

# **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 50<sup>th</sup> 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.



### 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 30<sup>th</sup> 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 6<sup>th</sup> 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
		£	£	£	£
<b>Income from:</b>					
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
<b>Total income</b>		<b>48,074</b>	<b>55,916</b>	<b>103,990</b>	<b>76,888</b>
<b>Expenditure on:</b>					
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
<b>Total expenditure</b>		<b>29,180</b>	<b>83,989</b>	<b>113,169</b>	<b>106,529</b>
<b>Net income / (expenditure)</b>		<b>18,894</b>	<b>(28,073)</b>	<b>(9,179)</b>	<b>(29,641)</b>
<b>Transfers between funds</b>		<b>551</b>	<b>(551)</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds</b>		<b>19,445</b>	<b>(28,624)</b>	<b>(9,179)</b>	<b>(29,641)</b>
<b>Fund balances brought forward</b>		<b>46,487</b>	<b>74,488</b>	<b>120,975</b>	<b>150,616</b>
<b>Fund balances carried forward</b>	(4)	<b>65,932</b>	<b>45,864</b>	<b>111,796</b>	<b>120,975</b>

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
		£	£	£	£
<b>Current assets</b>					
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
<b>Total current assets</b>		<u>67,616</u>	<u>46,556</u>	<u>114,172</u>	<u>124,600</u>
<b>Current liabilities:</b>					
<b>amounts falling due within one year</b>					
Creditors and accruals	(8)	1,684	692	2,376	3,625
<b>Total current liabilities</b>		<u>1,684</u>	<u>692</u>	<u>2,376</u>	<u>3,625</u>
<b>Net current assets / (liabilities)</b>		<u>65,932</u>	<u>45,864</u>	<u>111,796</u>	<u>120,975</u>
<b>Net assets</b>		<u>65,932</u>	<u>45,864</u>	<u>111,796</u>	<u>120,975</u>
<b>Funds</b>					
Unrestricted funds		65,932	-	65,932	46,487
Restricted funds		-	45,864	45,864	74,488
<b>Total funds</b>		<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**

<b>2 Grants and donations</b>	2024	2024	2024	2023
	Unrestricted	Restricted	Total	Total
	funds	funds	funds	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>

<b>3 Staff costs and numbers</b>	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.

<b>Defined contribution pension scheme</b>	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**

<b>4 Restricted funds</b>	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)	Strategic development including updating financial systems and new service delivery.
Give Bradford (BDCF)	
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**

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

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

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

<b>8 Creditors and accruals</b>	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
	£	£	£	£	£	£
<b>Income</b>						
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
<b>Total income</b>	<b>48,074</b>	<b>8,321</b>	<b>55,916</b>	<b>68,567</b>	<b>103,990</b>	<b>76,888</b>
<b>Expenditure</b>						
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
<b>Total expenditure</b>	<b>29,180</b>	<b>25,398</b>	<b>83,989</b>	<b>81,131</b>	<b>113,169</b>	<b>106,529</b>
Net gains/(losses) on investments	-	-	-	-	-	-
<b>Net income / (expenditure)</b>	<b>18,894</b>	<b>(17,077)</b>	<b>(28,073)</b>	<b>(12,564)</b>	<b>(9,179)</b>	<b>(29,641)</b>
<b>Fund balances brought forward</b>	<b>46,487</b>	<b>63,564</b>	<b>74,488</b>	<b>87,052</b>	<b>120,975</b>	<b>150,616</b>
<b>Fund balances carried forward</b>	<b>65,932</b>	<b>46,487</b>	<b>45,864</b>	<b>74,488</b>	<b>111,796</b>	<b>120,975</b>