

FRIENDSHIP AT HOME

England & Wales · Charity number 1160062

Details

Status Registered

Legal form CIO

Registered 2015-01-21

Register [View on the Charity Commission register](#)

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Activities

Objects: THE RELIEF OF OLDER PEOPLE AND THOSE OVER 18 AFFECTED BY ISOLATION, LIVING IN THE BOROUGH OF NORTH EAST LINCOLNSHIRE AND THE SURROUNDING AREA BY SUCH MEANS AS ARE RECOGNISED AS CHARITABLE WITHIN THE LAW OF ENGLAND AND WALES AS THE TRUSTEES SHALL DETERMINE AND PARTICULARLY BUT NOT EXCLUSIVELY BY:1. THE PROVISION OF A BEFRIENDING AND VISITING SERVICE2. THE PROVISION OF ADVICE, INFORMATION AND SUPPORT FOR SUCH PERSONS AND THEIR CARERS; AND3. THE TRAINING OF VOLUNTEERS.

Activities: Friendship at Home (FAH) CIO started in September 2006, The aim of our organisation is to help combat isolation and loneliness across NEL and to improve older people's quality of life. We offer a range of support including: information and advice, one to one and telephone befriending; social and exercise clubs, dementia support and support after hospital discharge.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Other Charitable Purposes
- **Who:** Elderly/old People

Geography

- North East Lincolnshire

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£383,165	£346,881	-	-
2023-12-31	£253,739	£277,466	-	-
2022-12-31	£365,382	£265,476	-	-
2021-12-31	£207,099	£243,313	-	-
2020-12-31	£306,552	£186,610	-	-

Trustees

Name	Role	Appointed
ANN MAGGS MBE		2009-07-20
JUDAH NAVEEN		2024-09-26
Julie Rigby		2023-09-28
Kristine Green		2021-09-30
MICHAEL BATESON		2018-05-18
Michael Swales		2016-09-06
RAY OXBY		2011-05-19

Accounts

Friendship at Home

Charity No. 1160062

Company No. CE002812

Trustees' Report and Unaudited Accounts

31 December 2024

Friendship at Home
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Chairperson's Report

Welcome everybody to Friendship at Homes Annual Report for 2024.

As Chairperson of this amazing charity, it gives me great pleasure and enormous pride to introduce our annual report.

Friendship at Home has gone from strength to strength again and it's been a year of exceptional achievement and community impact where we have not only sustained our financial base and grown, but we've become established in the community as a provider of care and support services as a first choice.

The numerous achievements and successes are highlighted in more detail throughout the report, but you will see and recognise the huge amount of effort and influence we have had over the last year in supporting older people and providing support and socialising activities generally. In all the agencies I have worked with they all recognise and appreciate the great work we do.

I'd like to pay tribute to our amazing staff and in particular, Lyse Stephenson for her kindness, strong leadership and support. I'd also like to congratulate Mandy Sparkes on successfully transitioning to the role of Deputy Manager and she's done a sterling job in the role. In fact, all the staff have been great in providing back-office support and frontline service provision.

We were recognised this year by Mr Mayor as one of his favoured charities! A big thank you Councillor Beasant! We supported over 1200 people with the plethora of activities including our social clubs and choir and embraced digital technology to support connections at home!

By our working stronger together with other partners we are influencing others through leading on strategic partnerships such as the strategic alliance with AgeUK NEL and Carelink and our work with hospitals, the Council and other statutory providers of care.

I'd also like to thank the trustees for all their dedicated support and commitments for the year, but more importantly, I want to celebrate and honour all our amazing and dedicated volunteers- whom without you we would not be what we are today! Each and every one of you provide the living heartbeat of friendship at home and I'm so grateful for all and everything you do.

Finally, thank you for giving me the honour of being your chair for another year my and you have my very best wishes.

Enjoy the read!

Ray Oxbby

Chairperson

25 September 2025

Trustees Annual Report

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 December 2024.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. CE002812 Charity No. 1160062 Principal Office

6-7 Aspen Court Cleethorpes
North East Lincolnshire DN35 0SJ

Registered Office

6-7 Aspen Court Cleethorpes
N E Lincolnshire DN35 0SJ

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law. The following Directors and Trustees served during the year:

M. Bateson
K. Green
N. Judah
A. Maggs MBE
R. Oxby
K. Parker (Resigned 26 September 2024)
J. Rigby
M. Swales
R. Walsh

Key Management Personnel

Chief Executive Officer	Lyse Stephenson
Operational Manager/Over 75's Project	
Co-ordinator	Amanda Sparkes

Accountants

AG Smith & Co Ltd
Chartered Certified Accountants Unit 8 Laceby Business Park Grimsby
N E Lincolnshire DN37 7DP

OBJECTIVES AND ACTIVITIES

The main aims of the charity are:

Aims and Objectives for 2024

Aims

- To reduce social isolation and loneliness.
- To improve health and wellbeing.
- To improve quality of life.
- To support older people in maintaining their independence.
- To grow and strengthen our charity and its services through an innovative approach which meets the needs of older people and the communities in which we work.
- To work in partnership with all sectors to continuously improve the quality and efficiency of our services to become outstanding and a beacon service.
- To retain, reward, strengthen, motivate and support a high-quality workforce.

Objectives

- Provision of activities for 1800 older people including hospital discharge support.
- Ensure 120 older people are supported through our one-to-one befriending sessions.
- Provide digital support to 40 members.
- Deliver social and exercise activities to 350 members.
- Establish 2 new social groups.
- Engage with at least 2 minority groups.
- Recruit 40 new volunteers a year.
- Service delivered by 120 volunteers

The strategies used to achieve the charities aims and objective are:

1. Support 1200 members/carers experiencing social isolation/loneliness. Introduce innovative ways of befriending- member to member and virtual. Introduce members to the digital world through our tablet scheme and app.
2. Enable older people to participate in social/exercise activities in the community/hybrid. Deliver a 7 day a week service.
3. To work in partnership with other organisations to provide an enhanced service for older people in NE Lincolnshire, ensuring our members' wellbeing remains a primary focus.
4. Develop partnership working with a range of appropriate organisations- specifically the Later Life Partnership partners.
5. To encourage service user involvement and consultation in developing our activities and services. To influence local policies that affect older people of NE Lincolnshire by facilitating service user involvement and consultation.
6. Form strategic alliances with statutory, not for profit and community organisations to improve policy and services for older people in NE Lincolnshire.
7. Senior Managers to form part of local forums- social isolation, digital and mental health groups and disseminate findings and views.
8. To increase income generation to sustain our services.
9. Source local/national funding streams to complement Friendship at Home budgets- core funding. Complete quarterly reviews of strategic plan, focusing on quality of service and financial sustainability. Prepare Friendship at Home's app to be considered as part of local support services.
10. Develop Friendship at Home's befriending model. Member subscription to our online social activities.
11. To retain, reward, strengthen, motivate and support a high-quality workforce.
12. Invest in our staff, Trustees and volunteers to ensure the Board is operating to the highest possible operating standards.
13. Recruit, train and support 120 volunteers. Provide placement opportunities to students.
14. To ensure Friendship at Home's services are fit for the future and meet the changing needs of older people.
15. Develop relationships and support with hard-to-reach minority groups, ethnic and LGBT.

ACHIEVEMENTS AND PERFORMANCE

Civic Awards

This year Friendship at Home was nominated for the Mayor's charity of the year award, it was wonderful to get this recognition for all our staff and amazing volunteers who always go above and beyond to make a difference to the lives of older people. It was a lovely night seeing so many inspirational people and we are so lucky to have so many fantastic organizations making North East Lincolnshire a much nicer place to live, work and play.

Befriending

At the heart of Friendship at Home, social activities, to prevent isolation, is our priority and while we will always try to encourage members to attend social clubs, this is not always possible as some members do not enjoy group settings, or they may not be able to physically attend and this is when our befriending service becomes a crucial lifeline.

Over the past year, we've observed a significant increase in the demand for our befriending service, attributable to a number of factors. One contributing factor is the growing number of referrals from Hospital Discharge, indicating a heightened awareness of our service within the healthcare sector. Additionally, the realities of modern life, such as family members relocating or maintaining demanding work schedules, have left many older individuals with reduced opportunities for social interaction and support, further emphasising the need for our service.

As a result, our befriending program has become a vital resource for those experiencing loneliness or isolation due to various circumstances. By providing companionship and meaningful connections, we aim to address the emotional and social well-being of our members, ultimately helping them navigate life's challenges with a greater sense of support and resilience.

Our infamous befriending service continues to make a positive difference in people's lives, and this is evidenced in our annual evaluations:

97.2% said they felt less lonely/isolated.

95.9% of our members experienced an improvement in their overall health and wellbeing.

98.2% of our members enjoyed an increase in their social interactions and community involvement.

91.1% of our members gained better access to services and information.

The staff and volunteers have been committed to responding promptly to inquiries and arranging as many weekly visits as possible, with the primary goal of supporting members facing loneliness and isolation, encouraging social interaction and boosting confidence. This year, our volunteers have provided face-to-face and telephone befriending services to 184 members, dedicating an impressive 5,772 hours to in-home visits.

The Community Link Worker and Volunteer Manager collaborate closely to facilitate successful member-befriender matches and introductions.

Having Dawn as our short-term befriender continues to be vital support for the befriending service. The support has made a huge difference for people who are waiting to be matched with a long-term buddy, keeping our members happy and connected during the matching process. This approach also allows us to evaluate the suitability of our service for each individual while ensuring they feel supported and engaged throughout the process. Telephone befriending remains a popular option for those who value social connections but prefer not to receive home visits for whatever their personal reasons are.

Volunteers

We absolutely could not do what we do without the amazing support from our wonderful volunteers who commit their time selflessly to helping people in our community. This year has been incredibly successful for our volunteer programme; particularly considering the current challenges in competing for volunteers, as other agencies compete for their time and dedication. We feel truly lucky to have attracted so many committed individuals to support us. We have successfully recruited 38 volunteers to serve as befrienders or social club assistants, with an additional 6 volunteers in the process of joining our team at the end of the year.

Throughout the year, volunteer meetings have provided valuable opportunities for us to connect with our volunteers, share insights, and gather innovative ideas to enhance our services. This also gives us an opportunity to provide ongoing training. We now provide our volunteers with complimentary, specialised training opportunities through Focus Quest. These training courses enable our volunteers to enhance their skills and knowledge, making a greater impact on the community. We offered Emergency First Aid training to all volunteers and had a good response, with many volunteers benefitting from life-saving course. Four volunteers have also undergone wellbeing training with Mandy and are now actively supporting our wellbeing project. This collaborative approach makes the wellbeing checks more accessible and less formal for participants, creating a comfortable and open atmosphere with a more meaningful engagement.

For volunteer's week we held a volunteer meal at the Countryman Pub, in Humberston and invited all volunteers. We had a great turnout with 45 volunteers attending and they were given the public recognition they deserve, as a gentleman called Finn from GI News (part of the Grimsby Telegraph), attended and took photos of the evening. This was published on GI News Online and shared across many social media platforms. All volunteers received Certificates and a "Thank you for volunteering" mug. We gained lots of positive feedback from the volunteers saying how good the evening was and how thoughtful and nice it was to feel appreciated for the volunteering they do. We thank our volunteers sincerely!

Social and Exercise Clubs

We currently provide 13 weekly in-person clubs or activities and 3 weekly virtual clubs. These include bingo, general social clubs, sporting memories, various exercise groups and groups that are tailored for those with memory problems. They take place at various locations in Grimsby, Cleethorpes, and Immingham. For those unable to get out and about, our virtual groups are ideal to maintain social connections whilst having a bit of fun with Bingo or keeping fit with chair-based exercises.

The clubs and activities have enjoyed a variety of speakers, entertainment and activities, information events, crafts, and lots of fun & games as part of their sessions throughout 2024. Our aim is always making sure our members leave feeling better than when they came in.

Our clubs celebrated many special occasions through the year such as; Easter, the 80th D Day anniversary, Halloween and Christmas.

Our CST group (Cognitive Stimulation Therapy), which is tailored specifically for those living with Dementia, is based around different themes each week with reminiscence, group activities and discussions and light-hearted fun. Throughout 2024 they have covered topics such as New Years Traditions, Dance through the decades, St Patricks Day, School Days of the 50's/60's, Thanksgiving and many more!

Our Memory Lane Choir has gone from strength to strength and as at the end of 2024, both

Tuesday and Wednesday session are at full capacity! We will be monitoring this going into 2025 and if needed, will look at other options to enable us to keep reaching out to those who love to sing for fun.

Our choir performed at 19 events in the community during 2024 which is outstanding. This not only greatly benefits our members by giving them the opportunity to perform in public and show their family and friends what they do, but it also creates lots of awareness for Dementia, FAH and has generated donations of £1062.50 in total. Amazing!

New clubs in 2024

2023 saw Friendship at Home open a warm space Community Cuppa weekly group, with the help of Lincolnshire CO-OP. This group is open to all ages due to Co-op's guidelines. It's a place to come along for a cuppa and a chat and most of the attendees enjoy a game of dominoes or a quiz. This costs members just £1 to attend, thanks to the continued support of Lincolnshire CO-OP.

The Memory Lane Choir also opened a second weekly session due to popular demand and has a huge waiting list of people wanting to attend. This is steadily growing in numbers and has allowed us to reach out to even more people and give them the chance to engage socially, get involved in their community and join in with the special events that the choir participate in.

The Memory Lane Choir had a very busy year, being invited to sing at various locations in the community; such as care homes, friendship groups, Focus Adult Social Care events and we were honoured to be invited for the 3rd year running to sing at the Cleethorpes Armed Forces Day Special Event. These opportunities to sing in the community are fantastic for spreading awareness about Friendship at Home and have also generated hundreds of pounds in donations, which are very much appreciated and help us to continue our work.

Friendship At Home also made a promotional video in time for Christmas, using interviews and footage of our choir, which was shared to the public via social media and raised an amazing £1300!

Member Feedback

We know that our social clubs and activities are a vital part of older people's lives. By reducing loneliness and social isolation, this has an overall positive impact on not only our physical health and wellbeing, but also on our mental health. We think it is so important to capture our members thoughts, opinions and experiences as this helps shape our services for the future.

Here are some first-hand accounts about the impact our groups have made in their lives during the past year:

"I'd probably go into depression being on my own if I didn't have the club to come to."

"It gives me a reason to get up in the morning"

"It's the one day I look forward to for getting out and about."

"The friendliest club I've ever been to."

"It's not just friends – it's more like a family group."

"I've learned so many new things – met new people and made lots of friends."

Over 75's Wellbeing Checks

The Over 75's Project, now in its fifth year, has demonstrated consistent growth in the number of annual referrals, indicating an increased reach and positive impact on the lives of individuals in NEL. Sponsored by Public Health, the project's primary goal is to help older adults maintain their independence at home by connecting them with essential services and resources. Referrals originate from a diverse range of sources, including healthcare professionals, social services, community organisations, and self-referrals, reflecting the project's strong reputation and community trust.

Through personalised Wellbeing Assessments conducted in the individual's home, older adults gain confidence in discussing their needs and identifying areas where additional information and support can improve their quality of life. The assessments cover various aspects of daily living, such as safety equipment, shopping assistance, personal care, transportation, and managing health conditions. Specialized support is also available for issues like bereavement, dementia, and caregiving responsibilities, ensuring timely access to appropriate resources.

As an organisation dedicated to addressing loneliness and social isolation among older adults, Friendship at Home is uniquely suited to spearhead this project. The modern-day realities of family dynamics and work commitments can leave older individuals feeling isolated, especially when health challenges arise. The Over 75's Project directly addresses this concern by fostering community engagement and providing tailored support.

This year the project has benefitted from the support of three fantastic volunteers who dedicate their time to undertake assessments and share the findings with our project lead. Assessments undertaken by our volunteers, who are not seen as professionals, helps create a comfortable and relaxed atmosphere for members. This personal touch encourages trust and open communication, resulting in more effective and accurate assessments that better address each individual's unique needs. The project's success is evident in the overwhelmingly positive feedback received from participants. 100% of those surveyed reported that they would recommend a wellbeing check to others and felt better informed, while 86% noted an improvement in their situation as a direct result of the program's services. These outcomes demonstrate the project's effectiveness in empowering older adults and enhancing their overall wellbeing.

Digital Support

This year we have supported 70 people with digital support, with many of those also utilising our free tablet loan service. The Tablet Loan Program plays a vital role in promoting digital inclusion among older people in North East Lincolnshire, enabling them to access essential online services such as form submissions, banking, and shopping. The tablets provide older adults with convenient and versatile options for digital connectivity within the comfort of their own homes. Many current participants eagerly explore new activities and ideas using the tablets, including activities and games to prevent boredom and loneliness.

One key feature of the tablets is the Later Life Partnership app, which offers a wealth of engaging activities that are frequently updated to ensure a fresh experience for users. For example, the Chair-Based Exercise Club provides opportunities to join live sessions, allowing users to participate in physical activities from their homes through Zoom meetings. Additionally, interactive social activities, like live bingo sessions, promote community

engagement and meaningful connections.

Many members benefit from occasional in-person support visits to learn new tablet skills and develop digital literacy. These visits are often crucial for first-time users, as they adapt to this new technology, which some describe as a significant challenge comparable to learning how to swim or drive. While some issues can be resolved over the phone, in-person visits are more effective for addressing setup and app installation challenges that may require multiple support visits.

"The main benefit of the tablet has been that it has enabled me to do many things from playing games to checking up on the latest news."

"It allows me to order things from the comforts of my own home I don't have to go out to find products that I want. Also, it is much more convenient to hold as my phone is small and the screen is not large."

"Being able to go on the internet using a bigger screen is great. Before I was stuck to using my phone which I struggled with time to time due to the screen size of it."

Mayor Steve Beasant

We are honoured to have been chosen as one of the Mayor's chosen charities. Mayor Steven Beasant's dedication to fundraising is admirable and inspirational. It's clear that Mr. Mayor is incredibly dedicated to fundraising, and his commitment really shines through the various activities he chose to participate in. From hosting coffee mornings, to organising 24hr walks, and even undertaking challenging 24-hour litter picks. He has truly gone above and beyond in his efforts to raise funds for the causes he supports. We extend our sincere gratitude to Mayor Beasant for his generous efforts and wish him continued success in his future endeavours.

Social Work and REP Students

We remain dedicated to building strong relationships with local colleges and universities as we recognise the importance of investing in the development of our future workforce. Through partnerships with colleges and universities in Grimsby, Lincoln and Hull, Friendship at Home can provide valuable experience and insight into the experiences of older individuals in North East Lincolnshire.

Recently, we had the pleasure of hosting Charlotte and Olivia, two occupational therapy (OT) students. Although their time with us was brief, they had a positive impact for our members. Their experience with our organisation provided valuable exposure to the work we do and the challenges faced by our local older people. As part of their work, they produced a helpful resource in the form of a magazine containing practical advice and solutions for common occupational issues that some older individuals may encounter. They also supported us with online mapping, a tool that we can use to assist when matching volunteers and befrienders.

We are grateful for the opportunity to have worked with these wonderful students and wish Olivia and Charlotte every success in their future careers. We have no doubt they will become amazing occupational Therapists!

Partnership Working

Friendship at Home is committed to making a difference in people's lives and we know to do that well takes a collaborative approach. It is crucial that we advocate for older people in planning for policies and strategies and we actively engage in various multi-agency meetings, such as the Voluntary, Community, and Social Enterprise monthly meetings, Mental Health

Delivery Boards, Safeguarding Adults Board, Social Isolation Group, and Digital Forum. Our involvement strengthens our collaborative efforts with other agencies and promotes a seamless collaborative approach.

Participating in these meetings also allows us to advocate for the needs and values of older people in North East Lincolnshire, ensuring their voices remain a priority in local decision-

making processes. Furthermore, we have been collaborating with other organisations to contribute to policy development and strategic planning, including the mental health strategy and dementia strategy. By actively engaging in these initiatives, we can help ensure that the perspectives and experiences of older individuals are integral to shaping policies and strategies that affect their lives.

Staying Well in Winter Initiative

Early in 2024 we were tasked with the "Stay Well in Winter" project, aimed at promoting the well-being of older vulnerable and older adults in North East Lincolnshire during the winter season. Crucial elements of the initiative included educational campaigns, vaccination encouragement to prevent illness, and the distribution of wellness packs that contained essential items such as blankets, warm clothing, and hand warmers, along with educational materials about staying healthy during the winter months.

Friendship at Home developed and implemented educational programs to raise awareness among older adults about the importance of staying well during winter. These campaigns highlighted the importance of staying well, self-care, staying warm, and seeking necessary support when needed.

In partnership with other local organisations who supported us to deliver the project, we were able to maximise our impact and make a real difference to many.

Throughout delivery, Friendship at Home worked closely with numerous partner agencies, including Age UK, to ensure resources were directed toward those who would benefit most from the project. The collaborative approach allowed for greater community outreach and improved service delivery. For example, in partnership with Age UK, Friendship at Home took the Age UK bus to local communities to promote the "Stay Well in Winter" project. This mobile outreach strategy facilitated direct engagement with older adults, ensuring they were informed about available resources and support.

Later Life Partnership

The Later Life Partnership, consisting of Friendship at Home, Carelink, and AGE UK, is thriving as we provide extensive support to older adults in North East Lincolnshire while actively seeking funding to maintain and grow our combined efforts. A key highlight of our partnership is the £1M Challenge Project, which has brought in over £1 million in benefits for local residents. Securing benefits for older adults in North East Lincolnshire is crucial in promoting their overall well-being and financial stability. The provision of additional benefits has enabled recipients to lead more enriched and fulfilling lives by providing the financial resources needed to address their specific needs and enhance their quality of life.

As part of the Later Life Partnership, we also organise the longstanding North East Lincolnshire Older People's Advice Day, previously held at Cleethorpes' Memorial Hall each year. Recognising the need for more accessible events across the area, we decided to expand our reach by hosting additional events in Grimsby and Immingham. Both events received outstanding feedback from attendees and participating stallholders, affirming our partnership's

dedication to meeting the needs of older adults in North East Lincolnshire and contributing to the ongoing success of our joint initiatives. We are feeling very positive and excited about the partnership's future and the positive impact it will have for our older people in North East Lincs.

SIGNIFICANT ACTIVITIES

Parties

This year, we were delighted to host our Annual Summer and Christmas Parties at the Memorial Hall, with over 230 attendees enjoying the festivities. Both events proved to be hugely successful and enjoyable for all, thanks to the collaborative efforts of our team and dedicated volunteers.

Our summer party, held in August with a lively carnival theme, saw seventeen volunteers enthusiastically engaging with members through dancing, conversation, and various activities. The volunteers' presence and participation greatly contributed to the overall success and positive atmosphere of the event, and we are truly grateful for their tireless efforts.

Similarly, the Christmas party was yet another resounding success, with 22 volunteers offering their assistance in serving refreshments, distributing raffle tickets, and transforming the venue with festive decorations. The two-course hot Christmas meal was well-received, and Kenny's live performance of classic Christmas tunes inspired many to take to the dance floor, ensuring a truly memorable experience.

Events

Armed Forces Weekend – Friendship at Home were delighted to participate in our local armed forces event in Cleethorpes this year. For the past few years our wonderful Memory Lane Choir have always thrilled the crowds on the music stage and this year was no different, singing a little of everything from old war songs to Westlife, the crowds were wowed! Also, this year we were proud to join other local agencies in the charity village where we had a stall and engaged with the local community. The weather was kind, and it was a great event to be part of in honour of our armed forces.

Edible Food Festival - Edible Grimsby event in 2024 on Saturday, October 5th was a local event that celebrated growing, cooking, and sharing food with live performances, music, free tastings, and food and craft stalls. Some of our fabulous volunteers and members made some jams and pickles from their homegrown produce and we even won second place in the scarecrow competition with our "Friendship Fred" scarecrow, lovingly created by our very own Beth Sparkes and her son Albie.

Trips

Throughout the year, our members had the opportunity to partake in a series of delightful day trips, each offering unique experiences and creating lasting memories of friendships and fun. These excursions included:

- Springfields Shopping Centre: Members enjoyed a leisurely day of shopping and socializing at this popular retail destination, which features a variety of stores and amenities catering to diverse interests and needs.

