618
Net income / (expenditure)		(467)	20,542	20,075	(233)
Transfers between funds		(1,505)	1,505	-	-
Net movement in funds		(1,972)	22,047	20,075	(233)
Fund balances brought forward		79,537	56,028	135,565	135,798
Fund balances carried forward	(4)	77,565	78,075	155,640	135,565

All incoming resources and resources expended derive from continuing activities.

Ilkley and District Good Neighbours

Balance sheet

as at 31 March 2021

	2021	2021	2021	2020
	Unrestricted	Restricted	Total	Total
	£	£	£	£
Current assets				
Debtors and prepayments	(5) -	-	-	6,458
Cash at bank and in hand	(6) 79,215	78,075	157,290	129,527
Total current assets	<u>79,215</u>	<u>78,075</u>	<u>157,290</u>	<u>135,985</u>
Current liabilities:				
amounts falling due within one year				
Accruals	(7) 1,650	-	1,650	420
Total current liabilities	<u>1,650</u>	<u>-</u>	<u>1,650</u>	<u>420</u>
Net current assets	<u>77,565</u>	<u>78,075</u>	<u>155,640</u>	<u>135,565</u>
Total assets less current liabilities	<u>77,565</u>	<u>78,075</u>	<u>155,640</u>	<u>135,565</u>
Net assets	<u>77,565</u>	<u>78,075</u>	<u>155,640</u>	<u>135,565</u>
Funds				
Unrestricted funds	77,565	-	77,565	79,537
Restricted funds	-	78,075	78,075	56,028
Total funds	<u>77,565</u>	<u>78,075</u>	<u>155,640</u>	<u>135,565</u>

For the year ending 31 March 2021 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476. The trustees (who also the directors for the purposes of company law) acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and with FRS 102 (effective January 2019).

The financial statements were approved by the board of trustees on 30/06/2021

Penelope Jean Coulthard (Trustee)

Ilkley and District Good Neighbours

Notes to the accounts

for the year ended 31 March 2021

1 Accounting policies

Basis of accounting

These accounts 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. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

There has been no change to the accounting policies since last year.

No changes have been made to the accounts for previous years.

Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

Incoming resources

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance.

Expenditure and liabilities

Expenditure is recognised on an accrual basis as a liability is incurred. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out the resources and the amount of the obligation can be measured with reasonable certainty.

Taxation

As a charity the organisation benefits from rates relief and is generally exempt from income tax and capital gains tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

Pensions

The charity operates a defined contribution scheme for the benefit of its employees. The costs of contributions are recognised in the year they are payable.

Fund accounting

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

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Further explanation of the nature and purpose of each fund is included in the notes to the accounts.

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2021

2 Grants and donations	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
Bradford Council (Befriending)	-	10,000	10,000	10,000
Bradford Council (Shop Assist)	-	10,000	10,000	10,000
Bradford Council (Moving On)	-	8,000	8,000	8,000
Bradford Resilience Fund	-	10,000	10,000	-
Bradford VCO	-	-	-	1,154
Bradford VCS Alliance	-	1,000	1,000	500
CABAD	-	9,500	9,500	-
Co-op	-	1,146	1,146	35
Groundwork UK	200	300	500	-
Ilkley Corona Response Fund	357	-	357	-
Ilkley Rotary Club	-	750	750	-
Ilkley Round Table	-	1,500	1,500	3,640
Karian and Box Ltd	-	-	-	750
Lottery Community Fund	-	9,985	9,985	-
Tesco	-	1,000	1,000	-
West Riding Masonic Lodge	-	1,000	1,000	-
Wharfedale Rotary	-	-	-	500
W W Spooner Trust	500	-	500	500
Anonymous large donation	-	-	-	5,000
All other grants and donations	2,647	3,770	6,417	3,691
	<u>3,704</u>	<u>67,951</u>	<u>71,655</u>	<u>43,770</u>

3 Staff costs and numbers	2021 £	2020 £
Gross salaries	37,861	23,140
Social security costs	936	209
Employment allowance	(936)	(209)
Pensions	1,059	987
	<u>38,920</u>	<u>24,127</u>

The average number employees during the year was 4.9, being an average of 1.8 full time equivalent (2020: 3.4, 1 FTE).