- Afternoon Tea Boat Trip in Buxton: Participants were treated to a picturesque afternoon tea experience aboard a boat in Buxton. The combination of scenic views, good company, and delectable refreshments made for an unforgettable outing.
- Seaside Visit to Scarborough: Our members relished a day by the sea in Scarborough, where they had the chance to enjoy the coastal town's charming attractions, sandy beaches, and invigorating fresh air.

The 2024's overnight trip was to wonderful Liverpool. Liverpool was an excellent destination for our members due to its rich history, vibrant culture, and diverse range of accessible attractions. They enjoyed it so much that they are insisting we go again in 2025, but for two nights so watch this space!

Unfortunately, the planned Christmas shopping trip to York had to be cancelled due to the Great British winter weather and flooding.

Home from Hospital Service

This year has been a great success for our Hospital Discharge project and we are very proud to say that we have supported 1,208 people when being discharged from hospital. We're no longer seen simply as a service that transports patients—we've made significant strides in the Home-from-Hospital project. Our focus goes beyond meeting immediate needs; we are dedicated to addressing potential risks that could lead to a patient being readmitted, such as unsafe home environments.

The transport office at the hospital has secured funding for another year, which is fantastic news, as we've built strong relationships with staff who are familiar with all our services. Our presence is now well established across various wards and in other hospitals like Scunthorpe and Hull. While we were initially recognised mostly for our transportation services, we now regularly receive referrals for well-being checks and a variety of other services we offer. The Home-from-Hospital project has been seamlessly integrated into the hospital discharge process, and we are frequently called upon to assist with our range of services.

Our prompt assessments, social care, hassle-free installation of Carelink units, and medication support have all contributed to a more comprehensive service. With increased collaboration from other organisations, we're now able to offer additional assistance, such as shopping and meal support for up to seven days, as well as well-being check-ins or a buddy service after discharge. By staying engaged with patients after they've been discharged, we create lasting relationships and can identify issues early on that may lead to readmission. We're already seeing people turn to us for both practical and emotional support, rather than going to their GP for concerns like anxiety, loneliness, or medication errors. This allows us to act swiftly and help prevent unnecessary hospital readmissions.

During the winter season, referrals have remained steady at around one hundred per month. Our project has grown significantly through closer collaboration with the hospital discharge team. We are now helping by connecting with the council and other agencies to arrange necessary assessments before discharge, particularly for patients who lack family support and may require home adaptations. Our goal is to ensure that these patients don't feel alone when returning home. We provide a safety net, offering someone they can lean on and contact if needed. In addition to this, we assist with essentials like sourcing blankets, food parcels, and financial checks for vulnerable patients.

Case Study

Mr. B was admitted to the hospital following a serious knee injury. After undergoing surgery and several weeks of rehabilitation, he was cleared for discharge. However, Mr. B faced significant challenges upon returning home, including limited mobility, difficulty managing daily tasks, and the need for ongoing support to ensure a smooth recovery.

Without help, Mr. B's home environment posed several risks to his safety, and he struggled to manage everyday activities such as meal preparation, cleaning, and shopping. He also felt isolated, lacking the social support necessary to cope with the emotional toll of his recovery.

Upon discharge, Mr. B's knee injury left him with limited ability to walk and move around his home. His living space, though comfortable, had not been adapted to meet his post-surgery needs. Additionally, Mr. B lived alone and had no immediate family nearby to assist with day-to-day tasks. He was concerned about managing food, cleaning, and other household chores in his weakened state.

The project arranged for regular meal deliveries to Mr. B's home, ensuring he had nutritious, easy-to-prepare meals during his recovery period. This eliminated the burden of meal planning and preparation, allowing Mr. B to focus on his healing rather than worrying about food. The meals were designed to meet his dietary requirements and provide adequate nutrition to aid in his rehabilitation. To address the emotional and social aspects of Mr. B's recovery, the project set him up with a CareLink system, providing him with a direct link to a trained buddy who checked in on him regularly. The buddy, a friendly volunteer, offered emotional support, encouraged Mr. B to stay active, and assisted with any non-medical questions he had regarding his recovery. The buddy system also provided Mr. B with companionship, helping him feel less isolated during his recovery.

Understanding that cleaning could be physically demanding for Mr. B, especially with his limited mobility, the project arranged for cleaning support during the initial weeks after discharge. A professional cleaner visited regularly, ensuring that Mr. B's home remained tidy and hygienic without him having to strain himself. This service provided peace of mind and helped maintain a healthy living environment during his recovery. The project also arranged for shopping support, ensuring that Mr. B had all the groceries and supplies he needed without having to leave his home. Volunteers or support workers assisted with grocery shopping, ensuring that Mr. B had everything from fresh produce to household essentials. This service alleviated the stress of managing shopping and allowed him to focus on regaining his independence.

Mr. B's home was assessed for safety, and the project identified that certain furniture pieces made it difficult for him to move around. The project arranged for furniture to be relocated, making his home more accessible and safer. For instance, his dining chair was repositioned to create a clear pathway, and other bulky items were moved to allow easier movement with his mobility aids. These adjustments significantly improved his ability to navigate the space with more comfort and confidence.

The combination of meal services, cleaning support, and shopping assistance allowed Mr. B to focus on his physical rehabilitation. His environment was safer and more conducive to healing, and the regular Carelink check-ins helped reduce feelings of isolation and anxiety. As a result, he showed significant improvement in both his physical and emotional well-being.

"I don't know what I would have done without the support from the Home from Hospital project. They took care of everything, from my meals to making sure I had someone to talk to. It made all the difference in my recovery."

“The changes they made to my home and the help with shopping and cleaning allowed me to focus on getting better. I felt safe and supported, and it gave me the confidence to get back on my feet.”

FINANCIAL REVIEW

Our primary funding source currently comes from the NHS Humber and North Yorkshire Integrated Care Board (HNY ICB). Historically, grants from foundations and trusts, like The Lottery and St Hugh’s HMT, have played a significant role in supporting our organisation. Additional income streams include donations and funds raised through activities such as club fees and fundraising events.

We have secured funding from NELC Public Health to deliver the Over 75’s project until June 2025 and from HNY ICB to lead the hospital discharge initiative until April 2025, following our successful delivery of hospital discharge support under VCSE winter pressures funding.

Throughout the past year, we have successfully developed strong partnerships with the local authority while working on the Million Pound Challenge Project for the LLP. We are optimistic that this collaboration will continue to thrive and strengthen, creating further opportunities for the LLP and benefiting the community as a whole.

The Trustees are pleased with the financial performance and prudent management of Friendship at Home’s funds, resulting in a net income of £36,284.

Reserves policy

In January 2019, the Trustees agreed upon a formal policy on general reserves, which aims to identify and allocate assets to cover potential adverse financial contingencies. The reserve fund for Friendship at Home is intended to address the following:

- Orderly closure of the organisation, if necessary
- Ensuring operational continuity during periods of financial difficulty
- Acquisition of new office premises and associated relocation expenses
- An orderly closure entails ceasing operations, managing staff redundancies, and fulfilling contractual obligations to suppliers, necessitating funds to cover three months of salary and related payments.
- To ensure the charity can continue operating despite funding delays, the policy designates a general reserve to cover such contingencies.
- As recommended by the Charity Commission, the Trustees aim to maintain unrestricted free reserves at a level equivalent to approximately three months of unrestricted charitable expenditure, in addition to reasonable closure costs of about three months, to allow for appropriate service cessation considering the vulnerability of our client group.

As of 31st December 2024, the unrestricted funds balance was £211,071 with £136,081 specifically allocated for shutdown costs.

PLANS FOR FUTURE PERIODS

Utilising our experience and knowledge accumulated over the past 19 years, we are confident in our ability to navigate the upcoming year with the unwavering support of our staff, Trustees, members, volunteers, and the public. Despite the anticipated challenges and demands, this report showcases our dedication to Our Vision, Our Values, and Our Mission, which collectively serve as the bedrock of our success.

While the local authority funding obtained in 2023 has provided some financial support, maintaining long-term financial sustainability must remain a key focus as we move into 2025. The COVID-19 pandemic brought increased attention to the consequences of loneliness and isolation, heightening competition within our sector and worsening the loneliness situation. To address this, we are committed to strengthening and growing our partnerships with like-minded organisations to secure additional funding and deliver essential services to older individuals in North East Lincolnshire.

Stakeholder consultation has always been a crucial part of our decision-making process, enabling Trustees and staff to make well-informed choices. In 2024, we will continue prioritising communication with stakeholders to ensure our services are effective, invaluable, and aligned with our aims and objectives:

- Older people will report a reduction in loneliness and isolation.
- Older people will report their health and wellbeing has improved.
- Older people will report an increase in their social interactions and community involvement.
- Older people will report better access to services and information.
- Older people will report Friendship at Home helped them to regain/remain independent.
- Older people from minority groups will feel more included.
- Patients will report Friendship at Home enabled them to resettlement after discharge.
- Volunteers will report increased confidence by volunteering with Friendship at Home.
- Volunteers will report gaining new skills by volunteering.

As we look ahead to 2025, we are eager to introduce two innovative projects:

- The GUGDGM project seeks to prevent deconditioning during hospital stays by working alongside physiotherapy teams to provide physical and social activities on the wards. Drawing on nearly two decades of experience working with older adults, we have observed the detrimental effects of prolonged hospital stays on mental and physical well-being of our older people. Consequently, we are committed to contributing to this initiative, as it aligns closely with Friendship at Home's core values. We anticipate that the GUGDGM project will also complement our Home from Hospital service, offering patients continuity of support and enabling staff to more effectively assess needs and build trust within the hospital setting.

The Benefits of Therapy Dogs for Older Adults

- Therapy dogs play a meaningful role in enhancing the overall well-being of older adults, offering support that spans emotional, cognitive, physical, and social areas of health. Emotionally and psychologically, therapy dogs help ease feelings of loneliness and isolation. This is particularly important for older individuals living alone, where social contact may be limited. The companionship that therapy dogs provide offers comfort and a sense of connection. In addition to companionship, interacting with dogs has been linked to improved mood and a reduction in symptoms of depression. Cognitive stimulation is another important benefit of therapy dog interaction. For many older adults, especially those living with dementia or Alzheimer's disease, therapy dogs can encourage conversation and help spark memory recall. The routine of engaging with a therapy dog can provide meaningful mental activity and help keep the mind engaged. Physically, time spent with therapy dogs can offer significant health advantages. Physical contact with a dog has been shown to help lower blood pressure and heart rate, contributing to improved cardiovascular health. For those who are physically able, therapy dogs can also encourage gentle forms of exercise such as walking or playing, supporting mobility and promoting physical activity in a way that feels natural and enjoyable.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Friendship at Home is a Charitable Incorporated Organisation and governed by its Constitution. It is registered as a CIO with the Charity Commission. The Constitution was updated in 2014 and amended in 2022 to include 'working with people under 60 that may be isolated'.

The Board of Trustees meet at least 4 times per year and are responsible for governing the affairs of the charity.

The Board agree the broad strategy and direction of the charity to ensure the organisation fulfils its objectives. The CEO reports on all areas of risks, financial and non-financial, that could threaten the viability, reputation or operational efficiency of the organisation. It takes overall responsibility for ensuring that the financial, legal and contractual obligations of the charity are met and that there are satisfactory systems and controls in place to ensure quality, continuous improvements and regular engagement for stakeholders.

The CEO and Chair maintain regular contact in order to discuss strategy and communications and to ensure the Board is fully advised of any major achievements, incidents or risk issues.

Day-to-day decision-making is delegated to the CEO who delegates specific responsibilities to senior managers/project leaders as appropriate. The Board receive regular quality, performance and finance reports from the manager.

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senior managers/project leaders as appropriate. The Board receive regular quality, performance and finance reports from the manager.

Eligibility-Membership of the CIO is open to anyone who is interested in furthering its purposes, and who, by applying for membership, has indicated his or her agreement to become a member and acceptance of the duty of members set out in the Constitution.

Trustee candidates are selected through a rigorous process involving advertising/using NEL Sector Support Services, interview, DBS and references.

The Chair and Trustees are elected at the charity's AGM and serve for three years from the date of their election and are eligible for re-election. All Trustees give their time voluntarily and receive no benefits from the charity. Following the appointment of Trustees, they attend an induction meeting with the Chair where they are briefed on their legal obligations under charity and company law and constitution, the decision-making process and recent financial performance of the charity. Opportunities are provided for them to meet with staff members to familiarise themselves with the day-to-day operation of the Charity. Trustees are encouraged to attend appropriate external training events where these will facilitate their role. The Board can co-opt during the year to ensure the Board has a full range of skills and experience to fulfil trustee responsibilities and organisational requirements.

The Trustees are responsible for preparing the Trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

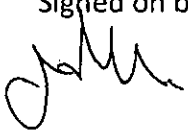
Company law requires the trustees to prepare financial statements for which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, for the charitable company for that period. In preparing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

- Select suitable accounting policies and then 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 financial statements on the going concern basis unless it is
- Inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Signed on behalf of the board

A handwritten signature in black ink, appearing to be 'J. Rigby', written over the printed name.

J. Rigby Trustee
25 September 2025

Independent Examiner's Report to the trustees of Friendship at Home

I report to the charity trustees on my examination of the financial statements of Friendship at Home for the year ended 31 December 2024.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements of the Charity 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 financial statements as carried out under section 145 of the Charities Act 2011 ('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

As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements 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 financial statements to be reached.



Andrew Smith FCCA
AG Smith & Co Ltd
Chartered Certified Accountants
Unit 8 Laceby Business Park
Grimsby
N E Lincolnshire
DN37 7DP
25 September 2025

Friendship at Home
Statement of Financial Activities
for the year ended 31 December 2024

		Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
	Notes				
Income and endowments					
from:					
Donations and legacies	4	11,736	-	11,736	6,092
Charitable activities	5	44,395	321,917	366,312	245,462
Other trading activities	6	2,480	-	2,480	92
Investments	7	2,637	-	2,637	2,093
Total		61,248	321,917	383,165	253,739
Expenditure on:					
Raising funds	8	27	-	27	155
Charitable activities	9	46,956	200,984	247,940	202,316
Other	11	8,755	90,159	98,914	74,995
Total		55,738	291,143	346,881	277,466
Net gains on investments		-	-	-	-
Net income/(expenditure)	12	5,510	30,774	36,284	(23,727)
Transfers between funds		5,574	(5,574)	-	-
Net income/(expenditure) before other gains/(losses)		11,084	25,200	36,284	(23,727)
Other gains and losses					
Net movement in funds		11,084	25,200	36,284	(23,727)
Reconciliation of funds:					
Total funds brought forward		199,987	108,691	308,678	274,595
Total funds carried forward		211,071	133,891	344,962	250,868

Friendship at Home
Summary Income and Expenditure Account
for the year ended 31 December 2024

	2024	2023
	£	£
Income	380,528	251,646
Interest and investment income	2,637	2,093
Gross income for the year	<u>383,165</u>	<u>253,739</u>
Expenditure	346,881	277,466
Total expenditure for the year	<u>346,881</u>	<u>277,466</u>
Net income/(expenditure) before tax for the year	36,284	(23,727)
Net income /(expenditure)for the year	<u>36,284</u>	<u>(23,727)</u>

Friendship at Home
Balance Sheet
at 31 December 2024

Company No. CE002812	Notes	2024 £	2023 £
Current assets			
Debtors	14	1,996	7,238
Cash at bank and in hand		346,051	305,923
		<u>348,047</u>	<u>313,161</u>
Creditors: Amount falling due within one year	15	(3,085)	(4,483)
Net current assets		344,962	308,678
Total assets less current liabilities		344,962	308,678
Net assets excluding pension asset or liability		344,962	308,678
Total net assets		<u>344,962</u>	<u>308,678</u>
The funds of the charity			
Restricted funds	16		
Restricted income funds		133,891	108,691
		<u>133,891</u>	<u>108,691</u>
Unrestricted funds	16		
General funds		74,990	81,487
Designated funds		136,081	118,500
		<u>211,071</u>	<u>199,987</u>
Reserves	16		
Total funds		<u>344,962</u>	<u>308,678</u>

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

For the year ended 31 December 2024 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the board on 25 September 2025

And signed on its behalf by:

J. Rigby
Trustee



25 September 2025

for the year ended 31 December 2024

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is included in the accounts when receivable.

Friendship at Home
Notes to the Accounts

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Leased assets

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.

In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Friendship at Home
Notes to the Accounts

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital. The Charity constitutes a public benefit entity as defined by FRS 102.

3 Statement of Financial Activities - prior year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Income and endowments from:			
Donations and legacies	6,092	-	6,092
Charitable activities	44,040	201,422	245,462
Other trading activities	92	-	92
Investments	2,093	-	2,093
Total	52,317	201,422	253,739
Expenditure on:			
Raising funds	155	-	155
Charitable activities	40,066	162,250	202,316
Other	8,871	66,124	74,995
Total	49,092	228,374	277,466
Net income	3,225	(26,952)	(23,727)
Transfers between funds	224	(224)	-
Net income before other gains/(losses)	3,449	(27,176)	(23,727)
Other gains and losses:			
Net movement in funds	3,449	(27,176)	(23,727)
Reconciliation of funds:			
Total funds brought forward	196,538	135,867	332,405
Total funds carried forward	199,987	108,691	308,678

4 Income from donations and legacies

	Unrestricted	Total 2024	Total 2023
	£	£	£
Donations	11,736	11,736	6,092
	<u>11,736</u>	<u>11,736</u>	<u>6,092</u>

5 Income from charitable activities

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Charitable activities	43,896	-	43,896	40,790
Grants	499	166,897	167,396	127,172
Contracts	-	155,020	155,020	77,500
	<u>44,395</u>	<u>321,917</u>	<u>366,312</u>	<u>245,462</u>

6 Income from other trading activities

	Unrestricted	Total 2024	Total 2023
	£	£	£
Fundraising activities	2,480	2,480	92
	<u>2,480</u>	<u>2,480</u>	<u>92</u>

7 Income from investments

	Unrestricted	Total 2024	Total 2023
	£	£	£
Interest on cash deposits	2,637	2,637	2,093
	<u>2,637</u>	<u>2,637</u>	<u>2,093</u>

8 Expenditure on raising funds

	Unrestricted	Total 2024	Total 2023
	£	£	£
<i>Fundraising trading costs</i>			
Fundraising activities	27	27	155
	<u>27</u>	<u>27</u>	<u>155</u>

9 Expenditure on charitable activities

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
<i>Expenditure on charitable activities</i>				
Employment costs	41,734	110,111	151,845	130,201
Resources	677	56,670	57,347	28,710
Premises expenses	275	2,084	2,359	18,747
Other expenses	-	24,147	24,147	20,636
Grants made	-	7,650	7,650	-
<i>Governance costs</i>				
Accountancy	4,270	322	4,592	4,022
	<u>46,956</u>	<u>200,984</u>	<u>247,940</u>	<u>202,316</u>

10 Analysis of grants

Activity or programme	Grants to Institutions	Total 2024	Total 2023
	£	£	£
Staying Well in Winter	7,650	7,650	-
	<u>7,650</u>	<u>7,650</u>	<u>-</u>

Activity or programme	Grant funding of activities	Total 2024	Total 2023
	£	£	£
Staying Well in Winter	7,650	7,650	-
	<u>7,650</u>	<u>7,650</u>	<u>-</u>

11 Other expenditure

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Employee costs	-	79,597	79,597	66,124
Premises costs	81	4,235	4,316	-
General administrative costs	7,802	6,327	14,129	7,708
Legal and professional costs	872	-	872	1,163
	<u>8,755</u>	<u>90,159</u>	<u>98,914</u>	<u>74,995</u>

12 Net income/(expenditure) before transfers

	2024	2023
	£	£
This is stated after charging:		
Independent Examiner's fee	1,022	914
Other fees paid to the auditor or independent examiner	1,973	1,706

13 Staff costs

	2024	2023
Salaries and wages	207,785	180,629
Social security costs	11,418	8,169
Pension costs	12,245	11,105
	<u>231,448</u>	<u>199,903</u>

No employee received emoluments in excess of £60,000.

Total employee benefits received by key management personnel	63,165	50,410
--	--------	--------

The average monthly number of full time equivalent employees during the year was as follows:

	2024	2023
	Number	Number
Charitable activities	8	7
Administration	1	1
	<u>9</u>	<u>8</u>

The average monthly number of employees (headcount) during the year was as follows:

	2024	2023
	Number	Number
Charitable activities	9	9
Administration	2	2
	<u>11</u>	<u>11</u>

14 Debtors

	2024	2023
	£	£
Trade debtors	12	6,687
Prepayments and accrued income	1,984	551
	<u>1,996</u>	<u>7,238</u>

15 Creditors:

amounts falling due within one year

	2024	2023
	£	£
Trade creditors	131	733
Other creditors	1,217	1,125
Accruals	1,737	2,625
	<u>3,085</u>	<u>4,483</u>

16 Movement in funds

	At 1 January 2024	Incoming resources (including other gains/losses) £	Resources expended £	Gross transfers £	At 31 December 2024 £
Restricted funds:					
Restricted income funds:					
Lottery	1,118	-	-	(1,118)	-
Million Pound Challenge	25,349	40,000	(44,823)	-	20,526
NELC Main Service	7,076	75,000	(82,402)	-	(326)
Humber and North Yorkshire HCP - Hospital Discharge	26,272	80,020	(56,486)	-	49,806
NELC - Over 75's	14,834	40,500	(11,156)	-	44,178
Abbeyfields	29,586	-	(29,586)	-	-
Sports England	4,456	-	-	(4,456)	-
NHY VCSE Vaccination Capacity	-	4,346	(856)	-	3,490
ICB/NELC Staying Well in Winter	-	76,631	(65,265)	-	11,366
Power of Music Fund	-	3,000	(344)	-	2,656
Humber Gateway Fund RWE	-	2,420	(225)	-	2,195
Total	108,691	321,917	(291,143)	(5,574)	133,891
Unrestricted funds:					
General funds	81,487	61,248	(55,738)	(12,007)	74,990
Designated funds:					
Shutdown Costs	118,500	-	-	17,581	136,081
Total	118,500	-	-	17,581	136,081
Total funds	308,678	383,165	(346,881)	-	344,962

Purposes and restrictions in relation to the funds:

Restricted funds:

Lottery	Grant to provide befriending and volunteer service.
Million Pound Challenge	Grant to provide short-term reintegration support.
NELC Main Service	Funding to provide social activities/befriending support/information and advice to existing and new members.
Humber and North Yorkshire HCP - Hospital Discharge	Funding to support patients being discharged from hospital.
NELC - Over 75's	Funding to provide a holistic wellbeing check service.
Abbeyfields	Grant to provide Befriending service.
Sports England	Grant to provide exercise activities.

Friendship at Home

Notes to the Accounts

NHY VCSE Vaccination Capacity	Grant to support people to keep well over the winter period and promote the importance of vaccination including COVID/flu.
ICB/NELC Staying Well in Winter	Grant to provide focused interventions that can help to prevent the need for urgent and emergency care.
Power of Music Fund	Grant to continue a weekly choir session for people with Dementia.
Humber Gateway Fund RWE	Grant to provide an additional weekly choir session for people with Dementia.

Designated funds:

Shutdown Costs	Costs set aside to shut down should funding be insufficient to continue.
----------------	--

17 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Net current assets	211,072	133,890	344,962
	<u>211,072</u>	<u>133,890</u>	<u>344,962</u>

18 Commitments

Operating lease commitments

Annual commitments under non-cancellable operating leases are as follows:

	2024	2024	2023	2023
	Land and buildings	Other	Land and buildings	Other
	£	£	£	£
Operating leases with expiry date:				
Within one year	-	-	-	1,089
	<u>-</u>	<u>-</u>	<u>-</u>	<u>1,089</u>

Pension commitments

The company operates and defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amount to £12,101 (2021: £9,769).

	2024	2023
	£	£
The pension cost charge to the company amounted to:	<u>12,245</u>	<u>11,105</u>
Unpaid contributions due to the fund are included in other creditors and amounted to:	<u>1,217</u>	<u>1,125</u>

19 Related party disclosures

Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

Friendship at Home
Detailed Statement of Financial Activities
for the year ended 31 December 2024

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2024	2024	2024	2023
	£	£	£	£
Income and endowments from:				
Donations and legacies				
Donations	11,736	-	11,736	6,092
	<u>11,736</u>	<u>-</u>	<u>11,736</u>	<u>6,092</u>
Charitable activities				
Charitable activities	43,896	-	43,896	40,790
Grants	499	166,897	167,396	127,172
Contracts	-	155,020	155,020	77,500
	<u>44,395</u>	<u>321,917</u>	<u>366,312</u>	<u>245,462</u>
Other trading activities				
Fundraising activities	2,480	-	2,480	92
	<u>2,480</u>	<u>-</u>	<u>2,480</u>	<u>92</u>
Investments				
Interest on cash deposits	2,637	-	2,637	2,093
	<u>2,637</u>	<u>-</u>	<u>2,637</u>	<u>2,093</u>
Total income and endowments	61,248	321,917	383,165	253,739
Expenditure on:				
Costs of other trading activities				
Fundraising activities	27	-	27	155
	<u>27</u>	<u>-</u>	<u>27</u>	<u>155</u>
Total of expenditure on raising funds	27	-	27	155
Charitable activities				
Employment costs	41,734	110,111	151,845	130,201
Resources	677	56,670	57,347	28,710
Premises expenses	275	2,084	2,359	18,747
Other expenses	-	24,147	24,147	20,636
Grants made	-	7,650	7,650	-
	<u>42,686</u>	<u>200,662</u>	<u>243,348</u>	<u>198,294</u>
Governance costs				
Accountancy	4,270	322	4,592	4,022
	<u>4,270</u>	<u>322</u>	<u>4,592</u>	<u>4,022</u>
Total of expenditure on charitable activities	46,956	200,984	247,940	202,316
Employee costs				
Salaries/wages	-	79,597	79,597	66,124
	<u>-</u>	<u>79,597</u>	<u>79,597</u>	<u>66,124</u>
Premises costs				

Friendship at Home
Detailed Statement of Financial Activities

Rent	-	2,119	2,119	-
Rates	-	94	94	-
Light, heat and power	-	832	832	-
Premises cleaning	69	1,028	1,097	-
Premises repairs and maintenance	12	162	174	-
	<u>81</u>	<u>4,235</u>	<u>4,316</u>	<u>-</u>
General administrative costs, including depreciation and amortisation				
Bank charges	366	-	366	397
General insurances	237	-	237	181
Information and publications	116	4	120	90
Postage and couriers	835	250	1,085	1,313
Software, IT support and related costs	4,194	1,517	5,711	3,285
Stationery and printing	1,625	383	2,008	2,361
Subscriptions	175	-	175	72
Sundry expenses	206	2,636	2,842	3
Telephone, fax and broadband	48	1,537	1,585	6
	<u>7,802</u>	<u>6,327</u>	<u>14,129</u>	<u>7,708</u>
Legal and professional costs				
Consultancy fees	872	-	872	1,163
	<u>872</u>	<u>-</u>	<u>872</u>	<u>1,163</u>
Total of expenditure of other costs	<u>8,755</u>	<u>90,159</u>	<u>98,914</u>	<u>74,995</u>
Total expenditure	<u>55,738</u>	<u>291,143</u>	<u>346,881</u>	<u>277,466</u>
Net gains on investments	-	-	-	-
	<u>5,510</u>	<u>30,774</u>	<u>36,284</u>	<u>(23,727)</u>
Net income/(expenditure)	<u>5,510</u>	<u>30,774</u>	<u>36,284</u>	<u>(23,727)</u>
Transfers between funds	5,574	(5,574)	-	-
	<u>11,084</u>	<u>25,200</u>	<u>36,284</u>	<u>(23,727)</u>
Net income/(expenditure) before other gains/(losses)	<u>11,084</u>	<u>25,200</u>	<u>36,284</u>	<u>(23,727)</u>
Other Gains	-	-	-	-
	<u>11,084</u>	<u>25,200</u>	<u>36,284</u>	<u>(23,727)</u>
Net movement in funds	<u>11,084</u>	<u>25,200</u>	<u>36,284</u>	<u>(23,727)</u>
Reconciliation of funds:				
Total funds brought forward	199,987	108,691	308,678	274,595
Total funds carried forward	<u>211,071</u>	<u>133,891</u>	<u>344,962</u>	<u>250,868</u>

Accounts

Friendship at Home

Charity No. 1160062

Company No. CE002812

Trustees' Report and Unaudited Accounts

31 December 2023

Friendship at Home

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Friendship at Home Chairpersons Report

With Covid now receding into the dim and distant past the team responds and adapts well to the delivery of packages of care and support they provide, including the retention of more (hybrid) enhancements. Our diverse offer expands and continues to improve as does our Partnership working in supporting Older People.

The home visits and group activities continue with hybrid activities offered as a norm, as well as the traditional face to face services and activities.

The major highlight of the year has got to be the securing of funding from the Local Authority for our main service. This underscores our role as being recognised as an important and crucial mainstream provider of social care and support for our older residents here in North East Lincolnshire – something I and the trustees have been striving for. Our local profile and reputation have never been higher.

I can't stress enough the importance of this contract, which now makes our charity financially secure over the short to medium term. This reflects the great work of many, but especially Lyse Stephenson for being the chief lobbyist and negotiator in securing this fantastic result. Well done Lyse and the team!

We were again very fortunate in receiving other supporting grants from successful bids submitted and the generous donations continued from many loyal, local donors; the details of which will be covered later in this Report. But particular thanks to the Local Authority-NELC- who have supported us so much this year.

I would particularly thank Lyse for being a rock for me, the staff and all Trustees; ever committed and caring and totally dedicated to compassionately serving the needs of our members. She and the team have worked tirelessly to bring in the money, manage the service and then deliver it successfully and sensitively. All this amidst a hugely challenging financial climate. Well done team! You have been, and remain, simply amazing. Thanks too to Mandy Sparkes for her support in the role of Deputy to Lyse. Her friendliness, energy and zest continues to galvanize us further going forward. Thanks too to all the staff. They may be small in numbers but continue to always 'punch above their weight' in going the extra mile to help our residents.

Membership of the Board of Trustees has remained consistent. Whilst we still lack an experienced accountant as a Trustee, we have nevertheless retained our diverse, experienced, cohesive and committed Board of Trustees. Nevertheless, as I write this report, there is a strong likelihood that this could soon change. I would like to thank all our Board Members for their patronage, support and hard work too. We are fortunate to have a wide range of thoroughly professional Trustees who are actively involved in setting the vision and overseeing and scrutinising the charity's work and finances. They provide a range of support across our activities, including advocacy and promotions, recruitment of staff, business continuity, policy development, and risk and impact assessments and overview.

Friendship at Home

Chairpersons Report

Finally, I want to reflect upon the success of Friendship at Home. The reason we can function efficiently and effectively is primarily due to the superb support of our cadre of volunteers who provide all our face-to-face befriending, provide support and arrange and assist in fundraising events. Volunteers are our life blood, sitting at the very heart of our service. Without your passion, dedication and enthusiasm, we would not be considered the Befriending 'charity of choice' here in North East Lincolnshire. It is important not to lose sight of the fact that it is our collective activities that play a major part in redressing the terrible reality, that for older people, social isolation and extreme loneliness has a major impact on health and well-being. It can result in costly and debilitating medical interventions, early admission or re-admission to hospital and care facilities. Our 'Social Return on Investment' remains second to none in the community and voluntary sector. This is something we should all be proud of.

It is important to have the surety of continuing, fantastic support of our willing volunteers, underpinned by our committed and professional members of staff. We have always been a charity that has been prepared to adapt to changing circumstances and the needs of clients – an approach likely to be crucial for sustaining our long-term future.

We have now established a unique 'Later Life Partnership' (LLP) for our area, on the back of close working and alignment with Carelink and Age UK locally. We have developed our presence with the greater use of the social media forums- Twitter, Instagram, LinkedIn and Facebook- to maximise our reach and raise and broaden our profile and impact further afield.

Also, the development of a joint App, and the procurement and loan out of our Tablets, helps reach another audience that needs our support to address their niche of social isolation and assistance in their homes.

On behalf of fellow Trustees, I wish to record my sincere thanks to all Members, Volunteers and Staff for all your hard work and support during 2023 I commend this Annual Report to you and look forward to your continued involvement and commitment in the current year. I am honoured to be your Chair.

Thank you for making this a great and treasured organisation.

R. Oxby Chair

5 August 2024

Friendship at Home

Trustees Annual Report

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 December 2023.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. CE002812

Charity No. 1160062

Principal Office

6-7 Aspen Court
Cleethorpes
North East Lincolnshire
DN35 0SJ

Registered Office

6-7 Aspen Court
Cleethorpes
N E Lincolnshire
DN35 0SJ

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law. The following Directors and Trustees served during the year:

M. Bateson
K. Green
A. Maggs MBE
R. Oxby
K. Parker
J. Rigby
M. Swales
R. Walsh

Friendship at Home
Trustees Annual Report

Key Management Personnel

Chief Executive Officer

Lyse Stephenson

Deputy Manager/Dementia Service
Manager

Amanda Sparkes

Accountants

AG Smith & Co Ltd

Chartered Certified Accountants

Unit 8 Laceby Business Park

Grimsby

N E Lincolnshire

DN37 7DP

OBJECTIVES AND ACTIVITIES

The main objectives of the charity are:

- To reduce social isolation and loneliness.
- To improve health and wellbeing.
- To improve quality of life.
- To support older people in maintaining their independence.
- To grow and strengthen our charity and its services through an innovative approach which meets the needs of older people and the communities in which we work.
- To work in partnership with all sectors to continuously improve the quality and efficiency of our services to become outstanding and a beacon service.
- To retain, reward, strengthen, motivate and support a high-quality workforce.
- Provision of activities for 1200 older people.
- Ensure 120 older people are supported through our one-to-one befriending sessions.
- Provide digital support to 45 members.
- Deliver social and exercise activities to 410 members.
- Provide support to 150 people with dementia.
- Establish 3 new social groups.
- Engage with at least 3 minority groups.
- Recruit 30 new volunteers a year - 100 volunteers in total delivering services across the organisation.

The Strategies used to achieve the charities aims and objectives are:

1. To grow and strengthen our charity and its services through an innovative approach which meets the needs of older people and the communities in which we work.

Support 1200 members/carers experiencing social isolation/loneliness. Introduce innovative ways of befriending- member to member and virtual. Introduce members to the digital world through our tablet scheme and app.

Enable older people to participate in social/exercise activities in the community/hybrid. Deliver a 7 day a week service.

2. To work in partnership with other organisations to provide an enhanced service for older people in NE Lincolnshire, ensuring our members' wellbeing remains a primary focus.

Develop partnership working with a range of appropriate organisations- specifically the Later Life Partnership partners.

3. To encourage service user involvement and consultation in developing our activities and services. To influence local policies that affect older people of NE Lincolnshire by facilitating service user involvement and consultation.

Facilitate fortnightly older people's forums in a variety of community venues.

Form strategic alliances with statutory, not for profit and community organisations to improve policy and services for older people in NE Lincolnshire.

Senior Managers to form part of local forums- social isolation, digital and mental health groups and disseminate findings and views.

Friendship at Home

Trustees Annual Report

4. To increase income generation to sustain our services.

Source local/national funding streams to complement Friendship at Home budgets- core funding.

Complete quarterly reviews of strategic plan, focusing on quality of service and financial sustainability.

Prepare Friendship at Home's app to be considered as part of local support services.

Develop Friendship at Home's befriending model.

Member subscription to our online social activities.

5. To retain, reward, strengthen, motivate and support a high-quality workforce.

Invest in our staff, Trustees and volunteers to ensure the Board is operating to the highest possible operating standards.

Recruit, train and support 100 volunteers.

Provide placement opportunities to students.

6. To ensure Friendship at Home's services are fit for the future and meet the changing needs of older people.

Develop relationships and support with hard-to-reach minority groups, ethnic and LGBT.

Develop a Business Plan for new Day Support services in consultation with older people in NE Lincolnshire that is personalised and cost effective.

ACHIEVEMENTS AND PERFORMANCE

Civic Awards

We are ecstatic to announce that Friendship at Home was chosen as Charity of the Year 2023 at the Mayor's Civic awards. The awards were established to celebrate and recognise the impact of individuals, organisations and businesses in North East Lincolnshire and it has been wonderful to get this recognition for the difference Friendship at Home makes to people's lives. We are very grateful and offer heartfelt thanks to those who nominated and voted for us.

Students

We have continued to forge our relationship with local colleges and universities to ensure we are providing good placements for students to enable them to build their skills and strengthen our workforce. We have been networking to provide practice placements to a wider skilled workforce and hope to provide role emerging placements for physiotherapists, nurses, midwives, radiographers and paramedics. It has been recognised that the voluntary sector is an important partner for statutory health and social care organisations, and we play a key role in improving outcomes for our local people. Furthermore, we are in talks with Focus to provide placements for the emerging social work academy and we very much look forward to having new students to share our knowledge and values in helping create our future workforce.

Older People's Forums

We have held 12 Older People's Forums this year at a variety of venues: libraries, social groups, community centres, group dwellings and a monthly forum at Age UK. We are honoured that people are keen to air their views to us and we are proud to give these people a voice; ensuring that their voices are heard, and appropriate action is taken. We were also delighted to have been asked to provide a consultation group to co-produce the North East Lincolnshire Dementia Strategy, this ensured our members' experiences and opinions played a large part in shaping dementia services in our region. We would like to offer thanks to all those people who have taken part in our feedback forums, we rely on you to improve and shape services of our future, ensuring the services provided are what people want and/or need.

Partnership Working

We strive to be active participants in the health and social care sector and dedicate time to attend multi-agency meetings such as Voluntary, Community and Social Enterprise monthly meetings, Mental Health alliance, Safeguarding Adults Board, Social Isolation group and Digital Forum. These meetings promote our partnership working and ensure we work together with other agencies more seamlessly. These meetings also afford us the opportunity to ensure older people and our values remain at the forefront of priorities in NE Lincolnshire.

Later Life Partnership

The Later Life Partnership (Friendship at Home, Carelink and AGE UK), continues to go from strength to strength; providing holistic support to older people in NE Lincolnshire and accordingly seeking funding to develop and continue this long term. The Partnership has provided effective working relationships and support for Managers and staff members. The LLP are currently undertaking the £1M Challenge Project and have just secured further funding to deliver this until March 2025. Together, we agreed to take on the historic NE Lincolnshire Older Peoples Advice Day. Historically, this was held in October each year at the Memorial Hall in Cleethorpes, but it was mutually agreed that our older people in NE Lincolnshire would benefit from other similar events at different locations, so we held our first event in May 2023 at Grimsby Town Hall and then a further event at Cleethorpes Memorial Hall in October. Both events were a huge success and we received fantastic feedback from attendees and invited stall holders. Next year we plan to hold a third event in Immingham, ensuring we reach out to isolated communities and benefiting those that need us most.

£1M Challenge Project

The Later Life Partnership received local funding in 2022 for the partnership to deliver a project that engages with older people to ensure they are aware of full benefit entitlements (£1M challenge), as currently, as many as 1 in 4 are unclaimed in this area. We are delighted to announce that we have just been awarded further funding to continue this until March 2025; testament to the great work we do and the outcomes it achieves for local people. The additional funding, when granted, can make a huge difference to people being able to afford the support they need to be able to live safely and independently. Friendship at Home provides most of the engagement hours, and the assessment/advice hours are provided by Age UK. It is certainly living up to its project name as since the project began in 2022, we have generated over one million pounds in benefits for older people in NE Lincolnshire and look forward to continuing the great partnership work that is helping to improve lives and promote independence.

SIGNIFICANT ACTIVITIES

Parties and Events

This year we were able to hold our Annual Summer and Christmas Parties at the Memorial Hall, much to the delight of over 300 attendees. A good time was had by all, and we were very pleased to be able to throw two super parties for our members. We held our annual summer party in August, with sixteen volunteers coming along and helping on the day. All the Volunteers had a brilliant day interacting with the members, dancing, chatting with one another. Our social club members also celebrated royal events with jubilee and coronation parties, some members remembering the Queen's coronation!

In December there was our end of year Christmas party which saw an impressive twenty-four volunteers attend. Volunteers helped serve the drinks and food and went around with raffle tickets and name cards, but it was also a chance for the Volunteers to sit back and relax and enjoy the party with our members after all the work they do throughout the year.

"It was a lovely afternoon I really enjoyed being a part of it" "It was such a special occasion" "The atmosphere was amazing."

May also saw us take the plunge and offer our very first overnight trip for members. The destination was Beamish, and it proved a huge success with those who attended giving fabulous feedback, which prompted us to make overnight trips a firm feature in our events planning. The next one is planned for Liverpool during the Summer of 2024.

We also had the usual day trips throughout 2023 to various places which included a visit to Bomber Command in Lincoln and Wentworth Garden Centre in Rotherham to name a few. Day trips will continue to be planned and offered to members throughout the coming year and we periodically consult with members to get their ideas on places they would like to go ensuring that our members voices are a primary source in driving forward future planning.

Befriending

This year there has been an increased demand for the befriending service, with internal referrals from Hospital Discharge and with the absorption of the Dementia Support referrals. Our infamous befriending service continues to play a huge impact on lives of people accessing this valuable service and our annual evaluation results is a testament to this:

- 98.3 % of our members reported a reduction in loneliness and isolation.
- 99.5% of our members reported their health and wellbeing has improved.
- 99.1% of our members reported an increase in their social interactions and community involvement.
- 98% of our members reported better access to services and information.

The team strive to contact people in a timely manner and to arrange as many visits as we can on a weekly basis. The aim being to provide support for those experiencing isolation and loneliness, to encourage social interaction and build confidence. This year our volunteers have provided befriending either face to face or via telephone to almost 200 members, with an amazing 4,680 hours alone spent in member's homes. The Community Link Worker and Volunteer Manager work closely to make successful matches and share the introductions of members and befrienders. We also encourage and facilitate those wanting to attend our social groups to increase social circles. We also provide advice about other services and signpost to these when requested. Our befriending service has benefitted greatly from a short-term befriender, which has been invaluable in providing support for those awaiting befriending. It allows us to assess if our befriending is a suitable service for them and helps them to feel supported and engaged while they wait to be matched with a volunteer. Our telephone befriending also remains popular. This works well for people who enjoy social interaction but prefer not to have home visits.

Volunteers

Volunteers continue to be at the heart of Friendship at Home and 2023 has been a fantastic year for Volunteers. We have recruited another 33 wonderful volunteers to add to our fantastic team. This year we have seen the introduction of two new volunteer roles; Life Story Work and Admin/IT. Our volunteers never fail to amaze us with their commitment levels and enthusiasm to embrace any tasks that support our older people. Our admin roles have proved invaluable supporting the admin team and daily running of the office with various duties, mostly answering the phones and making welfare calls to our members.

To ensure our volunteers feel equipped and supported in their roles, we continue to hold Quarterly Volunteer Meetings throughout the year. The meetings give us the opportunity to keep the volunteers informed and often invite other agencies to provide information. The meetings also give volunteers a chance to support each other and celebrate what a wonderful part they play in our organisation. We also continue to invest in our volunteers by providing training and learning opportunities to build and grow their skillsets. This is reflected in the feedback we get from volunteers, with 80% of volunteers reporting that they have gained new skills from their roles and 88% having reported an increased confidence.

Digital Support

The Tablet Loan Service aims to combat digital isolation by loaning digital tablets with free Wi-Fi access and personalised tuition to meet individual's needs. We have seen great results supporting older people to access online form filling, banking, shopping and surfing the web.

Many of our members, who have tablets and android tablets of their own, have the Later Life Partnership app, which has a wide range of activities that are personalised to the users and this is updated on a weekly basis. All of our members told us that this service has been invaluable at providing them with information and news. The FaH app also provides the platform for our live zoom sessions.

During the covid pandemic we engaged members online when they were not able to attend in person and this form of interaction became popular and is still popular today. We hold 3 live sessions a week, including bingo and chair-based exercise. The digital support has truly enhanced our members' lives; from increasing their independence with online shopping and banking, to improving their social interaction using online platforms to talk to family and friends. 96% of our members report an increased confidence by using the app/tablet and 88% state it has reduced their loneliness.

Social and Exercise Clubs

We currently have 13 weekly 'in-person' clubs or activities and 3 weekly virtual clubs being enjoyed by our members. These include: - bingo, general social clubs, sporting memories, various exercise groups and groups that are tailored for those with memory problems. They take place at various locations in North East Lincolnshire to ensure we extend our reach and accessibility to as many people as possible. The clubs have enjoyed a variety of speakers, entertainment and activities, information events, and fun & games as part of their sessions throughout the year. We enjoyed a Fish and Chip lunch to celebrate Easter and we also held a special event within clubs to celebrate the Kings Coronation in May. Our social clubs continue to provide a lifeline to many of our members. For some of our members, this is their only opportunity to get out of the home and meet friends to socialise and 91% of our members said that the information they have gained has helped them live more independently.

New clubs in 2023

2023 saw Friendship at Home open a warm space Community Cuppa weekly group, with the help of Lincolnshire CO-OP. This group is open to all ages due to Co-op's guidelines. It's a place to come along for a cuppa and a chat and most of the attendees enjoy a game of dominoes or a quiz. This costs members just £1 to attend, thanks to the continued support of Lincolnshire CO-OP.

The Memory Lane Choir also opened a second weekly session due to popular demand and a huge waiting list of people wanting to attend. This is steadily growing in numbers and has allowed us to reach out to even more people and give them the chance to engage socially and get involved in their community, by joining in with the special events that the choir participate in.

The Memory Lane Choir have had a very busy year, being invited to sing at various locations in the community, such as care homes, friendship groups, Focus Adult Social Care events and we were honoured to be invited for the 3rd year running to sing at the Cleethorpes Armed Forces Day Special Event. These opportunities to sing in the community are fantastic for spreading awareness about Friendship at Home and have also generated hundreds of pounds in donations, which are very much appreciated and help us to continue our work.

Friendship At Home also made a promotional video in time for Christmas, using interviews and footage of our choir, which was shared to the public via social media and raised an amazing £1300!

Over 75's Wellbeing Checks

The Over 75's project has now been running for 4 years and each year the number of referrals is increasing on the previous year, which means we are reaching out and helping more people over 60 to get the services they need. Sponsored by Public Health, we support older people to find out what is available to ensure they live independently for as long as possible in their own homes. The referrals come from a variety of sources including:- GP's, the Hospital Discharge Team, Focus and Navigo but also the Council, Red Cross, Alzheimer's society, Carers support, Carelink, Centre 4, Val Waterhouse Centre and Care Plus. Over the last year or two we have seen an increase in self-referrals, thus indicating that our good reputation is spreading by word of mouth.

By conducting a Wellbeing Assessment in the comfort of their own home, older people can feel more confident to discuss and identify areas of their lives where information and support can improve opportunities. We discuss a thorough range of topics, including safety equipment such as mobility rails, Carelink etc., shopping and medication, personal care, transport/getting out and about, feeling safe, maintaining their home and managing illness and/or disabilities. We also offer support with bereavement, dementia, and caring responsibilities, often referring to the correct service to offer specialist support in a timely manner. Friendship at Home is best placed to deliver this project, as one of the more common concerns our older people face is loneliness; especially when someone becomes unable to get out and about. Our modern day often sees families work full time or move away for work, leaving behind parents and grandparents who quickly become isolated when illness or disabilities prevent them from leaving the home without support.

The success of this project is reflected in the feedback we receive: - 100% of the people we evaluated stated that they would recommend a wellbeing check and that they are now better informed. Furthermore, 86% of people said their situation had improved as a direct result of the project and the work it involves.

Hospital Discharge Service

This year marks significant progress for the home-from-hospital project. The support that we provide is gaining a great reputation in the hospital and this is reflected in the increased referrals of up to 120 a month. The home from hospital service takes a thorough and long-lasting approach to help people leave the hospital successfully. We don't just focus on their immediate needs; we also investigate issues that could cause them to end up back in the hospital, like having an unsafe home.