4 Restricted funds	Balance b/f £	Incoming £	Outgoing £	Transfers £	Balance c/f £
HAGA	2,911	25	(24)	-	2,960
Social Events	1,240	1,500	-	-	2,740
Christmas Parcels	2,296	1,000	1,030	-	2,266
Moving On	4,727	9,146	3,762	-	10,111
Befriending	25,786	11,257	7,471	-	29,572
ON	2,699	1,500	2	-	4,197
Shop Assist	10,295	10,530	7,328	3,070	16,567
Co-op	718	-	-	-	718
Volunteer Recruitment	4,841	-	1,771	(3,070)	-
Coronavirus	515	60,057	51,628	-	8,944
Lottery	-	9,985	11,348	1,363	-
Bradford Resilience	-	10,000	10,142	142	-
	<u>56,028</u>	<u>115,000</u>	<u>94,458</u>	<u>1,505</u>	<u>78,075</u>

Ilkley and District Good Neighbours
Notes to the accounts continued
for the year ended 31 March 2021

4 Restricted funds (continued)

Fund name	Purpose of restriction
HAGA	Home and Garden Assist - helping older and disabled people with gardening and small home maintenance jobs.
Social Events	For organising various social events including trips and days out.
Christmas Parcels	Parcels delivered to around 100 local older or less able residents.
Moving On	To help people make new friends and/or find new interests.
Befriending	To enhance the quality of life for those over 70 who are isolated.
ON	For the 'Over Nineties' party held each September.
Shop Assist	To help those with difficulty accessing shops by taking them to the local supermarket and assisting them with their shopping.
Co-op	For use in purchasing capital items.
Volunteer Recruitment	For work in recruiting volunteers especially for the 'Shop Assist' scheme. (Transfer of remaining balance on fund to the 'Shop Assist' scheme for service delivery).
Coronavirus	Replacement work for 'Shop Assist' during the COVID situation.
Lottery	To support the work of the charity during the COVID situation. (Transfer in respect of an overspend on the fund met from general funds).
Bradford Resilience	To support the charity in issues around resilience and post COVID. (Transfer in respect of an overspend on the fund met from general funds).

5 Prepayments

	2021	2020
	£	£
Bradford CPA	-	6,458
	<u>-</u>	<u>6,458</u>

6 Cash at bank and in hand

	2021	2020
	£	£
HSBC current account	32,210	7,310
United Trust Bond	77,771	76,258
Cambridge and Hampshire Banks	47,161	45,811
Lloyds Bank	148	148
	<u>157,290</u>	<u>129,527</u>

7 Accruals

	2021	2020
	£	£
Bradford CPA	1,200	-
WYCAS - Independent examination	450	420
	<u>1,650</u>	<u>420</u>

8 Related party transactions

Trustee expenses

No trustee received any expenses during this year (previous year 3 trustees and £107)

Trustee remuneration and benefits

No trustee received any remuneration or benefit during this or the previous year.

Ilkley and District Good Neighbours

Statement of Financial Activities including comparatives for all funds (including summary income and expenditure account) for the year ended 31 March 2021

	2021 Unrestricted funds £	2020 Unrestricted funds £	2021 Restricted funds £	2020 Restricted funds £	2021 Total funds £	2020 Total funds £
Income						
Collection	-	63	-	-	-	63
Donations GADS	-	-	-	942	-	942
Donations GAF	1,255	530	1,091	200	2,346	730
Donations Large	500	7,404	2,500	4,640	3,000	12,044
Donations Small	749	435	2,572	1,584	3,321	2,019
Grants	1,200	-	61,788	28,035	62,988	28,035
Interest	2,275	2,139	-	-	2,275	2,139
Legacy	-	1,733	-	-	-	1,733
GADS receipts	-	133	-	-	-	133
GAF receipts	82	337	-	-	82	337
Client shopping payment	-	-	47,049	210	47,049	210
Total income	6,061	12,774	115,000	35,611	121,061	48,385
Expenditure						
Advertising	-	192	194	-	194	192
CABAD Office services	-	825	3,921	4,665	3,921	5,490
CABAD Postage	7	41	116	222	123	263
CABAD Publishing and stationery	39	311	204	503	243	814
Data protection registration	-	35	35	-	35	35
Goods and services	1,772	1,175	4,384	10,214	6,156	11,389
Insurance	-	451	495	-	495	451
Independent examination	450	420	-	-	450	420
Publications and subscriptions	98	80	374	-	472	80
Room hire	-	193	256	1,974	256	2,167
Security checks	-	-	332	270	332	270
Staff payroll charges	-	-	730	844	730	844
Staff pension	107	-	952	987	1,059	987
Staff expenses	-	4	-	255	-	259
Staff recruitment	-	-	592	-	592	-
Staff salary	4,055	155	33,806	22,985	37,861	23,140
Staff training	-	-	70	-	70	-
Transport hire	-	-	-	666	-	666
Trustee expenses	-	107	-	-	-	107
Volunteer expenses	-	-	84	849	84	849
Volunteer shopping reimbursement	-	-	47,913	195	47,913	195
Total expenditure	6,528	3,989	94,458	44,629	100,986	48,618
Net income / (expenditure)	(467)	8,785	20,542	(9,018)	20,075	(233)
Transfers between funds	(1,505)	-	1,505	-	-	-
Net movement in funds	(1,972)	8,785	22,047	(9,018)	20,075	(233)
Fund balances brought forward	79,537	70,752	56,028	65,046	135,565	135,798
Fund balances carried forward	77,565	79,537	78,075	56,028	155,640	135,565