The implementation of the new transport office at the hospital in the beginning of last year has significantly enhanced the discharge process. Our presence is now widely recognized in the wards. Initially acknowledged primarily for transportation services, we now regularly receive referrals for well-being checks and the other services we offer. We have seamlessly integrated the home from hospital project into the hospital discharge process and are frequently called upon for our services.

We provide valuable support with assessments, social care, installing Carelink units, and medication. With expanded support and collaboration from other organisations, we can now provide extended assistance, including shopping and meal support for up to seven days, as well as well-being calls or a buddy service after discharge. By staying involved even after the initial discharge, we build a strong connection with people and identify potential problems that may result in them having to return to hospital. We're already seeing people reach out to us for practical and emotional support instead of going to their regular doctor for issues like feeling anxious, lonely, or confusion with medication and/or equipment.

FINANCIAL REVIEW

Our core funding currently comes primarily from the NHS Humber and North Yorkshire Integrated Care Board (HNY ICB). Historically, the charity has been primary funded via grants from foundations and trusts, such as The Lottery and St Hugh's HMT. Other sources of income include donations and monies raised through activities (such as club fees and fundraising). We are funded by NELC Public Health to deliver the Over 75's project until June 2024 and the HNY ICB to lead on the hospital discharge initiative until April 2024 following a successful delivery of hospital discharge support under VCSE winter pressures funding. This year has effected a successful partnership between the local authority and Friendship at Home and also the Later Life Partnership NEL, which also funds the £1M Challenge project.

The Trustees are satisfied with the financial performance and impeccable management of the organisations funds which has resulted in a net expenditure of £23,727.

A formal policy on general reserves was agreed at the January 2019 Trustee meeting, It states: A general reserves policy is desirable to identify that part of the assets of the charity which must be set aside to cover adverse financial contingencies. The reserve fund for Friendship at Home is intended to cover the following contingencies:

1. Orderly closure of the business if continuation is no longer possible.
2. The continuation of the business in periods of adverse cash flow.
3. The acquisition of new office premises and associated moving costs.
4. Orderly closure of the business implies the cessation of operations, the redundancy of staff and any contracted obligations to suppliers. This requires sufficient funds to cover three months' funding of salaries and salary related payments.
5. Continued operation in the face of delays to funding grants requires funds to operate the business for a period of up to two months. It is therefore the policy of the charity to designate a general reserve to cover all these contingencies and to ensure that an appropriate proportion of the assets be protected for that purpose.

As per the Charity Commission recommendations the Trustees aim to maintain free reserves in unrestricted funds at a level that equates to approximately three months of unrestricted charitable expenditure plus reasonable closure costs of approximately three months enabling appropriate service cessation for the vulnerability of the organisation's client group.

The balance held as unrestricted funds at 31st December 2023 was £199,987 of which £118,500 was ring-fenced shutdown costs.

PLANS FOR FUTURE PERIODS

We aim to build upon the knowledge and experience accumulated over the past 17 years to guide us through the upcoming year, supported by our staff, Trustees, members, volunteers, and the public, 2024 will undoubtedly be equally demanding and challenging. This report outlines the commitment to Our Vision, Our Values, and Our Mission, which are fundamental to our collective efforts and form the foundation for our success.

The local authority funding secured in 2023 has enhanced Friendship at Home's financial security; however, ensuring long-term financial stability remains a critical priority as we transition into 2024. The COVID-19 pandemic heightened national awareness of the effects of loneliness and isolation, which, in turn, has intensified competition within our sector. Consequently, we are committed to fortifying and expanding our partnerships, with organisations that share our values, to bolster our efforts in securing additional funding and being afforded to deliver much needed services to our older people in North East Lincolnshire.

We have always been committed to gathering information and feedback that supports Trustees and staff in their decision making. Consultation with stakeholders will remain a priority in 2024 to ensure we continue to deliver effective and invaluable services that support our aims and objectives:

- Older people will report a reduction in loneliness and isolation.
- Older people will report their health and wellbeing has improved.
- Older people will report an increase in their social interactions and community involvement.
- Older people will report better access to services and information.
- Older people will report Friendship at Home helped them to regain/remain independent.
- Older people from minority groups will feel more included.
- Patients will report Friendship at Home enabled them to resettlement after discharge.
- Volunteers will report increased confidence by volunteering with Friendship at Home.
- Volunteers will report gaining new skills by volunteering.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Friendship at Home is a Charitable Incorporated Organisation and governed by its Constitution. It is registered as a CIO with the Charity Commission. The Constitution was updated in 2014 and amended in 2022 to include 'working with people under 60 that may be isolated'.

The Board of Trustees meet at least 4 times per year and are responsible for governing the affairs of the charity.

The Board agree the broad strategy and direction of the charity to ensure the organisation fulfils its objectives. The Operational Manager reports on all areas of risks, financial and non-financial, that could threaten the viability, reputation or operational efficiency of the organisation. It takes overall responsibility for ensuring that the financial, legal and contractual obligations of the charity are met and that there are satisfactory systems and controls in place to ensure quality, continuous improvements and regular engagement for stakeholders.

Friendship at Home

Trustees Annual Report

The Operational Manager and Chair maintain regular contact in order to discuss strategy and communications and to ensure the Board is fully advised of any major achievements, incidents or risk issues.

Day-to-day decision-making is delegated to the Operational Manager who delegates specific responsibilities to senior managers/project leaders as appropriate. The Board receive regular quality, performance and finance reports from the manager.

The Board of Trustees meet at least 4 times per year and are responsible for governing the affairs of the charity.

The Board agrees with the broad strategy and direction of the charity to ensure the organisation fulfils its objectives. The Operational Manager reports on all areas of risks, financial and non-financial, that could threaten the viability, reputation or operational efficiency of the organisation. It takes overall responsibility for ensuring that the financial, legal and contractual obligations of the charity are met and that there are satisfactory systems and controls in place to ensure quality, continuous improvements and regular engagement for stakeholders.

The Operational Manager and Chair maintain regular contact to discuss strategy and communications and to ensure the Board is fully advised of any major achievements, incidents or risk issues.

Day-to-day decision-making is delegated to the Operational Manager who delegates specific responsibilities to senior managers/project leaders as appropriate. The Board receive regular quality, performance and finance reports from the manager.

Eligibility-Membership of the CIO is open to anyone who is interested in furthering its purposes, and who, by applying for membership, has indicated his or her agreement to become a member and acceptance of the duty of members set out in the Constitution.

Trustee candidates are selected through a rigorous process involving advertising/using NEL Sector Support Services, interview, DBS and references.

The Chair and Trustees are elected at the charity's AGM and serve for three years from the date of their election and are eligible for re-election. All Trustees give their time voluntarily and receive no benefits from the charity. Following the appointment of Trustees, they attend an induction meeting with the Chair where they are briefed on their legal obligations under charity and company law and constitution, the decision-making process and recent financial performance of the charity. Opportunities are provided for them to meet with staff members to familiarise themselves with the day-to-day operation of the Charity. Trustees are encouraged to attend appropriate external training events where these will facilitate their role. The Board can co-opt during the year to ensure the Board has a full range of skills and experience to fulfil trustee responsibilities and organisational requirements.

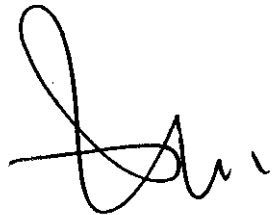
The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

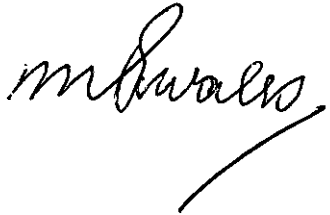
Friendship at Home
Trustees Annual Report

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime, as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Signed on behalf of the board

R. Oxby Trustee
5 August 2024

 10/Sept/2024.

 30th AUG 2024

Friendship at Home

Independent Examiners Report

Independent Examiner's Report to the trustees of Friendship at Home

I report to the charity trustees on my examination of the financial statements of Friendship at Home for the year ended 31 December 2023.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements of the Charity 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 financial statements as carried out under section 145 of the Charities Act 2011 ('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

As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements 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 financial statements to be reached.



Andrew Smith FCCA
AG Smith & Co Ltd
Chartered Certified Accountants
Unit 8 Laceby Business Park
Grimsby
N E Lincolnshire
DN37 7DP
05 August 2024

Friendship at Home
Statement of Financial Activities
for the year ended 31 December 2023

		Unrestricted	Restricted	Total funds	Total funds
		funds	funds	2023	2022
	Notes	2023	2023	2023	2022
		£	£	£	£
Income and endowments					
from:					
Donations and legacies	4	6,092	-	6,092	9,417
Charitable activities	5	44,040	201,422	245,462	351,490
Other trading activities	6	92	-	92	4,210
Investments	7	2,093	-	2,093	265
Total		52,317	201,422	253,739	365,382
Expenditure on:					
Raising funds	8	155	-	155	1,131
Charitable activities	9	40,066	162,250	202,316	232,765
Other	10	8,871	66,124	74,995	31,580
Total		49,092	228,374	277,466	265,476
Net gains on investments		-	-	-	-
Net (expenditure)/income		3,225	(26,952)	(23,727)	99,906
Transfers between funds		224	(224)	-	-
Net (expenditure)/income before other gains/(losses)		3,449	(27,176)	(23,727)	99,906
Other gains and losses					
Net movement in funds		3,449	(27,176)	(23,727)	99,906
Reconciliation of funds:					
Total funds brought forward		196,538	135,867	332,405	232,499
Total funds carried forward		199,987	108,691	308,678	332,405

Friendship at Home
Summary Income and Expenditure Account
for the year ended 31 December 2023

	2023	2022
	£	£
Income	251,646	365,117
Interest and investment income	2,093	265
Gross income for the year	<u>253,739</u>	<u>365,382</u>
Expenditure	277,466	265,476
Total expenditure for the year	<u>277,466</u>	<u>265,476</u>
Net (expenditure)/income before tax for the year	(23,727)	99,906
Net (expenditure)/income for the year	<u>(23,727)</u>	<u>99,906</u>

Friendship at Home
Balance Sheet
at 31 December 2023

Company No. CE002812	Notes	2023 £	2022 £
Current assets			
Debtors	12	7,238	505
Cash at bank and in hand		305,923	339,294
		<u>313,161</u>	<u>339,799</u>
Creditors: Amount falling due within one year	13	(4,483)	(7,394)
Net current assets		<u>308,678</u>	<u>332,405</u>
Total assets less current liabilities		<u>308,678</u>	<u>332,405</u>
Net assets excluding pension asset or liability		<u>308,678</u>	<u>332,405</u>
Total net assets		<u>308,678</u>	<u>332,405</u>
The funds of the charity			
Restricted funds	14		
Restricted income funds		108,691	135,867
		<u>108,691</u>	<u>135,867</u>
Unrestricted funds	14		
General funds		81,487	91,538
Designated funds		118,500	105,000
		<u>199,987</u>	<u>196,538</u>
Reserves	14		
Total funds		<u>308,678</u>	<u>332,405</u>

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

For the year ended 31 December 2023 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

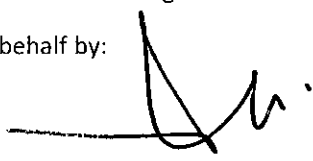
The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the board on 05 August 2023

And signed on its behalf by:

R. Oxby
Trustee

05 August 2024


Rox Oxby

Friendship at Home
Notes to the Accounts

for the year ended 31 December 2023

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Revaluation funds	These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
-----------------------	---

Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
---------------------------------	--

Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
------------------------	--

Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
-------------------------------------	---

Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
---------------------------------	--

Volunteer help	The value of any volunteer help received is not included in the accounts.
----------------	---

Investment income	This is included in the accounts when receivable.
-------------------	---

Gains/(losses) on revaluation of fixed assets	This includes any gain or loss resulting from revaluing investments to market value at the end of the year.
---	---

Gains/(losses) on investment assets	This includes any gain or loss on the sale of investments.
-------------------------------------	--

Friendship at Home

Notes to the Accounts

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Friendship at Home

Notes to the Accounts

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.

Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.

In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital.

Friendship at Home
Notes to the Accounts

3 Statement of Financial Activities - prior year

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Income and endowments from:			
Donations and legacies	9,417	-	9,417
Charitable activities	41,803	309,687	351,490
Other trading activities	4,210	-	4,210
Investments	265	-	265
Total	55,695	309,687	365,382
Expenditure on:			
Raising funds	1,131	-	1,131
Charitable activities	35,089	197,676	232,765
Other	31,580	-	31,580
Total	67,800	197,676	265,476
Net income	(12,105)	112,011	99,906
Transfers between funds	2,567	(2,567)	-
Net income before other gains/(losses)	(9,538)	109,444	99,906
Other gains and losses:			
Net movement in funds	(9,538)	109,444	99,906
Reconciliation of funds:			
Total funds brought forward	206,076	26,423	232,499
Total funds carried forward	196,538	135,867	332,405

4 Income from donations and legacies

	Unrestricted £	Total 2023 £	Total 2022 £
Donations	6,092	6,092	9,417
	<u>6,092</u>	<u>6,092</u>	<u>9,417</u>

5 Income from charitable activities

	Unrestricted £	Restricted £	Total 2023 £	Total 2022 £
Charitable activities	40,790	-	40,790	30,812
Grants	3,250	123,922	127,172	320,678
Contracts	-	77,500	77,500	-
	<u>44,040</u>	<u>201,422</u>	<u>245,462</u>	<u>351,490</u>

Friendship at Home
Notes to the Accounts

6 Income from other trading activities

	Unrestricted	Total 2023	Total 2022
	£	£	£
Fundraising activities	92	92	4,210
	<u>92</u>	<u>92</u>	<u>4,210</u>

7 Income from investments

	Unrestricted	Total 2023	Total 2022
	£	£	£
Interest on cash deposits	2,093	2,093	265
	<u>2,093</u>	<u>2,093</u>	<u>265</u>

8 Expenditure on raising funds

	Unrestricted	Total 2023	Total 2022
	£	£	£
<i>Fundraising trading costs</i>			
Fundraising activities	155	155	1,131
	<u>155</u>	<u>155</u>	<u>1,131</u>

9 Expenditure on charitable activities

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
<i>Expenditure on charitable activities</i>				
Charitable activities	36,044	162,250	198,294	229,921
<i>Governance costs</i>				
Accountancy	4,022	-	4,022	2,844
	<u>40,066</u>	<u>162,250</u>	<u>202,316</u>	<u>232,765</u>

10 Other expenditure

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
Employee costs	-	66,124	66,124	25,295
Premises costs	-	-	-	164
General administrative costs	7,708	-	7,708	6,121
Legal and professional costs	1,163	-	1,163	-
	<u>8,871</u>	<u>66,124</u>	<u>74,995</u>	<u>31,580</u>

Friendship at Home
Notes to the Accounts

11 Staff costs

	2023	2022
Salaries and wages	180,629	177,782
Social security costs	8,169	6,691
Pension costs	11,105	12,101
	<u>199,903</u>	<u>196,574</u>

No employee received emoluments in excess of £60,000.

Total employee benefits received by key management personnel	50,410	50,074
--	--------	--------

The average monthly number of full time equivalent employees during the year was as follows:

	2023	2022
	Number	Number
Charitable activities	7	6
Administration	1	2
	<u>8</u>	<u>8</u>

12 Debtors

	2023	2022
	£	£
Trade debtors	6,687	32
Prepayments and accrued income	551	473
	<u>7,238</u>	<u>505</u>

13 Creditors:

amounts falling due within one year

	2023	2022
	£	£
Trade creditors	733	71
Other taxes and social security	-	2,994
Other creditors	1,125	2,170
Accruals	2,625	2,159
	<u>4,483</u>	<u>7,394</u>

Friendship at Home
Notes to the Accounts

14 Movement in funds

	At 1 January 2023	Incoming resources (including other gains/losses) £	Resources expended £	Gross transfers £	At 31 December 2023 £
Restricted funds:					
Restricted income funds:					
Lottery	6,935	53,922	(59,739)	-	1,118
St Hughes	8,381	-	(7,397)	(984)	-
NBF - Social Isolation	(789)	-	-	789	-
Million Pound Challenge	8,363	25,000	(8,014)	-	25,349
Longhurst	2,418	-	(2,418)	-	-
NELC Main Service	-	37,500	(30,424)	-	7,076
Humber and North Yorkshire					
HCP - Hospital Discharge	29,908	50,000	(53,636)	-	26,272
NELC - Over 75's	22,841	35,000	(43,007)	-	14,834
Active Humber	3,354	-	(3,325)	(29)	-
Abbeyfields	50,000	-	(20,414)	-	29,586
Sports England	4,456	-	-	-	4,456
Total	135,867	201,422	(228,374)	(224)	108,691
Unrestricted funds:					
General funds	91,538	52,317	(49,092)	(13,276)	81,487
Designated funds:					
Shutdown Costs	105,000	-	-	13,500	118,500
Total	105,000	-	-	13,500	118,500
Total funds	332,405	253,739	(277,466)	-	308,678

Purposes and restrictions in relation to the funds:

Restricted funds:

Lottery	Grant to provide befriending and volunteer service.
St Hughes	Grant to provide a dementia support service.
NBF - Social Isolation	Grant to provide short-term reintegration support.
Million Pound Challenge	Grant to provide short-term reintegration support.
Longhurst	Grant to support digital inclusion.
NELC Main Service	Funding to provide social activities/befriending support/information and advice to existing and new members.
Humber and North Yorkshire	Funding to support patients being discharged from hospital.
HCP - Hospital Discharge	
NELC - Over 75's	Funding to provide a holistic wellbeing check service.
Active Humber	Grant to provide exercise sessions/activities.

Friendship at Home

Notes to the Accounts

Abbeyfields	Grant to provide Befriending service.
Sports England	Grant to provide exercise activities.
Designated funds:	
Shutdown Costs	Costs set aside to shut down should funding be insufficient to continue.

15 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Net current assets	199,987	108,691	308,678
	<u>199,987</u>	<u>108,691</u>	<u>308,678</u>

16 Commitments

Operating lease commitments

Annual commitments under non-cancellable operating leases are as follows:

	2023 Land and buildings £	2023 Other £	2022 Land and buildings £	2022 Other £
Operating leases with expiry date:				
Within one year	-	1,089	2,825	-
In the second to fifth years inclusive	-	-	-	3,703
	<u>-</u>	<u>1,089</u>	<u>2,825</u>	<u>3,703</u>

Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amount to £12,101 (2021: £9,769).

	2023 £	2022 £
Unpaid contributions due to the fund are included in other creditors and amounted to:	<u>1,125</u>	<u>2,170</u>

17 Related party disclosures

Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

Friendship at Home
Detailed Statement of Financial Activities
for the year ended 31 December 2023

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2023	2023	2023	2022
	£	£	£	£
Income and endowments from:				
Donations and legacies				
Donations	6,092	-	6,092	9,417
	6,092	-	6,092	9,417
Charitable activities				
Charitable activities	40,790	-	40,790	30,812
Grants	3,250	123,922	127,172	320,678
Contracts	-	77,500	77,500	-
	44,040	201,422	245,462	351,490
Other trading activities				
Fundraising activities	92	-	92	4,210
	92	-	92	4,210
Investments				
Interest on cash deposits	2,093	-	2,093	265
	2,093	-	2,093	265
Total income and endowments	52,317	201,422	253,739	365,382
Expenditure on:				
Costs of other trading activities				
Fundraising activities	155	-	155	1,131
	155	-	155	1,131
Total of expenditure on raising funds	155	-	155	1,131
Charitable activities				
Charitable activities	36,044	162,250	198,294	229,921
	36,044	162,250	198,294	229,921
Governance costs				
Accountancy	4,022	-	4,022	2,844
	4,022	-	4,022	2,844
Total of expenditure on charitable activities	40,066	162,250	202,316	232,765
Employee costs				
Salaries/wages	-	66,124	66,124	25,295
	-	66,124	66,124	25,295
Premises cleaning	-	-	-	28
Premises repairs and maintenance	-	-	-	136
	-	-	-	164

Friendship at Home

Detailed Statement of Financial Activities

General administrative costs, including depreciation and amortisation				
Bank charges	397	-	397	775
Equipment expensed	-	-	-	172
General insurances	181	-	181	538
Information and publications	90	-	90	177
Postage and couriers	1,313	-	1,313	1,528
Software, IT support and related costs	3,285	-	3,285	1,204
Stationery and printing	2,361	-	2,361	1,581
Subscriptions	72	-	72	100
Sundry expenses	3	-	3	46
Telephone, fax and broadband	6	-	6	-
	<u>7,708</u>	<u>-</u>	<u>7,708</u>	<u>6,121</u>
Legal and professional costs				
Consultancy fees	1,163	-	1,163	-
	<u>1,163</u>	<u>-</u>	<u>1,163</u>	<u>-</u>
Total of expenditure of other costs	<u>8,871</u>	<u>66,124</u>	<u>74,995</u>	<u>31,580</u>
Total expenditure	<u>49,092</u>	<u>228,374</u>	<u>277,466</u>	<u>265,476</u>
Net gains on investments	-	-	-	-
	<u>3,225</u>	<u>(26,952)</u>	<u>(23,727)</u>	<u>99,906</u>
Net (expenditure)/income				
Transfers between funds	224	(224)	-	-
	<u>3,449</u>	<u>(27,176)</u>	<u>(23,727)</u>	<u>99,906</u>
Net (expenditure)/income before other gains/(losses)				
Other Gains	-	-	-	-
	<u>3,449</u>	<u>(27,176)</u>	<u>(23,727)</u>	<u>99,906</u>
Net movement in funds	<u>3,449</u>	<u>(27,176)</u>	<u>(23,727)</u>	<u>99,906</u>
Reconciliation of funds:				
Total funds brought forward	196,538	135,867	332,405	232,499
Total funds carried forward	<u>199,987</u>	<u>108,691</u>	<u>308,678</u>	<u>332,405</u>

Accounts



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Friendship at Home CIO



**NE Lincs Charity of the Year
2023**

Trustees Annual Report 2022

From 1st January 2022 Period to 31st December 2022

Friendship at Home

Charity No. 1160062

Company No. CE002812

Trustees' Report and Unaudited Accounts

31 December 2022

Friendship at Home

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Friendship at Home

Chairmans Report

With the impact of Covid now receding into the past, I am pleased to report how well the team have responded to getting all our services returned to some normality and indeed, with more (hybrid) enhancements to offer too. The diverse offer we provide is expanding and is constantly improved.

The home visits and group activities which had to cease during lockdown have now resumed with hybrid activities offered as a norm, as well as the traditional face to face services and activities.

We were again very fortunate in receiving a few supporting grants from successful bids submitted and the generous donations continued from many loyal donors. Thanks to the Local Authority-NELC- who supported us funding for our Over 75 Project. Sector Support NEL also gave us assistance with monies through their Social Isolation Funding.

The National Lottery continued to give us assistance with Covid Grant monies, (before our main Core Funding Application was determined), to underpin salary and cost base. We were granted the £106,000 pounds Core Funding which has sustained the organisation in the short term. However, all our focus now is put into securing alternative sources of long term funding are now secured quickly to fill the gap left. These are therefore critical times with our very survival in jeopardy.

Thanks also to St Hugh's Hospital for their funding for another two years, to support our local Dementia work for clients and their carers. Sadly, though now that funding has ceased. This intensifies our concern to find and secure alternative funding sources.

I would also particularly like to thank Lyse and Julie for again being a rock for me; ever committed and caring and totally dedicated to compassionately serve the needs of our members. They have both worked tirelessly, (as have the staff), to bring in the moneys, manage the service and then deliver them successfully and sensitively. All this amidst a hugely challenging environment. Well done team! You have been, and remain, simply amazing! Thanks too to Mandy Sparks for stepping up into the role of Deputy to Lyse. Her energy and zest is indeed galvanising us further going forward.

However, it was with sadness and regret that we said goodbye to Julie at the end of the Year upon her retirement. Her contribution has been truly monumental, and she should be proud of the amazing and lasting legacy she has left. Over 16 years total commitment to the cause, from leading on our inception to ongoing delivery. She has been a constant source of inspiration, drive and has been a trailblazer and true Champion of our cause. We want to thank you Julie for all your efforts, your support, faithful service and visionary and dynamic leadership. Ever approachable and ever humble; 'Asta lavista Julie'

Membership of the Board of Trustees has remained consistent. Whilst we still lack an experienced accountant as a Trustee, we have nevertheless retained our diverse, experienced, cohesive and committed Board of Trustees. I would like to thank all our Board Members for their patronage, support and hard work too. We are fortunate to have a wide range of thoroughly professional Trustees who are actively involved in setting the vision and overseeing and scrutinising of the charity's work and finances.

They provide a range of support across our activities, including advocacy and promotions recruitment of staff, business continuity, policy development, and risk and impact assessments and overview.

Friendship at Home Chairmans Report

Finally I want to reflect upon the success of Friendship at Home. The reason we can function efficiently and effectively, is primarily due to the superb support of our cadre of volunteers who provide all our face-to-face befriending, provide support and arrange and assist in fundraising events. Volunteers are our life blood; sitting at the very heart of our service. Without your passion, dedication and enthusiasm, we would not be considered the Befriending 'charity of choice' here in North East Lincolnshire. It is important not to lose sight of the fact that it is our collective activities that plays a major part in redressing the terrible reality, that for older people, social isolation and extreme loneliness has a major impact on health and well-being. If this is not effectively dealt with, it results in costly and debilitating medical interventions, early admission or re-admission to hospital and care facilities. Our 'Social Return on Investment' remains second to none in the community and voluntary sector. This is something we should all be proud of.

Which is why it is our ambition to be seen as a mainstream provider of efficient and effective care and support in our community; especially by our local authority and statutory bodies which commission social care services. Our aim is to receive core funding, on a sustainable basis, from these bodies so that we aren't constantly looking over our shoulders for cash, expending disproportionate amounts of time and energy 'chasing down' ever reducing pots of grant monies and constantly worried whether our charity can survive beyond the next year when funding streams cease. Our service is widespread, valued, needed, dependable and of high quality - and needs recognising and resourcing as such by the powers that be.

It is important to have the surety of continuing, fantastic support of our willing volunteers, underpinned by our committed and professional members of staff. We have always been a charity that has been prepared to adapt to changing circumstances and the needs of clients – an approach likely to be crucial for sustaining our long-term future.

We have now established a unique 'Later Life Partnership' (LLP) for our area, on the back of close working and alignment with Carelink and Age UK locally. We are developing our presence with the greater use of the social media forums- Twitter, Instagram, LinkedIn and Facebook- to maximise our reach and raise and broaden our profile and impact further afield.

Also, the development of a joint App, and the procurement and loan out of our Tablets, helps reach another audience that needs our support to address their particular niche of social isolation and assistance in their homes.

On behalf of fellow Trustees, I wish to record my sincere thanks to all Members, Volunteers and Staff for all your hard work and support during 2022 I commend this Annual Report to you and look forward to your continued involvement and commitment in the current year. I am honoured to be your Chair.

Thank you for making this a great and treasured organisation.

RAY OXBY - CHAIR
28 September 2023

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 December 2022.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. CE002812

Charity No. 1160062

Principal Office

6-7 Aspen Court
Cleethorpes
North East Lincolnshire
DN35 0SJ

Registered Office

6-7 Aspen Court
Cleethorpes
N E Lincolnshire
DN35 0SJ

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law.
The following Directors and Trustees served during the year:

M. Bateson
K. Green
A. Maggs MBE
R. Oxby
K. Parker
M. Swales
R. Walsh

Key Management Personnel

Operational Manager	Lyse Stephenson
Development Manager	Julie Rigby
Deputy Manager/Dementia Service Manager	Amanda Sparkes

Accountants

AG Smith & Co Ltd
Chartered Certified Accountants
Unit 8 Laceby Business Park
Grimsby
North East Lincolnshire
DN37 7DP

OBJECTIVES AND ACTIVITIES

The main objectives of the charity are:

- To reduce social isolation and loneliness
- To improve health and wellbeing
- To improve quality of life
- To support older people in maintaining their independence
- To grow and strengthen our charity and its services through an innovative approach which meets the needs of older people and the communities in which we work.
- To work in partnership with all sectors to continuously improve the quality and efficiency of our services to become outstanding and a beacon service.
- To retain, reward, strengthen, motivate and support a high-quality workforce
- Support 1,000 members
- Provide 120 volunteers with opportunities
- Provide placements to social work and university students
- Deliver 588 social and exercise activities
- Facilitate 3,120 1-1 befriending sessions
- Provide over 57,000 volunteer hours
- Introduce 80 members to the digital world
- Provide specialised Dementia support to 180 members
- Facilitate quicker discharge(s), through preparing their home environment.

The strategies used to achieve the charities aims and objective are:

1.To grow and strengthen our charity and its services through an innovative approach which meets the needs of older people and the communities in which we work.

Support 1000 members/carers experiencing social isolation/loneliness.

Introduce innovative ways of befriending- member to member and virtual.

Introduce members to the digital world through our tablet scheme and app.

Enable older people to participate in social/exercise activities in the community/hybrid.

Deliver a 7 day a week service.

2.To work in partnership with other organisations to provide an enhanced service for older people in NE Lincolnshire.

Develop partnership working with a range of appropriate organisations- specifically the Later Life Partnership partners.

3. To encourage service user involvement and consultation in developing our activities and services. To influence local policies that affect older people of NE Lincolnshire by facilitating service user involvement and consultation.

Facilitate fortnightly older peoples forums in a variety of community venues.

Form strategic alliances with statutory, not for profit and community organisations to improve policy and services for older people in NE Lincolnshire.

Senior Managers to form part of local forums- social isolation, digital and mental health groups and disseminate findings and views.

Friendship at Home

Trustees Annual Report

4.To increase income generation to sustain our services.

Source local/national funding streams to complement Friendship at Home's budgets- including core funding.

Complete quarterly reviews of strategic plan, focusing on quality of service and financial sustainability.

Prepare Friendship at Home's app to be considered as part of local support services.

Develop Friendship at Home's befriending model, app nationally.

Member subscription to our online social activities.

5.To retain, reward, strengthen, motive and support a high-quality workforce.

Invest in our staff, trustees, volunteers to ensure staff development and retention.

Ensure the Board is operating to highest possible operating standards.

Recruit, train and support 130 volunteers.

Provide placement opportunities to students.

6.To ensure Friendship at Home's services are fit for the future and meet the changing needs of older people.

Develop relationships and support with hard-to-reach minority groups, ethnic and LGBT.

Develop a Business Plan for new Day Support services in consultation with older people in NEL that is personalised and cost effective.

Deliver a small-scale pilot 'Day service' project in conjunction with other appropriate organisations based on identified need from consultations.

The charity is a Public Benefit Entity, and the trustees have had regard to the Charity Commissions guidance on public benefit.

ACHIEVEMENTS AND PERFORMANCE

Charity of the year Civic Awards

A key achievement this year was that Friendship at Home was chosen as winner of 'Charity of the Year' at the North East Lincolnshire Civic Awards. The awards celebrate community spirit in North East Lincolnshire and there were more than 200 nominations across several categories.

Students

We have had two IT students working with us and they have been incredibly busy redesigning our website and promotional material; and what a fantastic job they have done too! All our materials have been redesigned to include updated information and look much more professional and modern. We have continued to forge our relationship with local colleges and university to ensure we are providing good placements for students to enable them to build their skills and strengthen our workforce.

Older People's Forums

We have held 16 Older People's Forums this year at a variety of venues; libraries, social groups, community centres, group dwellings and from the end of September 2022 we have arranged a regular forum at Age UK on the last Friday of every month. We are honoured that people are keen to air their views to us and we are proud to give these people a voice; ensuring that their voices are heard, and appropriate action is taken. All the information gathered is collated and a feedback meeting will be planned in 2023 with other services and forum representatives to share and discuss the feedback. Other services and charities are keen to be involved in this and we hope positive action can be taken, as a result.

Friendship at Home

Trustees Annual Report

Partnership Working

We strive to be active participants in the health and social care sector and dedicate time to attend multi-agency meetings such as Voluntary, Community and Social Enterprise monthly meetings, Mental Health alliance, Safeguarding Adults Board, Social Isolation group and Digital Forum. These meetings promote our partnership working and ensure we work together with other agencies more seamlessly. These meetings also afford us the opportunity to ensure older people and our values remain at the forefront of priorities in NE Lincolnshire.

Later Life Partnership NEL

We have established an effective partnership between Friendship at Home, Carelink and AGE UK providing holistic support to older people in NE Lincolnshire and accordingly seek funding to develop and continue this long term. The Partnership has provided effective working relationships and support for Managers and staff members. The LLP are currently undertaking the £1M Challenge Project and have just secured further funding to deliver this until March 2024. We have agreed to take on the historic NEL Older Peoples Advice Days and have developed a combined Later Life Partnership App and website incorporating all 3 organisations services broadening our reach and scope.

Significant activities

£1M Challenge Project

The LLP received local funding in 2022 for the partnership to deliver a project that engages with older people to ensure they are aware of full benefit entitlements (£1M challenge) as currently as many as 1 in 4 are unclaimed in the area. Friendship at Home is providing the majority of engagement hours and the assessment/advice hours provided by Age UK. At the end of Q3 the partnership project had engaged with 7,588 people and has generated over £414,000 in benefit awards. Some excellent stories around impact are filtering through as awards made can take up to 5 months to come to fruition. PIP claims severely delayed up to 8 months.

Befriending

All evidence suggests loneliness and social isolation is a major health and social concern for older adults living in our community. It is also associated with numerous detrimental health effects including increased risk of all-cause mortality, increased risk for re-hospitalisation, and an increased number of falls.

The pandemic gave everyone the opportunity to experience some of the difficulties social isolation causes, and for many older people this is common reality. It has been estimated that approximately 10% of people over the age of 65 are lonely all or most of the time, with rates rising to 50% amongst those over 80. As such, the demand for our befriending service remains greater than ever before. The Abbeyfield grant we secured this year will enable us to sustain the Befriending service beyond the final 6 months of Lottery funding which is reassuring, and we continue to ensure that loneliness and isolation remains a priority on agendas within NE Lincolnshire.

We have worked tirelessly and creatively to meet this ever-growing demand, but referrals continue to come in thick and fast, thus emphasising the demand for this service.

Over 92% of our members have reported a reduction in loneliness and isolation, that their health and wellbeing has improved and that they have better access to services and information that help them live independently.

Friendship at Home

Trustees Annual Report

Our telephone befriending also remains incredibly popular, this service provides a vital lifeline for those that prefer social interaction on the telephone as opposed to home visits.

This year we have supported almost 100 members in getting a regular weekly visitor and feel incredibly proud to have had a positive impact on their lives.

We have also introduced member to member telephone befriending this year to cope with the huge demand, this must be well managed and only appropriate for a calibre of members but when it works, it works well and is a great benefit to some of our lovely members.

Telephone befriending is still ongoing and providing essential contact for our members, some prefer this type of communication and feel more comfortable chatting on the telephone. With this and our member-to-member befriending, people feel they are making connections and building relationships and friendships with those they talk to. We shall continue to make these matches and help to reduce feelings of loneliness. This year we have provided weekly telephone calls to over 80 different people and our feedback is a statement to how valuable this has been for our members.

Volunteers

2022 saw the introduction of two new volunteer roles; confidence buddy which supports someone who has lost confidence since covid with things like walking to the local shops, going to the doctors and visiting social clubs; this will then be reassessed after 6 weeks to see if there is a chance to build confidence and improve lifestyle.

We have also introduced the digital buddy to help our members do online searches, access apps, virtual clubs, emails etc. Both roles have been popular with our members and our volunteers are thoroughly enjoying the roles.

Some of our volunteers have also been kind enough to dedicate their time doing some life story work with our members. Life story encourages people to share their stories and build the story with pictures etc thus ensuring they feel valued whilst also promoting positive relationships and improving communication. They can also be used as an aid for anybody with memory loss.

We currently have just over 100 active volunteers and are always striving to recruit more to meet the increasing demand. Continuing to advertise through Indeed works well with a steady intake of around 5/6 applicants a month, not all who apply become volunteers, but we have had 8 new Volunteers since July from Indeed.

Social Clubs

Our social clubs continue to be well attended with attendees increasing throughout the year, some of our specialised social groups, such as choir and CST group, are at full capacity. It would appear that some of our social groups have not fully recovered in numbers prior to the pandemic; we offered our help and support to anyone who was worried or anxious about attending social clubs, following the end of all covid restriction, by listening to their concerns and trying to mitigate them where possible.

We recognise the benefits and importance of physical activity and recently introduced some regular exercise sessions to the start of some of our clubs. We were pleasantly surprised how well this concept has been embraced by most of our members; our Thursday social club have been enjoying a free, 30 minute chair based exercise session with a professional fitness coach, before the club begins and have reported back with overwhelming positive praise for the benefits they have seen from engaging in this.

Friendship at Home

Trustees Annual Report

Tuesday Choir

This has been a wonderful year for our fantastic Memory Lane Choir, and we are incredibly proud of all that they have achieved. The choir remains at full capacity with just a few members on the waiting list. We are delighted to inform all that we recorded a double CD with all our favourite tracks on; not only will the CD's be lovely keepsakes and a practicing tool, any money generated from CD sales will contribute to Friendship at Home's funds. The choir are becoming quite popular in the local community and have had several invites throughout the year; We were elated to be invited to sing at national armed forces weekend again and the crowd certainly enjoyed the performance, they even danced and sang along. We were also honoured to be invited to perform at Grimsby Central Hall for a couple of the Xmas memorial services. St Andrews Hospice also invited us to perform at their Xmas concert where patients had their spirits raised as they thoroughly enjoyed singing along.

Wednesday Social

The Wednesday social group has become increasingly popular and now benefits around 16 - 20 members each week. The group has two wonderful volunteers who are committed to ensuring the group runs smoothly and support our members to participate in all the activities. The group is aimed at people with memory concerns, but it has also benefited their carers and some members in the group now meet outside the club to offer each other support.

We have enjoyed some special celebrations this year, we shared a joint party with Thursday CST members for the queen's jubilee and loved being entertained by Joan and Angie. Wednesday group members were also grateful to be invited to Morrison's food factory and enjoyed chatting to staff there while sharing a fish and chip supper.

Thursday CST

The Thursday CST group continues to be a valuable contribution to our specialised social groups for people with memory concerns. This group is designed to incorporate concepts from cognitive stimulation therapy, which aims to improve memory and cognition. Compelling evidence suggests that these sessions, (where Group members take part in meaningful and stimulating activities), help maintain memory and mental functioning, it is also considered to be an effective non-medical treatment for those diagnosed with dementia. The group thoroughly enjoy the weekly themed sessions. This year they have particularly enjoyed some special celebrations including the Queen's Jubilee and we have also celebrated two of our members 90th birthday!

We have enjoyed getting a little more physically active; playing active games such as bowls, kurling and even getting out for a day on our local Nunny's Farm.

Our social club survey results show the following:

- 88.6% of members say the exercises have helped to manage their mental health.
- 88.6% of members say the exercises have improved their physical health.
- 77.1% of members say it has helped them build new friendships.
- 79.4% of members say it has enabled them to do more exercises than they would have.
- 91.4% of members say they have enjoyed taking part in the exercises.
- 91.4% of members say that it has increased their confidence to be active.

Tablet Loan Scheme and Virtual Groups.

The tablet loan service aims to combat digital isolation by loaning digital tablets with free Wi-Fi access and personalised tuition to meet individual's needs. We have seen great results supporting older people to access online form filling, banking, shopping and surfing the web. We currently have over 30 tablets out on loan, with most of these people never having accessed the internet before we believe this is quite an achievement. Our LLP app is becoming increasingly popular; it includes useful information and a range of online social activities that are updated regularly. The app also provides access to our online virtual social sessions. Throughout the lockdown periods, we started holding zoom groups for members, which we have continued throughout 2022. These are of particular benefit to those who can't get out to other social clubs, but still want to have that social contact. We have online bingo sessions and fun quizzes, and it is a chance to connect and chat with others.

Our chair based exercise club, which is held in person at the Annie Chapple Centre, can also be accessed live via zoom, which is beneficial to those who can't make the journey there but still want the benefits of regular exercise.

Parties and events

This year we were able to hold our Annual Summer and Christmas Parties at the Memorial Hall, much to the delight of over 300 attendees. A good time was had by all, and we were very pleased to be able to throw two super parties for our members. We have enjoyed some lovely days out this year including a trip to Brigg Garden Centre, a mystery tour to the Kinema in the Woods and a theatre trip to see a Christmas Memories show in December which was a big hit with members. The CST group also enjoyed a day out at Nunny's Farm, many of our members do not have any contact with animals now so they found this was a very special treat, cuddling with the furry and feathery friends!

Over 75's Wellbeing Checks

We are now in the third year of the Over 75's Live Well, Wellbeing Service, although the service is mainly for over 75's, we support anyone over the age of 60 to identify need and signpost to appropriate services/agencies. Post Covid, things are starting to pick up and people are reaching out more for help, we have had 122 referrals from January to December, 2022. The majority of referrals are from Focus, Navigo, and self-referrals, also regular referrals from Red Cross, Age UK, Centre 4, Admiral nurses and the Stroke Association. We have found the most successful referral route is via GP letter; the GP's share lists of people in a determined age bracket and NELC business support will send wellbeing check invites to their home address inviting them to call us. We have worked closely with Cleve medical this year; they have a large number of people in the 75-80 age bracket and now we have completed that list we will move to the 70-75 year olds.

Our more recent referral route is via the hospital discharge project, we offer a wellbeing check within 7 days of leaving hospital and this has proven to be highly valuable for our members especially those who have had a change in circumstances due to their decline in health and mobility. Often it is just a number for a cleaner, hairdresser or a chiropodist but the main concern is usually loneliness and the anxiety that comes with it. It can often be after a bereavement of a partner or maybe due to illness that they suddenly find themselves housebound.

Hospital Discharge

The service is providing a holistic and long-term approach to discharge not just dealing with the presenting needs. We are uncovering issues that could potentially be a factor in readmission, such as an unsafe home environment. For example, we have supported urgent OT assessments, social care referrals, installation of Carelink units and medication. Because we are supporting beyond initial discharge, we are able to build that rapport with the service users and identify potential risks to readmission. Despite the project being in its early stages we are seeing the service user contact us for practical and emotional support rather than take up valuable time of the primary care services, such as, seeing their GP because they are anxious or lonely, or because they have been discharged with the wrong medication. We can act swiftly and get things in place quickly to minimise the risk of readmission.

We undertook 110 hospital discharges to quarter 3 period. Despite the hard work of the staff having a presence at the hospital and building excellent links with the hospital staff the voluntary sector are still facing numerous barriers to acquiring referrals, thus, working with the Trust to try and reduce wider system issues. Although we envisaged demand would be higher during the winter crisis and the much-publicised hospital crisis our discharge numbers in the first month of the crisis did not reflect this. We feel this is a slow journey but confident the VCS is becoming recognised as a vital part of the discharge process. Going forward we will have a full-time presence at the hospital as we agreed resources could be saved/stepped up during this period.

St Hughs Project- Dementia Service

2022 has been yet another successful year for the St Hugh's project and this is reflected in our figures; during 2022 we were pleased to have supported 99 (annual target of 30) new members as well as providing ongoing support to our current members from the previous years.

2022 started just five months after the final Covid lockdown restrictions were lifted so 2022 was a year that we were discovering the impact that lockdown had on people's mental health, particularly those with dementia. It is evidenced that social interactions play a crucial role in easing some of dementia's most devastating symptoms and social isolation increases the risk of dementia by 26% so we were elated to be able to encourage our members back to our social clubs. St Hugh's project are still seen as a beacon for raising awareness of dementia in North East Lincolnshire. This year we used National Dementia Action Day as a platform to raise awareness of dementia and some of the common symptoms that affect people in their day to day living. We had a different event each day in various locations throughout NEL and engaged with general members of the public; giving away sweets with information leaflets. We also hoped this would encourage symptomatic people to seek a diagnosis as an official diagnosis can trigger eligible support networks and promote understanding and better outcomes.

We are very grateful to St Hughs for funding this project for six years but we have recently discovered the funding will terminate in March 2023. We hope to secure funding so we can carry on the fantastic work we have achieved on this project and take it forward into 2023.

FINANCIAL REVIEW

The trustees are satisfied with the financial performance and Impeccable management of the organisations funds which has generated a healthy net income of £365,382.

Friendship at Home

Trustees Annual Report

Currently, and historically, the charity has been primarily funded via grants from foundations and trusts, such as The Lottery and St Hugh's HMT. Our core funding up to June 2023 come primarily from the Big Lottery which has provided continuous support for the last 13 years. Other sources of income include donations and monies raised through activities (such as club fees and fundraising which decreased significantly over 2020/21). We are funded by the local authority to deliver the Over 75's project until June 2023 and to support with hospital discharge as part of the winter pressures initiative until June 2023. We are hoping that these will be the start of a funding partnership between the local authority and Friendship at Home and one that will grow.

Reserves Policy

A formal policy on general reserves was agreed at the January 2019 Trustees meeting. It states: A general reserves policy is desirable to identify that part of the assets of the charity which must be set aside to cover adverse financial contingencies. The reserve fund for Friendship at Home is intended to cover the following contingencies:

1. Orderly closure of the business if continuation is no longer possible.
2. The continuation of the business in periods of adverse cashflow.
3. The acquisition of new office premises and associated moving costs.
4. Orderly closure of the business implies the cessation of operations, the redundancy of staff and any contracted obligations to suppliers. This requires sufficient funds to cover three months funding of salaries and salary related payments.
5. Continued operation in the face of delays to funding grants requires funds to operate the business for a period of up to two months. It is therefore the policy of the charity to designate a general reserve to cover all these contingencies and to ensure that an appropriate proportion of the assets be protected for that purpose.

As per the Charity Commission recommendations the trustees aim to maintain free reserves in unrestricted funds at a level that equates to approximately three months of unrestricted charitable expenditure plus reasonable closure costs enabling appropriate service cessation for the vulnerability of the organisation's client group.

The balance held as unrestricted funds at 31st December 2022 was £196,538 of which £105,000 was ring-fenced shutdown costs.

PLANS FOR FUTURE PERIODS

2023 is crucial for Friendship at Home to maintain financial sustainability by identifying long term income generation that will fund our core services. To provide sustainability beyond June 2023 we need to secure further core funding of at least £130,000 per year to run our core service at its current level- this does not include the added projects, such as, Dementia, Over 75's or Digital which are short-term projects that are reviewed annually. We have a clear business plan in place to attract investment into Friendship at Home to ensure survival beyond this. Currently there is great uncertainty around contracts with the new ICB's (Integrated Care Boards)/Health Care Partnership changes. The Board will continue to work in collaboration with the Senior Managers and within the framework of agreed objectives. The trustees hold monthly meetings to discuss current operations, direction and priorities. Loneliness and isolation have risen to the top of the agenda for Local Authorities and ICB's. Loneliness and isolation have a huge impact on physical/mental health and a person's ability to engage with their community these both have huge financial implications for statutory bodies. They now recognise the positive impact we have in the community and to acknowledge the important part Friendship at Home has to play in going forward with the delivery of services for older people.

Over the next 12 months we seek to increase engagement opportunities in activities that address our vision whilst supporting greater income generation and strengthen our work with partners and stakeholders, delivering on joint projects and seeking new collaborative opportunities. We have set priorities for 2023 coupled with strategies to achieve our future vision. Our vision for 2023 takes us further into the fields of community, connections and partnerships, recognising the positive impact of others in our area of work. We will build on the relationships of organisations that mirror our values and exchange our knowledge and experience, hence the formation of the Later Life Partnership (Friendship at Home, Age UK and Carelink). We will work with these as partners where opportunity arises, and where a combined approach will create greater impact.

We aim to build upon the learning of the last 16 years to guide us on our forthcoming journey, with the support of staff, trustees, members, volunteers and the general public. This next phase will be no less demanding or challenging. This report outlines our commitment to Our Vision, Our Values and Our Mission which are key to us all and the foundation for our success.

Our priorities for 2022-23 outline what we want to achieve, building on the success of our work so far. The last 3 years have certainly been a period of diversification, rethinking priorities and responding to new ways of working. Our focus for this year will be to look at contract opportunities around older people's provision and provide the sustainability of our core service as we approach the completion of Lottery funding in 2023. Covid has highlighted the importance of human relationships and social cohesion bringing loneliness and isolation to the forefront of public attention which is fundamental to the work of Friendship at Home so we feel we are in a prominent position to secure sustainability. The demand for funding available from trusts will be heightened again this year consequential to the Covid recovery situation and Cost of Living Crisis.

Our plans for 2023 predominantly mean we will continue to raise awareness of loneliness and isolation and develop new and modern services that help build social connections. Friendship at Home will strive to work tirelessly, with transparency, integrity and a focus that ensures the older people in our area come first. Moreover, we will endeavour to continue to serve the needs of our community and contribute to its wellbeing with the support and provision that enrich the lives of older people of NEL and the surrounding area.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Friendship at Home is a Charitable Incorporated Organisation and governed by its Constitution. It is registered as a CIO with the Charity Commission. The Constitution was updated in 2014 and amended in 2022 to include 'working with people under 60 that may be isolated'.

Structure and Decision Making

The Board of Trustees meet at least 4 times per year and are responsible for governing the affairs of the charity.

The Board agrees the broad strategy and direction of the charity to ensure the organisation fulfils its objectives. The Operational Manager reports on all areas of risks, financial and non-financial that could threaten the viability, reputation or operational efficiency of the organisation. It takes overall responsibility for ensuring that the financial, legal and contractual obligations of the charity are met and that there are satisfactory systems and controls in place to ensure quality, continuous improvements and regular engagement for stakeholders.

Friendship at Home

Trustees Annual Report

The Operational Manager and Chair maintain regular contact in order to discuss strategy and communications and to ensure the Board is fully advised of any major achievements, incidents or risk issues.

Day to day decision-making is delegated to the Operational Manager who delegates specific responsibilities to senior managers/project leaders as appropriate. The Board receive regular quality, performance and finance reports from the manager.

Recruitment and Appointment of Trustees

Eligibility-Membership of the CIO is open to anyone who is interested in furthering its purposes, and who, by applying for membership, has indicated his or her agreement to become a member and acceptance of the duty of members set out in the Constitution.

Trustee candidates are selected through a rigorous process involving advertising/using NEL Sector Support Services, interview, DBS and references.

The Chair and Trustees are elected at the charity's AGM and serve for three years from the date of their election and are eligible for re-election. All Trustees give their time voluntarily and receive no benefits from the charity. Following appointment trustees attend an induction meeting with the Chair where they are briefed on their legal obligations under charity and company law and constitution, the decision-making process and recent financial performance of the charity. Opportunities are provided for them to meet with staff members to familiarise themselves with the day-to-day operation of the Charity. Trustees are encouraged to attend appropriate external training events where these will facilitate their role. The Board can co-opt during the year to ensure the Board has a full range of skills and experience to fulfil trustee responsibilities and organisational requirements.

Trustee candidates are selected through a rigorous process involving advertising/using NEL Sector Support Services, interview, DBS and references.

The Chair and Trustees are elected at the charity's AGM and serve for three years from the date of their election and are eligible for re-election. All Trustees give their time voluntarily and receive no benefits from the charity. Following appointment trustees attend an induction meeting with the Chair where they are briefed on their legal obligations under charity and company law and constitution, the decision-making process and recent financial performance of the charity. Opportunities are provided for them to meet with staff members to familiarise themselves with the day-to-day operation of the Charity. Trustees are encouraged to attend appropriate external training events where these will facilitate their role. The Board can co-opt during the year to ensure the Board has a full range of skills and experience to fulfil trustee responsibilities and organisational requirements.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Friendship at Home
Trustees Annual Report

Signed on behalf of the board

R. Oxby
Trustee
28 September 2023

Independent Examiner's Report to the trustees of Friendship at Home

I report to the charity trustees on my examination of the financial statements of Friendship at Home for the year ended 31 December 2022 which comprise the Statement of Financial Activities, the Summary Income and Expenditure Account, the Balance Sheet and the related notes.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements of the charity 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 financial statements as carried out under section 145 of the Charities Act 2011 ('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

As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants.

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the Charities SORP (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 financial statements to be reached.

Andrew Smith FCCA
AG Smith & Co Ltd
Chartered Certified Accountants
Unit 8 Laceby Business Park
Grimsby
North East Lincolnshire
DN37 7DP
28 September 2023

Friendship at Home
Statement of Financial Activities
for the year ended 31 December 2022

		Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
	Notes				
Income and endowments from:					
Donations and legacies	4	9,417	-	9,417	5,554
Charitable activities	5	41,803	309,687	351,490	186,396
Other trading activities	6	4,210	-	4,210	15,100
Investments	7	265	-	265	12
Total		55,695	309,687	365,382	207,062
Expenditure on:					
Raising funds	8	1,131	-	1,131	540
Charitable activities	9	35,089	197,676	232,765	212,972
Other	10	31,580	-	31,580	31,624
Total		67,800	197,676	265,476	245,136
Net gains on investments		-	-	-	-
Net income/(expenditure)		(12,105)	112,011	99,906	(38,074)
Transfers between funds		2,567	(2,567)	-	-
Net income/(expenditure) before other gains/(losses)		(9,538)	109,444	99,906	(38,074)
Other gains and losses					
Net movement in funds		(9,538)	109,444	99,906	(38,074)
Reconciliation of funds:					
Total funds brought forward		206,076	26,423	232,499	270,573
Total funds carried forward		196,538	135,867	332,405	232,499

Friendship at Home

Summary Income and Expenditure Account

for the year ended 31 December 2022

	2022 £	2021 £
Income	365,117	207,050
Interest and investment income	265	12
Gross income for the year	<u>365,382</u>	<u>207,062</u>
Expenditure	265,476	245,136
Total expenditure for the year	<u>265,476</u>	<u>245,136</u>
Net income/(expenditure) before tax for the year	99,906	(38,074)
Net income /(expenditure)for the year	<u>99,906</u>	<u>(38,074)</u>

Friendship at Home**Balance Sheet**

at 31 December 2022

Company No.	CE002812	Notes	2022 £	2021 £
Current assets				
Debtors		12	505	-
Cash at bank and in hand			339,294	234,515
			<u>339,799</u>	<u>234,515</u>
Creditors: Amount falling due within one year		13	(7,394)	(2,016)
Net current assets			<u>332,405</u>	<u>232,499</u>
Total assets less current liabilities			<u>332,405</u>	<u>232,499</u>
Net assets excluding pension asset or liability			<u>332,405</u>	<u>232,499</u>
Total net assets			<u>332,405</u>	<u>232,499</u>
The funds of the charity				
Restricted funds				
Restricted income funds		14	135,867	26,423
			<u>135,867</u>	<u>26,423</u>
Unrestricted funds				
General funds		14	91,538	142,331
Designated funds			105,000	63,745
			<u>196,538</u>	<u>206,076</u>
Reserves		14		
Total funds			<u>332,405</u>	<u>232,499</u>

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

For the year ended 31 December 2022 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the board on 28 September 2023

And signed on its behalf by:

R. Oxby

Trustee

28 September 2023

for the year ended 31 December 2022

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is Included in the accounts when receivable.
Gains/(losses) on revaluation of fixed assets	This includes any gain or loss resulting from revaluing investments to market value at the end of the year.
Gains/(losses) on investment assets	This includes any gain or loss on the sale of investments.

Friendship at Home

Notes to the Accounts

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.

Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.

In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Friendship at Home
Notes to the Accounts

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital.

3 Statement of Financial Activities - prior year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Income and endowments from:			
Donations and legacies	5,554	-	5,554
Charitable activities	74,127	112,269	186,396
Other trading activities	15,100	-	15,100
Investments	12	-	12
Total	94,793	112,269	207,062
Expenditure on:			
Raising funds	540	-	540
Charitable activities	26,848	193,384	220,232
Other	24,324	-	24,324
Total	51,712	193,384	245,096
Net income	43,081	(81,115)	(38,034)
Net income before other gains/(losses)	43,081	(81,115)	(38,034)
Other gains and losses:			
Net movement in funds	43,081	(81,115)	(38,034)
Reconciliation of funds:			
Total funds brought forward	162,995	107,578	270,573
Total funds carried forward	206,076	26,463	232,539

4 Income from donations and legacies

	Unrestricted £	Total 2022 £	Total 2021 £
Donations	9,417	9,417	5,554
	9,417	9,417	5,554

5 Income from charitable activities

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Charitable activities	30,812	-	30,812	10,221
Grants	10,991	309,687	320,678	176,175
	<u>41,803</u>	<u>309,687</u>	<u>351,490</u>	<u>186,396</u>

6 Income from other trading activities

	Unrestricted	Total 2022	Total 2021
	£	£	£
Fundraising activities	4,210	4,210	15,100
	<u>4,210</u>	<u>4,210</u>	<u>15,100</u>

7 Income from investments

	Unrestricted	Total 2022	Total 2021
	£	£	£
Interest on cash deposits	265	265	12
	<u>265</u>	<u>265</u>	<u>12</u>

8 Expenditure on raising funds

	Unrestricted	Total 2022	Total 2021
	£	£	£
<i>Fundraising trading costs</i>			
Fundraising activities	1,131	1,131	540
	<u>1,131</u>	<u>1,131</u>	<u>540</u>

9 Expenditure on charitable activities

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
<i>Expenditure on charitable activities</i>				
Charitable activities	32,245	197,676	229,921	212,564
<i>Governance costs</i>				
Accountancy	2,844	-	2,844	408
	<u>35,089</u>	<u>197,676</u>	<u>232,765</u>	<u>212,972</u>

10 Other expenditure

	Unrestricted	Total 2022	Total 2021
	£	£	£
Employee costs	25,295	25,295	23,534
Motor and travel costs	-	-	66
Premises costs	164	164	308
General administrative costs	6,121	6,121	7,716
	<u>31,580</u>	<u>31,580</u>	<u>31,624</u>

11 Staff costs

	2022	2021
Salaries and wages	25,295	23,534
	<u>25,295</u>	<u>23,534</u>

No employee received emoluments in excess of £60,000.

Total employee benefits received by key management personnel	50,074	49,766
--	--------	--------

The average monthly number of full time equivalent employees during the year was as follows:

	2022 Number	2021 Number
Charitable activities	6	8
Administration	2	2
	<u>8</u>	<u>10</u>

12 Debtors

	2022 £	2021 £
Trade debtors	32	-
Prepayments and accrued income	473	-
	<u>505</u>	<u>-</u>

13 Creditors:

amounts falling due within one year

	2022 £	2021 £
Trade creditors	71	500
Other taxes and social security	2,994	-
Other creditors	2,170	1,144
Accruals	2,159	372
	<u>7,394</u>	<u>2,016</u>

14 Movement in funds

	At 1 January 2022	Incoming resources (including other gains/losses) £	Resources expended £	Gross transfers £	At 31 December 2022 £
Restricted funds:					
Restricted Income funds:					
Lottery	(208)	113,056	(105,928)	15	6,935
St Hughes	7,283	35,729	(36,158)	1,527	8,381
NBF - Social Isolation	10,783	707	(12,279)	-	(789)
Million Pound Challenge	-	26,478	(18,115)	-	8,363
Longhurst	-	4,717	(2,299)	-	2,418
Humber and North Yorkshire					
HCP - Hospital Discharge	-	40,000	(10,092)	-	29,908
NELC - Over 75's	-	35,000	(12,159)	-	22,841
Active Humber	-	4,000	(646)	-	3,354
Abbeyfields	-	50,000	-	-	50,000
CAF	(17)	-	-	17	-
Sports England	4,456	-	-	-	4,456
Lottery Covid Bridge	1,290	-	-	(1,290)	-
Clothworkers	2,127	-	-	(2,127)	-
NELC CEV P1	709	-	-	(709)	-
Total	26,423	309,687	(197,676)	(2,567)	135,867
Unrestricted funds:					
General funds	142,331	55,695	(67,800)	(38,688)	91,538
Designated funds:					
Shutdown Costs	63,745	-	-	41,255	105,000
Total	63,745	-	-	41,255	105,000
Total funds	232,499	365,382	(265,476)	-	332,405

Purposes and restrictions in relation to the funds:

Restricted funds:

Lottery	Grant to provide befriending and volunteer service.
St Hughes	Grant to provide a dementia support service.
NBF - Social Isolation	Grant to provide short-term reintegration support.
Million Pound Challenge	Grant to provide short-term reintegration support.
Longhurst	Grant to support digital inclusion.
Humber and North Yorkshire	Funding to support patients being discharged from hospital.
HCP - Hospital Discharge	
NELC - Over 75's	Funding to provide a holistic wellbeing check service.
Active Humber	Grant to provide exercise sessions/activities.

Friendship at Home

Notes to the Accounts

Abbeyfields	Grant to provide Befriending service.
CAF	Grant to support core service during COVID.
Sports England	Grant to provide exercise activities.
Lottery Covid Bridge	Additional grant to assist with provision of services during Covid.
Clothworkers	Grant to provide digital equipment to older people.
NELC CEV P1	Grant to provide reintegration support/activities to vulnerable people.
Designated funds:	
Shutdown Costs	Costs set aside to shut down should funding be insufficient to continue.

15 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Net current assets	196,538	135,867	332,405
	<u>196,538</u>	<u>135,867</u>	<u>332,405</u>

16 Reconciliation of net debt

	At 1 January 2022	Cash flows	At 31 December 2022
	£	£	£
Cash and cash equivalents	234,515	104,779	339,294
	<u>234,515</u>	<u>104,779</u>	<u>339,294</u>
Net debt	<u>234,515</u>	<u>104,779</u>	<u>339,294</u>

17 Commitments

Operating lease commitments

Annual commitments under non-cancellable operating leases are as follows:

	2022 Land and buildings	2022 Other	2021 Land and buildings	2021 Other
	£	£	£	£
Operating leases with expiry date:				
Within one year	2,825	-	-	-
In the second to fifth years inclusive	-	3,703	5,650	6,316
	<u>2,825</u>	<u>3,703</u>	<u>5,650</u>	<u>6,316</u>

Lease payments recognised as an expense in the period totalled £5,439 (2021: £4,350).

Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amount to £12,101 (2021: £9,769).

	2022 £	2021 £
Unpaid contributions due to the fund are included in other creditors and amounted to:	<u>2,170</u>	<u>1,144</u>

18 Related party disclosures

Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

There were no related party transactions in the period that require disclosure.

Friendship at Home
Detailed Statement of Financial Activities
for the year ended 31 December 2022

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income and endowments from:				
Donations and legacies				
Donations	9,417	-	9,417	5,554
	<u>9,417</u>	<u>-</u>	<u>9,417</u>	<u>5,554</u>
Charitable activities				
Charitable activities	30,812	-	30,812	10,221
Grants	10,991	309,687	320,678	176,175
	<u>41,803</u>	<u>309,687</u>	<u>351,490</u>	<u>186,396</u>
Other trading activities				
Fundraising activities	4,210	-	4,210	15,100
	<u>4,210</u>	<u>-</u>	<u>4,210</u>	<u>15,100</u>
Investments				
Interest on cash deposits	265	-	265	12
	<u>265</u>	<u>-</u>	<u>265</u>	<u>12</u>
Total income and endowments	55,695	309,687	365,382	207,062
Expenditure on:				
Costs of other trading activities				
Fundraising activities	1,131	-	1,131	540
	<u>1,131</u>	<u>-</u>	<u>1,131</u>	<u>540</u>
Total of expenditure on raising funds	1,131	-	1,131	540
Charitable activities				
Charitable activities	32,245	197,676	229,921	212,564
	<u>32,245</u>	<u>197,676</u>	<u>229,921</u>	<u>212,564</u>
Governance costs				
Accountancy	2,844	-	2,844	408
	<u>2,844</u>	<u>-</u>	<u>2,844</u>	<u>408</u>
Total of expenditure on charitable activities	35,089	197,676	232,765	212,972
Employee costs				
Salaries/wages	25,295	-	25,295	23,534
	<u>25,295</u>	<u>-</u>	<u>25,295</u>	<u>23,534</u>
Travel and subsistence	-	-	-	66
	<u>-</u>	<u>-</u>	<u>-</u>	<u>66</u>
Premises costs				
Premises cleaning	28	-	28	303
Premises repairs and maintenance	136	-	136	5

Friendship at Home

Detailed Statement of Financial Activities

	164	-	164	308
General administrative costs, including depreciation and amortisation				
Bank charges	775	-	775	124
Equipment expensed	172	-	172	3,726
General insurances	538	-	538	-
Information and publications	177	-	177	-
Postage and couriers	1,528	-	1,528	-
Software, IT support and related costs	1,204	-	1,204	320
Stationery and printing	1,581	-	1,581	1,919
Subscriptions	100	-	100	219
Sundry expenses	46	-	46	1,360
Telephone, fax and broadband	-	-	-	48
	6,121	-	6,121	7,716
Total of expenditure of other costs	31,580	-	31,580	31,624
Total expenditure	67,800	197,676	265,476	245,136
Net gains on investments	-	-	-	-
	(12,105)	112,011	99,906	(38,074)
Net income/(expenditure)				
Transfers between funds	2,567	(2,567)	-	-
Net income/(expenditure) before other gains/(losses)	(9,538)	109,444	99,906	(38,074)
Other Gains	-	-	-	-
Net movement in funds	(9,538)	109,444	99,906	(38,074)
Reconciliation of funds:				
Total funds brought forward	206,076	26,423	232,499	270,573
Total funds carried forward	196,538	135,867	332,405	232,499

Signed Version - Final

Friendship at Home

Charity No. 1160062

Company No. CE002812

Trustees' Report and Unaudited Accounts

31 December 2022

Friendship at Home
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Friendship at Home

Chairmans Report

With the Impact of Covid now receding into the past, I am pleased to report how well the team have responded to getting all our services returned to some normality and indeed, with more (hybrid) enhancements to offer too. The diverse offer we provide is expanding and is constantly improved.

The home visits and group activities which had to cease during lockdown have now resumed with hybrid activities offered as a norm, as well as the traditional face to face services and activities.

We were again very fortunate in receiving a few supporting grants from successful bids submitted and the generous donations continued from many loyal donors. Thanks to the Local Authority-NELC- who supported us funding for our Over 75 Project. Sector Support NEL also gave us assistance with monies through their Social Isolation Funding.

The National Lottery continued to give us assistance with Covid Grant monies, (before our main Core Funding Application was determined), to underpin salary and cost base. We were granted the £106,000 pounds Core Funding which has sustained the organisation in the short term. However, all our focus now is put into securing alternative sources of long term funding are now secured quickly to fill the gap left. These are therefore critical times with our very survival in jeopardy.

Thanks also to St Hugh's Hospital for their funding for another two years, to support our local Dementia work for clients and their carers. Sadly, though now that funding has ceased. This intensifies our concern to find and secure alternative funding sources.

I would also particularly like to thank Lyse and Julie for again being a rock for me; ever committed and caring and totally dedicated to compassionately serve the needs of our members. They have both worked tirelessly, (as have the staff), to bring in the moneys, manage the service and then deliver them successfully and sensitively. All this amidst a hugely challenging environment. Well done team! You have been, and remain, simply amazing! Thanks too to Mandy Sparks for stepping up into the role of Deputy to Lyse. Her energy and zest is indeed galvanising us further going forward.

However, it was with sadness and regret that we said goodbye to Julie at the end of the Year upon her retirement. Her contribution has been truly monumental, and she should be proud of the amazing and lasting legacy she has left. Over 16 years total commitment to the cause, from leading on our inception to ongoing delivery. She has been a constant source of inspiration, drive and has been a trailblazer and true Champion of our cause. We want to thank you Julie for all your efforts, your support, faithful service and visionary and dynamic leadership. Ever approachable and ever humble; 'Asta lavista Julie'

Membership of the Board of Trustees has remained consistent. Whilst we still lack an experienced accountant as a Trustee, we have nevertheless retained our diverse, experienced, cohesive and committed Board of Trustees. I would like to thank all our Board Members for their patronage, support and hard work too. We are fortunate to have a wide range of thoroughly professional Trustees who are actively involved in setting the vision and overseeing and scrutinising of the charity's work and finances.

They provide a range of support across our activities, including advocacy and promotions recruitment of staff, business continuity, policy development, and risk and impact assessments and overview.

Friendship at Home Chairmans Report

Finally I want to reflect upon the success of Friendship at Home. The reason we can function efficiently and effectively, is primarily due to the superb support of our cadre of volunteers who provide all our face-to-face befriending, provide support and arrange and assist in fundraising events. Volunteers are our life blood; sitting at the very heart of our service. Without your passion, dedication and enthusiasm, we would not be considered the Befriending 'charity of choice' here in North East Lincolnshire. It is important not to lose sight of the fact that it is our collective activities that plays a major part in redressing the terrible reality, that for older people, social isolation and extreme loneliness has a major impact on health and well-being. If this is not effectively dealt with, it results in costly and debilitating medical interventions, early admission or re-admission to hospital and care facilities. Our 'Social Return on Investment' remains second to none in the community and voluntary sector. This is something we should all be proud of.

Which is why it is our ambition to be seen as a mainstream provider of efficient and effective care and support in our community; especially by our local authority and statutory bodies which commission social care services. Our aim is to receive core funding, on a sustainable basis, from these bodies so that we aren't constantly looking over our shoulders for cash, expending disproportionate amounts of time and energy 'chasing down' ever reducing pots of grant monies and constantly worried whether our charity can survive beyond the next year when funding streams cease. Our service is widespread, valued, needed, dependable and of high quality - and needs recognising and resourcing as such by the powers that be.

It is important to have the surety of continuing, fantastic support of our willing volunteers, underpinned by our committed and professional members of staff. We have always been a charity that has been prepared to adapt to changing circumstances and the needs of clients – an approach likely to be crucial for sustaining our long-term future.

We have now established a unique 'Later Life Partnership' (LLP) for our area, on the back of close working and alignment with Carelink and Age UK locally. We are developing our presence with the greater use of the social media forums- Twitter, Instagram, LinkedIn and Facebook- to maximise our reach and raise and broaden our profile and impact further afield.

Also, the development of a joint App, and the procurement and loan out of our Tablets, helps reach another audience that needs our support to address their particular niche of social isolation and assistance in their homes.

On behalf of fellow Trustees, I wish to record my sincere thanks to all Members, Volunteers and Staff for all your hard work and support during 2022 I commend this Annual Report to you and look forward to your continued involvement and commitment in the current year. I am honoured to be your Chair.

Thank you for making this a great and treasured organisation.



RAY OXBY - CHAIR
28 September 2023

Friendship at Home
Trustees Annual Report

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 December 2022.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. CE002812

Charity No. 1160062

Principal Office

6-7 Aspen Court
Cleethorpes
North East Lincolnshire
DN35 0SJ

Registered Office

6-7 Aspen Court
Cleethorpes
N E Lincolnshire
DN35 0SJ

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law.
The following Directors and Trustees served during the year:

M. Bateson
K. Green
A. Maggs MBE
R. Oxby
K. Parker
M. Swales
R. Walsh

Key Management Personnel

Operational Manager
Development Manager
Deputy Manager/Dementia Service
Manager

Lyse Stephenson
Julie Rigby

Amanda Sparkes

Accountants

AG Smith & Co Ltd
Chartered Certified Accountants
Unit 8 Laceby Business Park
Grimsby
North East Lincolnshire
DN37 7DP

Friendship at Home

Trustees Annual Report

OBJECTIVES AND ACTIVITIES

The main objectives of the charity are:

- To reduce social isolation and loneliness
- To improve health and wellbeing
- To improve quality of life
- To support older people in maintaining their independence
- To grow and strengthen our charity and its services through an innovative approach which meets the needs of older people and the communities in which we work.
- To work in partnership with all sectors to continuously improve the quality and efficiency of our services to become outstanding and a beacon service.
- To retain, reward, strengthen, motivate and support a high-quality workforce
- Support 1,000 members
- Provide 120 volunteers with opportunities
- Provide placements to social work and university students
- Deliver 588 social and exercise activities
- Facilitate 3,120 1-1 befriending sessions
- Provide over 57,000 volunteer hours
- Introduce 80 members to the digital world
- Provide specialised Dementia support to 180 members
- Facilitate quicker discharge(s), through preparing their home environment.

The strategies used to achieve the charities aims and objective are:

1.To grow and strengthen our charity and its services through an innovative approach which meets the needs of older people and the communities in which we work.

Support 1000 members/carers experiencing social isolation/loneliness.

Introduce innovative ways of befriending- member to member and virtual.

Introduce members to the digital world through our tablet scheme and app.

Enable older people to participate in social/exercise activities in the community/hybrid.

Deliver a 7 day a week service.

2.To work in partnership with other organisations to provide an enhanced service for older people in NE Lincolnshire.

Develop partnership working with a range of appropriate organisations- specifically the Later Life Partnership partners.

3. To encourage service user involvement and consultation in developing our activities and services. To influence local policies that affect older people of NE Lincolnshire by facilitating service user involvement and consultation.

Facilitate fortnightly older peoples forums in a variety of community venues.

Form strategic alliances with statutory, not for profit and community organisations to improve policy and services for older people in NE Lincolnshire.

Senior Managers to form part of local forums- social isolation, digital and mental health groups and disseminate findings and views.

Friendship at Home

Trustees Annual Report

4.To increase income generation to sustain our services.

Source local/national funding streams to complement Friendship at Home's budgets- including core funding.

Complete quarterly reviews of strategic plan, focusing on quality of service and financial sustainability.

Prepare Friendship at Home's app to be considered as part of local support services.

Develop Friendship at Home's befriending model, app nationally.

Member subscription to our online social activities.

5.To retain, reward, strengthen, motivate and support a high-quality workforce.

Invest in our staff, trustees, volunteers to ensure staff development and retention.

Ensure the Board is operating to highest possible operating standards.

Recruit, train and support 130 volunteers.

Provide placement opportunities to students.

6.To ensure Friendship at Home's services are fit for the future and meet the changing needs of older people.

Develop relationships and support with hard-to-reach minority groups, ethnic and LGBT.

Develop a Business Plan for new Day Support services in consultation with older people in NEL that is personalised and cost effective.

Deliver a small-scale pilot 'Day service' project in conjunction with other appropriate organisations based on identified need from consultations.

The charity is a Public Benefit Entity, and the trustees have had regard to the Charity Commissions guidance on public benefit.

ACHIEVEMENTS AND PERFORMANCE

Charity of the year Civic Awards

A key achievement this year was that Friendship at Home was chosen as winner of 'Charity of the Year' at the North East Lincolnshire Civic Awards. The awards celebrate community spirit in North East Lincolnshire and there were more than 200 nominations across several categories.

Students

We have had two IT students working with us and they have been incredibly busy redesigning our website and promotional material; and what a fantastic job they have done too! All our materials have been redesigned to include updated information and look much more professional and modern. We have continued to forge our relationship with local colleges and university to ensure we are providing good placements for students to enable them to build their skills and strengthen our workforce.

Older People's Forums

We have held 16 Older People's Forums this year at a variety of venues; libraries, social groups, community centres, group dwellings and from the end of September 2022 we have arranged a regular forum at Age UK on the last Friday of every month. We are honoured that people are keen to air their views to us and we are proud to give these people a voice; ensuring that their voices are heard, and appropriate action is taken. All the information gathered is collated and a feedback meeting will be planned in 2023 with other services and forum representatives to share and discuss the feedback. Other services and charities are keen to be involved in this and we hope positive action can be taken, as a result.

Friendship at Home

Trustees Annual Report

Partnership Working

We strive to be active participants in the health and social care sector and dedicate time to attend multi-agency meetings such as Voluntary, Community and Social Enterprise monthly meetings, Mental Health alliance, Safeguarding Adults Board, Social Isolation group and Digital Forum. These meetings promote our partnership working and ensure we work together with other agencies more seamlessly. These meetings also afford us the opportunity to ensure older people and our values remain at the forefront of priorities in NE Lincolnshire.

Later Life Partnership NEL

We have established an effective partnership between Friendship at Home, Carelink and AGE UK providing holistic support to older people in NE Lincolnshire and accordingly seek funding to develop and continue this long term. The Partnership has provided effective working relationships and support for Managers and staff members. The LLP are currently undertaking the £1M Challenge Project and have just secured further funding to deliver this until March 2024. We have agreed to take on the historic NEL Older Peoples Advice Days and have developed a combined Later Life Partnership App and website Incorporating all 3 organisations services broadening our reach and scope.

Significant activities

£1M Challenge Project

The LLP received local funding in 2022 for the partnership to deliver a project that engages with older people to ensure they are aware of full benefit entitlements (£1M challenge) as currently as many as 1 in 4 are unclaimed in the area. Friendship at Home is providing the majority of engagement hours and the assessment/advice hours provided by Age UK. At the end of Q3 the partnership project had engaged with 7,588 people and has generated over £414,000 in benefit awards. Some excellent stories around impact are filtering through as awards made can take up to 5 months to come to fruition. PIP claims severely delayed up to 8 months.

Befriending

All evidence suggests loneliness and social isolation is a major health and social concern for older adults living in our community. It is also associated with numerous detrimental health effects including increased risk of all-cause mortality, increased risk for re-hospitalisation, and an increased number of falls.

The pandemic gave everyone the opportunity to experience some of the difficulties social isolation causes, and for many older people this is common reality. It has been estimated that approximately 10% of people over the age of 65 are lonely all or most of the time, with rates rising to 50% amongst those over 80. As such, the demand for our befriending service remains greater than ever before. The Abbeyfield grant we secured this year will enable us to sustain the Befriending service beyond the final 6 months of Lottery funding which is reassuring, and we continue to ensure that loneliness and isolation remains a priority on agendas within NE Lincolnshire.

We have worked tirelessly and creatively to meet this ever-growing demand, but referrals continue to come in thick and fast, thus emphasising the demand for this service.

Over 92% of our members have reported a reduction in loneliness and isolation, that their health and wellbeing has improved and that they have better access to services and information that help them live independently.

Friendship at Home

Trustees Annual Report

Our telephone befriending also remains incredibly popular, this service provides a vital lifeline for those that prefer social interaction on the telephone as opposed to home visits.

This year we have supported almost 100 members in getting a regular weekly visitor and feel incredibly proud to have had a positive impact on their lives.

We have also introduced member to member telephone befriending this year to cope with the huge demand, this must be well managed and only appropriate for a calibre of members but when it works, it works well and is a great benefit to some of our lovely members.

Telephone befriending is still ongoing and providing essential contact for our members, some prefer this type of communication and feel more comfortable chatting on the telephone. With this and our member-to-member befriending, people feel they are making connections and building relationships and friendships with those they talk to. We shall continue to make these matches and help to reduce feelings of loneliness. This year we have provided weekly telephone calls to over 80 different people and our feedback is a statement to how valuable this has been for our members.

Volunteers

2022 saw the introduction of two new volunteer roles; confidence buddy which supports someone who has lost confidence since covid with things like walking to the local shops, going to the doctors and visiting social clubs; this will then be reassessed after 6 weeks to see if there is a chance to build confidence and improve lifestyle.

We have also introduced the digital buddy to help our members do online searches, access apps, virtual clubs, emails etc. Both roles have been popular with our members and our volunteers are thoroughly enjoying the roles.

Some of our volunteers have also been kind enough to dedicate their time doing some life story work with our members. Life story encourages people to share their stories and build the story with pictures etc thus ensuring they feel valued whilst also promoting positive relationships and improving communication. They can also be used as an aid for anybody with memory loss.

We currently have just over 100 active volunteers and are always striving to recruit more to meet the increasing demand. Continuing to advertise through Indeed works well with a steady intake of around 5/6 applicants a month, not all who apply become volunteers, but we have had 8 new Volunteers since July from Indeed.

Social Clubs

Our social clubs continue to be well attended with attendees increasing throughout the year, some of our specialised social groups, such as choir and CST group, are at full capacity. It would appear that some of our social groups have not fully recovered in numbers prior to the pandemic; we offered our help and support to anyone who was worried or anxious about attending social clubs, following the end of all covid restriction, by listening to their concerns and trying to mitigate them where possible.

We recognise the benefits and importance of physical activity and recently introduced some regular exercise sessions to the start of some of our clubs. We were pleasantly surprised how well this concept has been embraced by most of our members; our Thursday social club have been enjoying a free, 30 minute chair based exercise session with a professional fitness coach, before the club begins and have reported back with overwhelming positive praise for the benefits they have seen from engaging in this.

Friendship at Home

Trustees Annual Report

Tuesday Choir

This has been a wonderful year for our fantastic Memory Lane Choir, and we are incredibly proud of all that they have achieved. The choir remains at full capacity with just a few members on the waiting list. We are delighted to inform all that we recorded a double CD with all our favourite tracks on; not only will the CD's be lovely keepsakes and a practicing tool, any money generated from CD sales will contribute to Friendship at Home's funds. The choir are becoming quite popular in the local community and have had several invites throughout the year; We were elated to be invited to sing at national armed forces weekend again and the crowd certainly enjoyed the performance, they even danced and sang along. We were also honoured to be invited to perform at Grimsby Central Hall for a couple of the Xmas memorial services. St Andrews Hospice also invited us to perform at their Xmas concert where patients had their spirits raised as they thoroughly enjoyed singing along.

Wednesday Social

The Wednesday social group has become increasingly popular and now benefits around 16 - 20 members each week. The group has two wonderful volunteers who are committed to ensuring the group runs smoothly and support our members to participate in all the activities. The group is aimed at people with memory concerns, but it has also benefited their carers and some members in the group now meet outside the club to offer each other support.

We have enjoyed some special celebrations this year, we shared a joint party with Thursday CST members for the queen's jubilee and loved being entertained by Joan and Angie. Wednesday group members were also grateful to be invited to Morrison's food factory and enjoyed chatting to staff there while sharing a fish and chip supper.

Thursday CST

The Thursday CST group continues to be a valuable contribution to our specialised social groups for people with memory concerns. This group is designed to incorporate concepts from cognitive stimulation therapy, which aims to improve memory and cognition. Compelling evidence suggests that these sessions, (where group members take part in meaningful and stimulating activities), help maintain memory and mental functioning, it is also considered to be an effective non-medical treatment for those diagnosed with dementia. The group thoroughly enjoy the weekly themed sessions. This year they have particularly enjoyed some special celebrations including the Queen's Jubilee and we have also celebrated two of our members 90th birthday!

We have enjoyed getting a little more physically active; playing active games such as bowls, curling and even getting out for a day on our local Nunny's Farm.

Our social club survey results show the following:

- 88.6% of members say the exercises have helped to manage their mental health.
- 88.6% of members say the exercises have improved their physical health.
- 77.1% of members say it has helped them build new friendships.
- 79.4% of members say it has enabled them to do more exercises than they would have.
- 91.4% of members say they have enjoyed taking part in the exercises.
- 91.4% of members say that it has increased their confidence to be active.

Tablet Loan Scheme and Virtual Groups.

The tablet loan service aims to combat digital isolation by loaning digital tablets with free Wi-Fi access and personalised tuition to meet individual's needs. We have seen great results supporting older people to access online form filling, banking, shopping and surfing the web. We currently have over 30 tablets out on loan, with most of these people never having accessed the internet before we believe this is quite an achievement. Our LLP app is becoming increasingly popular; it includes useful information and a range of online social activities that are updated regularly. The app also provides access to our online virtual social sessions. Throughout the lockdown periods, we started holding zoom groups for members, which we have continued throughout 2022. These are of particular benefit to those who can't get out to other social clubs, but still want to have that social contact. We have online bingo sessions and fun quizzes, and it is a chance to connect and chat with others.

Our chair based exercise club, which is held in person at the Annie Chapple Centre, can also be accessed live via zoom, which is beneficial to those who can't make the journey there but still want the benefits of regular exercise.

Parties and events

This year we were able to hold our Annual Summer and Christmas Parties at the Memorial Hall, much to the delight of over 300 attendees. A good time was had by all, and we were very pleased to be able to throw two super parties for our members. We have enjoyed some lovely days out this year including a trip to Brigg Garden Centre, a mystery tour to the Kinema in the Woods and a theatre trip to see a Christmas Memories show in December which was a big hit with members. The CST group also enjoyed a day out at Nunny's Farm, many of our members do not have any contact with animals now so they found this was a very special treat, cuddling with the furry and feathery friends!

Over 75's Wellbeing Checks

We are now in the third year of the Over 75's Live Well, Wellbeing Service, although the service is mainly for over 75's, we support anyone over the age of 60 to identify need and signpost to appropriate services/agencies. Post Covid, things are starting to pick up and people are reaching out more for help, we have had 122 referrals from January to December, 2022. The majority of referrals are from Focus, Navigo, and self-referrals, also regular referrals from Red Cross, Age UK, Centre 4, Admiral nurses and the Stroke Association. We have found the most successful referral route is via GP letter; the GP's share lists of people in a determined age bracket and NELC business support will send wellbeing check invites to their home address inviting them to call us. We have worked closely with Clee medical this year; they have a large number of people in the 75-80 age bracket and now we have completed that list we will move to the 70-75 year olds.

Our more recent referral route is via the hospital discharge project, we offer a wellbeing check within 7 days of leaving hospital and this has proven to be highly valuable for our members especially those who have had a change in circumstances due to their decline in health and mobility. Often it is just a number for a cleaner, hairdresser or a chiropodist but the main concern is usually loneliness and the anxiety that comes with it. It can often be after a bereavement of a partner or maybe due to illness that they suddenly find themselves housebound.

Friendship at Home

Trustees Annual Report

Hospital Discharge

The service is providing a holistic and long-term approach to discharge not just dealing with the presenting needs. We are uncovering issues that could potentially be a factor in readmission, such as an unsafe home environment. For example, we have supported urgent OT assessments, social care referrals, installation of Carelink units and medication. Because we are supporting beyond initial discharge, we are able to build that rapport with the service users and identify potential risks to readmission. Despite the project being in its early stages we are seeing the service user contact us for practical and emotional support rather than take up valuable time of the primary care services, such as, seeing their GP because they are anxious or lonely, or because they have been discharged with the wrong medication. We can act swiftly and get things in place quickly to minimise the risk of readmission.

We undertook 110 hospital discharges to quarter 3 period. Despite the hard work of the staff having a presence at the hospital and building excellent links with the hospital staff the voluntary sector are still facing numerous barriers to acquiring referrals, thus, working with the Trust to try and reduce wider system issues. Although we envisaged demand would be higher during the winter crisis and the much-publicised hospital crisis our discharge numbers in the first month of the crisis did not reflect this. We feel this is a slow journey but confident the VCS is becoming recognised as a vital part of the discharge process. Going forward we will have a full-time presence at the hospital as we agreed resources could be saved/stepped up during this period.

St Hughs Project- Dementia Service

2022 has been yet another successful year for the St Hugh's project and this is reflected in our figures; during 2022 we were pleased to have supported 99 (annual target of 30) new members as well as providing ongoing support to our current members from the previous years.

2022 started just five months after the final Covid lockdown restrictions were lifted so 2022 was a year that we were discovering the impact that lockdown had on people's mental health, particularly those with dementia. It is evidenced that social interactions play a crucial role in easing some of dementia's most devastating symptoms and social isolation increases the risk of dementia by 26% so we were elated to be able to encourage our members back to our social clubs. St Hugh's project are still seen as a beacon for raising awareness of dementia in North East Lincolnshire. This year we used National Dementia Action Day as a platform to raise awareness of dementia and some of the common symptoms that affect people in their day to day living. We had a different event each day in various locations throughout NEL and engaged with general members of the public; giving away sweets with information leaflets. We also hoped this would encourage symptomatic people to seek a diagnosis as an official diagnosis can trigger eligible support networks and promote understanding and better outcomes.

We are very grateful to St Hughs for funding this project for six years but we have recently discovered the funding will terminate in March 2023. We hope to secure funding so we can carry on the fantastic work we have achieved on this project and take it forward into 2023.

FINANCIAL REVIEW

The trustees are satisfied with the financial performance and impeccable management of the organisations funds which has generated a healthy net income of £365,382.

Friendship at Home

Trustees Annual Report

Currently, and historically, the charity has been primarily funded via grants from foundations and trusts, such as The Lottery and St Hugh's HMT. Our core funding up to June 2023 come primarily from the Big Lottery which has provided continuous support for the last 13 years. Other sources of income include donations and monies raised through activities (such as club fees and fundraising which decreased significantly over 2020/21). We are funded by the local authority to deliver the Over 75's project until June 2023 and to support with hospital discharge as part of the winder pressures initiative until June 2023. We are hoping that these will be the start of a funding partnership between the local authority and Friendship at Home and one that will grow.

Reserves Policy

A formal policy on general reserves was agreed at the January 2019 Trustees meeting. It states: A general reserves policy is desirable to identify that part of the assets of the charity which must be set aside to cover adverse financial contingencies. The reserve fund for Friendship at Home is intended to cover the following contingencies:

1. Orderly closure of the business if continuation is no longer possible.
2. The continuation of the business in periods of adverse cashflow.
3. The acquisition of new office premises and associated moving costs.
4. Orderly closure of the business implies the cessation of operations, the redundancy of staff and any contracted obligations to suppliers. This requires sufficient funds to cover three months funding of salaries and salary related payments.
5. Continued operation in the face of delays to funding grants requires funds to operate the business for a period of up to two months. It is therefore the policy of the charity to designate a general reserve to cover all these contingencies and to ensure that an appropriate proportion of the assets be protected for that purpose.

As per the Charity Commission recommendations the trustees aim to maintain free reserves in unrestricted funds at a level that equates to approximately three months of unrestricted charitable expenditure plus reasonable closure costs enabling appropriate service cessation for the vulnerability of the organisation's client group.

The balance held as unrestricted funds at 31st December 2022 was £196,538 of which £105,000 was ring-fenced shutdown costs.

PLANS FOR FUTURE PERIODS

2023 is crucial for Friendship at Home to maintain financial sustainability by identifying long term income generation that will fund our core services. To provide sustainability beyond June 2023 we need to secure further core funding of at least £130,000 per year to run our core service at its current level- this does not include the added projects, such as, Dementia, Over 75's or Digital which are short-term projects that are reviewed annually. We have a clear business plan in place to attract investment into Friendship at Home to ensure survival beyond this. Currently there is great uncertainty around contracts with the new ICB's (Integrated Care Boards)/Health Care Partnership changes. The Board will continue to work in collaboration with the Senior Managers and within the framework of agreed objectives. The trustees hold monthly meetings to discuss current operations, direction and priorities. Loneliness and isolation have risen to the top of the agenda for Local Authorities and ICB's. Loneliness and isolation have a huge impact on physical/mental health and a person's ability to engage with their community these both have huge financial implications for statutory bodies. They now recognise the positive impact we have in the community and to acknowledge the important part Friendship at Home has to play in going forward with the delivery of services for older people.

Friendship at Home

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Over the next 12 months we seek to increase engagement opportunities in activities that address our vision whilst supporting greater income generation and strengthen our work with partners and stakeholders, delivering on joint projects and seeking new collaborative opportunities. We have set priorities for 2023 coupled with strategies to achieve our future vision. Our vision for 2023 takes us further into the fields of community, connections and partnerships, recognising the positive impact of others in our area of work. We will build on the relationships of organisations that mirror our values and exchange our knowledge and experience, hence the formation of the Later Life Partnership (Friendship at Home, Age UK and Carelink). We will work with these as partners where opportunity arises, and where a combined approach will create greater impact.

We aim to build upon the learning of the last 16 years to guide us on our forthcoming journey, with the support of staff, trustees, members, volunteers and the general public. This next phase will be no less demanding or challenging. This report outlines our commitment to Our Vision, Our Values and Our Mission which are key to us all and the foundation for our success.

Our priorities for 2022-23 outline what we want to achieve, building on the success of our work so far. The last 3 years have certainly been a period of diversification, rethinking priorities and responding to new ways of working. Our focus for this year will be to look at contract opportunities around older people's provision and provide the sustainability of our core service as we approach the completion of Lottery funding in 2023. Covid has highlighted the importance of human relationships and social cohesion bringing loneliness and isolation to the forefront of public attention which is fundamental to the work of Friendship at Home so we feel we are in a prominent position to secure sustainability. The demand for funding available from trusts will be heightened again this year consequential to the Covid recovery situation and Cost of Living Crisis.

Our plans for 2023 predominantly mean we will continue to raise awareness of loneliness and isolation and develop new and modern services that help build social connections. Friendship at Home will strive to work tirelessly, with transparency, integrity and a focus that ensures the older people in our area come first. Moreover, we will endeavour to continue to serve the needs of our community and contribute to its wellbeing with the support and provision that enrich the lives of older people of NEL and the surrounding area.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Friendship at Home is a Charitable Incorporated Organisation and governed by its Constitution. It is registered as a CIO with the Charity Commission. The Constitution was updated in 2014 and amended in 2022 to include 'working with people under 60 that may be isolated'.

Structure and Decision Making

The Board of Trustees meet at least 4 times per year and are responsible for governing the affairs of the charity.

The Board agrees the broad strategy and direction of the charity to ensure the organisation fulfils its objectives. The Operational Manager reports on all areas of risks, financial and non-financial that could threaten the viability, reputation or operational efficiency of the organisation. It takes overall responsibility for ensuring that the financial, legal and contractual obligations of the charity are met and that there are satisfactory systems and controls in place to ensure quality, continuous improvements and regular engagement for stakeholders.

Friendship at Home

Trustees Annual Report

The Operational Manager and Chair maintain regular contact in order to discuss strategy and communications and to ensure the Board is fully advised of any major achievements, incidents or risk issues.

Day to day decision-making is delegated to the Operational Manager who delegates specific responsibilities to senior managers/project leaders as appropriate. The Board receive regular quality, performance and finance reports from the manager.

Recruitment and Appointment of Trustees

Eligibility-Membership of the CIO is open to anyone who is interested in furthering its purposes, and who, by applying for membership, has indicated his or her agreement to become a member and acceptance of the duty of members set out in the Constitution.

Trustee candidates are selected through a rigorous process involving advertising/using NEL Sector Support Services, interview, DBS and references.

The Chair and Trustees are elected at the charity's AGM and serve for three years from the date of their election and are eligible for re-election. All Trustees give their time voluntarily and receive no benefits from the charity. Following appointment trustees attend an induction meeting with the Chair where they are briefed on their legal obligations under charity and company law and constitution, the decision-making process and recent financial performance of the charity. Opportunities are provided for them to meet with staff members to familiarise themselves with the day-to-day operation of the Charity. Trustees are encouraged to attend appropriate external training events where these will facilitate their role. The Board can co-opt during the year to ensure the Board has a full range of skills and experience to fulfil trustee responsibilities and organisational requirements.

Trustee candidates are selected through a rigorous process involving advertising/using NEL Sector Support Services, interview, DBS and references.

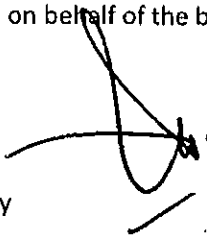
The Chair and Trustees are elected at the charity's AGM and serve for three years from the date of their election and are eligible for re-election. All Trustees give their time voluntarily and receive no benefits from the charity. Following appointment trustees attend an induction meeting with the Chair where they are briefed on their legal obligations under charity and company law and constitution, the decision-making process and recent financial performance of the charity. Opportunities are provided for them to meet with staff members to familiarise themselves with the day-to-day operation of the Charity. Trustees are encouraged to attend appropriate external training events where these will facilitate their role. The Board can co-opt during the year to ensure the Board has a full range of skills and experience to fulfil trustee responsibilities and organisational requirements.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Friendship at Home
Trustees Annual Report

Signed on behalf of the board

A handwritten signature in black ink, appearing to be 'R. Oxby', written over a horizontal line.

R. Oxby
Trustee

28 September 2023

Friendship at Home

Independent Examiners Report

Independent Examiner's Report to the trustees of Friendship at Home

I report to the charity trustees on my examination of the financial statements of Friendship at Home for the year ended 31 December 2022 which comprise the Statement of Financial Activities, the Summary Income and Expenditure Account, the Balance Sheet and the related notes.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements of the charity 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 financial statements as carried out under section 145 of the Charities Act 2011 ('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

As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants.

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the Charities SORP (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 financial statements to be reached.



Andrew Smith FCCA
AG Smith & Co Ltd
Chartered Certified Accountants
Unit 8 Laceby Business Park
Grimsby
North East Lincolnshire
DN37 7DP
28 September 2023

Friendship at Home
Statement of Financial Activities
for the year ended 31 December 2022

		Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
	Notes				
Income and endowments from:					
Donations and legacies	4	9,417	-	9,417	5,554
Charitable activities	5	41,803	309,687	351,490	186,396
Other trading activities	6	4,210	-	4,210	15,100
Investments	7	265	-	265	12
Total		55,695	309,687	365,382	207,062
Expenditure on:					
Raising funds	8	1,131	-	1,131	540
Charitable activities	9	35,089	197,676	232,765	212,972
Other	10	31,580	-	31,580	31,624
Total		67,800	197,676	265,476	245,136
Net gains on investments		-	-	-	-
Net income/(expenditure)		(12,105)	112,011	99,906	(38,074)
Transfers between funds		2,567	(2,567)	-	-
Net income/(expenditure) before other gains/(losses)		(9,538)	109,444	99,906	(38,074)
Other gains and losses					
Net movement in funds		(9,538)	109,444	99,906	(38,074)
Reconciliation of funds:					
Total funds brought forward		206,076	26,423	232,499	270,573
Total funds carried forward		196,538	135,867	332,405	232,499

Friendship at Home
Summary Income and Expenditure Account
for the year ended 31 December 2022

	2022	2021
	£	£
Income	365,117	207,050
Interest and investment income	265	12
Gross income for the year	<u>365,382</u>	<u>207,062</u>
Expenditure	265,476	245,136
Total expenditure for the year	<u>265,476</u>	<u>245,136</u>
Net income/(expenditure) before tax for the year	99,906	(38,074)
Net income /(expenditure)for the year	<u>99,906</u>	<u>(38,074)</u>

Friendship at Home
Balance Sheet
at 31 December 2022

Company No.	CE002812	Notes	2022	2021
			£	£
Current assets				
Debtors	12	505		-
Cash at bank and in hand		339,294		234,515
		<u>339,799</u>		<u>234,515</u>
Creditors: Amount falling due within one year	13	(7,394)		(2,016)
Net current assets		332,405		232,499
Total assets less current liabilities		<u>332,405</u>		<u>232,499</u>
Net assets excluding pension asset or liability		332,405		232,499
Total net assets		<u>332,405</u>		<u>232,499</u>
The funds of the charity				
Restricted funds	14			
Restricted Income funds		135,867		26,423
		<u>135,867</u>		<u>26,423</u>
Unrestricted funds	14			
General funds		91,538		142,331
Designated funds		105,000		63,745
		<u>196,538</u>		<u>206,076</u>
Reserves	14			
Total funds		<u>332,405</u>		<u>232,499</u>

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

For the year ended 31 December 2022 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the board on 28 September 2023

And signed on its behalf by:

R. Oxby

Trustee

28 September 2023

Friendship at Home
Notes to the Accounts

for the year ended 31 December 2022

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the Income can be measured with sufficient reliability.
-----------------------	---

Income with related expenditure	Where income has related expenditure the Income and related expenditure is reported gross in the SoFA.
---------------------------------	--

Donations and legacies	Voluntary Income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
------------------------	--

Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
-------------------------------------	---

Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
---------------------------------	--

Volunteer help	The value of any volunteer help received is not included in the accounts.
----------------	---

Investment income	This is included in the accounts when receivable.
-------------------	---

Gains/(losses) on revaluation of fixed assets	This includes any gain or loss resulting from revaluing investments to market value at the end of the year.
---	---

Gains/(losses) on investment assets	This includes any gain or loss on the sale of investments.
-------------------------------------	--

Friendship at Home

Notes to the Accounts

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.

Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term. In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Friendship at Home

Notes to the Accounts

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital.

3 Statement of Financial Activities - prior year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Income and endowments from:			
Donations and legacies	5,554	-	5,554
Charitable activities	74,127	112,269	186,396
Other trading activities	15,100	-	15,100
Investments	12	-	12
Total	94,793	112,269	207,062
Expenditure on:			
Raising funds	540	-	540
Charitable activities	26,848	193,384	220,232
Other	24,324	-	24,324
Total	51,712	193,384	245,096
Net income	43,081	(81,115)	(38,034)
Net income before other gains/(losses)	43,081	(81,115)	(38,034)
Other gains and losses:			
Net movement in funds	43,081	(81,115)	(38,034)
Reconciliation of funds:			
Total funds brought forward	162,995	107,578	270,573
Total funds carried forward	206,076	26,463	232,539

4 Income from donations and legacies

	Unrestricted £	Total 2022 £	Total 2021 £
Donations	9,417	9,417	5,554
	9,417	9,417	5,554

Friendship at Home
Notes to the Accounts

5 Income from charitable activities

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Charitable activities	30,812	-	30,812	10,221
Grants	10,991	309,687	320,678	176,175
	<u>41,803</u>	<u>309,687</u>	<u>351,490</u>	<u>186,396</u>

6 Income from other trading activities

	Unrestricted	Total 2022	Total 2021
	£	£	£
Fundraising activities	4,210	4,210	15,100
	<u>4,210</u>	<u>4,210</u>	<u>15,100</u>

7 Income from investments

	Unrestricted	Total 2022	Total 2021
	£	£	£
Interest on cash deposits	265	265	12
	<u>265</u>	<u>265</u>	<u>12</u>

8 Expenditure on raising funds

	Unrestricted	Total 2022	Total 2021
	£	£	£
<i>Fundraising trading costs</i>			
Fundraising activities	1,131	1,131	540
	<u>1,131</u>	<u>1,131</u>	<u>540</u>

9 Expenditure on charitable activities

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
<i>Expenditure on charitable activities</i>				
Charitable activities	32,245	197,676	229,921	212,564
<i>Governance costs</i>				
Accountancy	2,844	-	2,844	408
	<u>35,089</u>	<u>197,676</u>	<u>232,765</u>	<u>212,972</u>

Friendship at Home
Notes to the Accounts

10 Other expenditure

	Unrestricted	Total	Total
		2022	2021
	£	£	£
Employee costs	25,295	25,295	23,534
Motor and travel costs	-	-	66
Premises costs	164	164	308
General administrative costs	6,121	6,121	7,716
	<u>31,580</u>	<u>31,580</u>	<u>31,624</u>

11 Staff costs

	2022	2021
Salaries and wages	25,295	23,534
	<u>25,295</u>	<u>23,534</u>

No employee received emoluments in excess of £60,000.

Total employee benefits received by key management personnel	50,074	49,766
--	--------	--------

The average monthly number of full time equivalent employees during the year was as follows:

	2022	2021
	Number	Number
Charitable activities	6	8
Administration	2	2
	<u>8</u>	<u>10</u>

12 Debtors

	2022	2021
	£	£
Trade debtors	32	-
Prepayments and accrued income	473	-
	<u>505</u>	<u>-</u>

13 Creditors:

amounts falling due within one year

	2022	2021
	£	£
Trade creditors	71	500
Other taxes and social security	2,994	-
Other creditors	2,170	1,144
Accruals	2,159	372
	<u>7,394</u>	<u>2,016</u>

Friendship at Home
Notes to the Accounts

14 Movement in funds

	At 1 January 2022	Incoming resources (including other gains/losses) £	Resources expended £	Gross transfers £	At 31 December 2022 £
Restricted funds:					
Restricted income funds:					
Lottery	(208)	113,056	(105,928)	15	6,935
St Hughes	7,283	35,729	(36,158)	1,527	8,381
NBF - Social Isolation	10,783	707	(12,279)	-	(789)
Million Pound Challenge	-	26,478	(18,115)	-	8,363
Longhurst	-	4,717	(2,299)	-	2,418
Humber and North Yorkshire					
HCP - Hospital Discharge	-	40,000	(10,092)	-	29,908
NELC - Over 75's	-	35,000	(12,159)	-	22,841
Active Humber	-	4,000	(646)	-	3,354
Abbeyfields	-	50,000	-	-	50,000
CAF	(17)	-	-	17	-
Sports England	4,456	-	-	-	4,456
Lottery Covid Bridge	1,290	-	-	(1,290)	-
Clothworkers	2,127	-	-	(2,127)	-
NELC CEV P1	709	-	-	(709)	-
Total	26,423	309,687	(197,676)	(2,567)	135,867
Unrestricted funds:					
General funds	142,331	55,695	(67,800)	(38,688)	91,538
Designated funds:					
Shutdown Costs	63,745	-	-	41,255	105,000
Total	63,745	-	-	41,255	105,000
Total funds	232,499	365,382	(265,476)	-	332,405

Purposes and restrictions in relation to the funds:

Restricted funds:

Lottery	Grant to provide befriending and volunteer service.
St Hughes	Grant to provide a dementia support service.
NBF - Social Isolation	Grant to provide short-term reintegration support.
Million Pound Challenge	Grant to provide short-term reintegration support.
Longhurst	Grant to support digital inclusion.
Humber and North Yorkshire	Funding to support patients being discharged from hospital.
HCP - Hospital Discharge	
NELC - Over 75's	Funding to provide a holistic wellbeing check service.
Active Humber	Grant to provide exercise sessions/activities.

Friendship at Home

Notes to the Accounts

Abbeyfields	Grant to provide Befriending service.
CAF	Grant to support core service during COVID.
Sports England	Grant to provide exercise activities.
Lottery Covid Bridge	Additional grant to assist with provision of services during Covid.
Clothworkers	Grant to provide digital equipment to older people.
NELC CEV P1	Grant to provide reintegration support/activities to vulnerable people.
Designated funds:	
Shutdown Costs	Costs set aside to shut down should funding be insufficient to continue.

15 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Net current assets	196,538	135,867	332,405
	<u>196,538</u>	<u>135,867</u>	<u>332,405</u>

16 Reconciliation of net debt

	At 1 January 2022	Cash flows	At 31 December 2022
	£	£	£
Cash and cash equivalents	234,515	104,779	339,294
	<u>234,515</u>	<u>104,779</u>	<u>339,294</u>
Net debt	<u>234,515</u>	<u>104,779</u>	<u>339,294</u>

17 Commitments

Operating lease commitments

Annual commitments under non-cancellable operating leases are as follows:

	2022	2022	2021	2021
	Land and buildings	Other	Land and buildings	Other
	£	£	£	£
Operating leases with expiry date:				
Within one year	2,825	-	-	-
In the second to fifth years inclusive	-	3,703	5,650	6,316
	<u>2,825</u>	<u>3,703</u>	<u>5,650</u>	<u>6,316</u>

Lease payments recognised as an expense in the period totalled £5,439 (2021: £4,350).

Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amount to £12,101 (2021: £9,769).

	2022	2021
	£	£
Unpaid contributions due to the fund are included in other creditors and amounted to:	<u>2,170</u>	<u>1,144</u>

Friendship at Home
Notes to the Accounts

18 Related party disclosures
Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

There were no related party transactions in the period that require disclosure.

Friendship at Home
Detailed Statement of Financial Activities
for the year ended 31 December 2022

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income and endowments from:				
Donations and legacies				
Donations	9,417	-	9,417	5,554
	9,417	-	9,417	5,554
Charitable activities				
Charitable activities	30,812	-	30,812	10,221
Grants	10,991	309,687	320,678	176,175
	41,803	309,687	351,490	186,396
Other trading activities				
Fundraising activities	4,210	-	4,210	15,100
	4,210	-	4,210	15,100
Investments				
Interest on cash deposits	265	-	265	12
	265	-	265	12
Total income and endowments	55,695	309,687	365,382	207,062
Expenditure on:				
Costs of other trading activities				
Fundraising activities	1,131	-	1,131	540
	1,131	-	1,131	540
Total of expenditure on raising funds	1,131	-	1,131	540
Charitable activities				
Charitable activities	32,245	197,676	229,921	212,564
	32,245	197,676	229,921	212,564
Governance costs				
Accountancy	2,844	-	2,844	408
	2,844	-	2,844	408
Total of expenditure on charitable activities	35,089	197,676	232,765	212,972
Employee costs				
Salaries/wages	25,295	-	25,295	23,534
	25,295	-	25,295	23,534
Travel and subsistence	-	-	-	66
	-	-	-	66
Premises costs				
Premises cleaning	28	-	28	303
Premises repairs and maintenance	136	-	136	5

Friendship at Home
Detailed Statement of Financial Activities

	164	-	164	308
General administrative costs, including depreciation and amortisation				
Bank charges	775	-	775	124
Equipment expensed	172	-	172	3,726
General insurances	538	-	538	-
Information and publications	177	-	177	-
Postage and couriers	1,528	-	1,528	-
Software, IT support and related costs	1,204	-	1,204	320
Stationery and printing	1,581	-	1,581	1,919
Subscriptions	100	-	100	219
Sundry expenses	46	-	46	1,360
Telephone, fax and broadband	-	-	-	48
	6,121	-	6,121	7,716
Total of expenditure of other costs	31,580	-	31,580	31,624
Total expenditure	67,800	197,676	265,476	245,136
Net gains on investments	-	-	-	-
	(12,105)	112,011	99,906	(38,074)
Net income/(expenditure)				
Transfers between funds	2,567	(2,567)	-	-
	(9,538)	109,444	99,906	(38,074)
Net income/(expenditure) before other gains/(losses)				
Other Gains	-	-	-	-
	(9,538)	109,444	99,906	(38,074)
Net movement in funds				
Reconciliation of funds:				
Total funds brought forward	206,076	26,423	232,499	270,573
Total funds carried forward	196,538	135,867	332,405	232,499

Signed Version - Final

Friendship at Home

Charity No. 1160062

Company No. CE002812

Trustees' Report and Unaudited Accounts

31 December 2022

Friendship at Home

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Friendship at Home

Chairmans Report

With the Impact of Covid now receding into the past, I am pleased to report how well the team have responded to getting all our services returned to some normality and indeed, with more (hybrid) enhancements to offer too. The diverse offer we provide is expanding and is constantly improved.

The home visits and group activities which had to cease during lockdown have now resumed with hybrid activities offered as a norm, as well as the traditional face to face services and activities.

We were again very fortunate in receiving a few supporting grants from successful bids submitted and the generous donations continued from many loyal donors. Thanks to the Local Authority-NELC- who supported us funding for our Over 75 Project. Sector Support NEL also gave us assistance with monies through their Social Isolation Funding.

The National Lottery continued to give us assistance with Covid Grant monies, (before our main Core Funding Application was determined), to underpin salary and cost base. We were granted the £106,000 pounds Core Funding which has sustained the organisation in the short term. However, all our focus now is put into securing alternative sources of long term funding are now secured quickly to fill the gap left. These are therefore critical times with our very survival in jeopardy.

Thanks also to St Hugh's Hospital for their funding for another two years, to support our local Dementia work for clients and their carers. Sadly, though now that funding has ceased. This intensifies our concern to find and secure alternative funding sources.

I would also particularly like to thank Lyse and Julie for again being a rock for me; ever committed and caring and totally dedicated to compassionately serve the needs of our members. They have both worked tirelessly, (as have the staff), to bring in the moneys, manage the service and then deliver them successfully and sensitively. All this amidst a hugely challenging environment. Well done team! You have been, and remain, simply amazing! Thanks too to Mandy Sparks for stepping up into the role of Deputy to Lyse. Her energy and zest is indeed galvanising us further going forward.

However, it was with sadness and regret that we said goodbye to Julie at the end of the Year upon her retirement. Her contribution has been truly monumental, and she should be proud of the amazing and lasting legacy she has left. Over 16 years total commitment to the cause, from leading on our inception to ongoing delivery. She has been a constant source of inspiration, drive and has been a trailblazer and true Champion of our cause. We want to thank you Julie for all your efforts, your support, faithful service and visionary and dynamic leadership. Ever approachable and ever humble; 'Asta lavista Julie'

Membership of the Board of Trustees has remained consistent. Whilst we still lack an experienced accountant as a Trustee, we have nevertheless retained our diverse, experienced, cohesive and committed Board of Trustees. I would like to thank all our Board Members for their patronage, support and hard work too. We are fortunate to have a wide range of thoroughly professional Trustees who are actively involved in setting the vision and overseeing and scrutinising of the charity's work and finances.

They provide a range of support across our activities, including advocacy and promotions recruitment of staff, business continuity, policy development, and risk and impact assessments and overview.

Friendship at Home Chairmans Report

Finally I want to reflect upon the success of Friendship at Home. The reason we can function efficiently and effectively, is primarily due to the superb support of our cadre of volunteers who provide all our face-to-face befriending, provide support and arrange and assist in fundraising events. Volunteers are our life blood; sitting at the very heart of our service. Without your passion, dedication and enthusiasm, we would not be considered the Befriending 'charity of choice' here in North East Lincolnshire. It is important not to lose sight of the fact that it is our collective activities that plays a major part in redressing the terrible reality, that for older people, social isolation and extreme loneliness has a major impact on health and well-being. If this is not effectively dealt with, it results in costly and debilitating medical interventions, early admission or re-admission to hospital and care facilities. Our 'Social Return on Investment' remains second to none in the community and voluntary sector. This is something we should all be proud of.

Which is why it is our ambition to be seen as a mainstream provider of efficient and effective care and support in our community; especially by our local authority and statutory bodies which commission social care services. Our aim is to receive core funding, on a sustainable basis, from these bodies so that we aren't constantly looking over our shoulders for cash, expending disproportionate amounts of time and energy 'chasing down' ever reducing pots of grant monies and constantly worried whether our charity can survive beyond the next year when funding streams cease. Our service is widespread, valued, needed, dependable and of high quality - and needs recognising and resourcing as such by the powers that be.

It is important to have the surety of continuing, fantastic support of our willing volunteers, underpinned by our committed and professional members of staff. We have always been a charity that has been prepared to adapt to changing circumstances and the needs of clients – an approach likely to be crucial for sustaining our long-term future.

We have now established a unique 'Later Life Partnership' (LLP) for our area, on the back of close working and alignment with Carelink and Age UK locally. We are developing our presence with the greater use of the social media forums- Twitter, Instagram, LinkedIn and Facebook- to maximise our reach and raise and broaden our profile and impact further afield.

Also, the development of a joint App, and the procurement and loan out of our Tablets, helps reach another audience that needs our support to address their particular niche of social isolation and assistance in their homes.

On behalf of fellow Trustees, I wish to record my sincere thanks to all Members, Volunteers and Staff for all your hard work and support during 2022 I commend this Annual Report to you and look forward to your continued involvement and commitment in the current year. I am honoured to be your Chair.

Thank you for making this a great and treasured organisation.



RAY OXBY - CHAIR
28 September 2023

Friendship at Home
Trustees Annual Report

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 December 2022.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. CE002812

Charity No. 1160062

Principal Office

6-7 Aspen Court
Cleethorpes
North East Lincolnshire
DN35 0SJ

Registered Office

6-7 Aspen Court
Cleethorpes
N E Lincolnshire
DN35 0SJ

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law.
The following Directors and Trustees served during the year:

M. Bateson
K. Green
A. Maggs MBE
R. Oxby
K. Parker
M. Swales
R. Walsh

Key Management Personnel

Operational Manager
Development Manager
Deputy Manager/Dementia Service
Manager

Lyse Stephenson
Julie Rigby

Amanda Sparkes

Accountants

AG Smith & Co Ltd
Chartered Certified Accountants
Unit 8 Laceby Business Park
Grimsby
North East Lincolnshire
DN37 7DP

Friendship at Home

Trustees Annual Report

OBJECTIVES AND ACTIVITIES

The main objectives of the charity are:

- To reduce social isolation and loneliness
- To improve health and wellbeing
- To improve quality of life
- To support older people in maintaining their independence
- To grow and strengthen our charity and its services through an innovative approach which meets the needs of older people and the communities in which we work.
- To work in partnership with all sectors to continuously improve the quality and efficiency of our services to become outstanding and a beacon service.
- To retain, reward, strengthen, motivate and support a high-quality workforce
- Support 1,000 members
- Provide 120 volunteers with opportunities
- Provide placements to social work and university students
- Deliver 588 social and exercise activities
- Facilitate 3,120 1-1 befriending sessions
- Provide over 57,000 volunteer hours
- Introduce 80 members to the digital world
- Provide specialised Dementia support to 180 members
- Facilitate quicker discharge(s), through preparing their home environment.

The strategies used to achieve the charities aims and objective are:

1.To grow and strengthen our charity and its services through an innovative approach which meets the needs of older people and the communities in which we work.

Support 1000 members/carers experiencing social isolation/loneliness.

Introduce innovative ways of befriending- member to member and virtual.

Introduce members to the digital world through our tablet scheme and app.

Enable older people to participate in social/exercise activities in the community/hybrid.

Deliver a 7 day a week service.

2.To work in partnership with other organisations to provide an enhanced service for older people in NE Lincolnshire.

Develop partnership working with a range of appropriate organisations- specifically the Later Life Partnership partners.

3. To encourage service user involvement and consultation in developing our activities and services. To influence local policies that affect older people of NE Lincolnshire by facilitating service user involvement and consultation.

Facilitate fortnightly older peoples forums in a variety of community venues.

Form strategic alliances with statutory, not for profit and community organisations to improve policy and services for older people in NE Lincolnshire.

Senior Managers to form part of local forums- social isolation, digital and mental health groups and disseminate findings and views.

Friendship at Home

Trustees Annual Report

4.To increase income generation to sustain our services.

Source local/national funding streams to complement Friendship at Home's budgets- including core funding.

Complete quarterly reviews of strategic plan, focusing on quality of service and financial sustainability.

Prepare Friendship at Home's app to be considered as part of local support services.

Develop Friendship at Home's befriending model, app nationally.

Member subscription to our online social activities.

5.To retain, reward, strengthen, motivate and support a high-quality workforce.

Invest in our staff, trustees, volunteers to ensure staff development and retention.

Ensure the Board is operating to highest possible operating standards.

Recruit, train and support 130 volunteers.

Provide placement opportunities to students.

6.To ensure Friendship at Home's services are fit for the future and meet the changing needs of older people.

Develop relationships and support with hard-to-reach minority groups, ethnic and LGBT.

Develop a Business Plan for new Day Support services in consultation with older people in NEL that is personalised and cost effective.

Deliver a small-scale pilot 'Day service' project in conjunction with other appropriate organisations based on identified need from consultations.

The charity is a Public Benefit Entity, and the trustees have had regard to the Charity Commissions guidance on public benefit.

ACHIEVEMENTS AND PERFORMANCE

Charity of the year Civic Awards

A key achievement this year was that Friendship at Home was chosen as winner of 'Charity of the Year' at the North East Lincolnshire Civic Awards. The awards celebrate community spirit in North East Lincolnshire and there were more than 200 nominations across several categories.

Students

We have had two IT students working with us and they have been incredibly busy redesigning our website and promotional material; and what a fantastic job they have done too! All our materials have been redesigned to include updated information and look much more professional and modern. We have continued to forge our relationship with local colleges and university to ensure we are providing good placements for students to enable them to build their skills and strengthen our workforce.

Older People's Forums

We have held 16 Older People's Forums this year at a variety of venues; libraries, social groups, community centres, group dwellings and from the end of September 2022 we have arranged a regular forum at Age UK on the last Friday of every month. We are honoured that people are keen to air their views to us and we are proud to give these people a voice; ensuring that their voices are heard, and appropriate action is taken. All the information gathered is collated and a feedback meeting will be planned in 2023 with other services and forum representatives to share and discuss the feedback. Other services and charities are keen to be involved in this and we hope positive action can be taken, as a result.

Friendship at Home

Trustees Annual Report

Partnership Working

We strive to be active participants in the health and social care sector and dedicate time to attend multi-agency meetings such as Voluntary, Community and Social Enterprise monthly meetings, Mental Health alliance, Safeguarding Adults Board, Social Isolation group and Digital Forum. These meetings promote our partnership working and ensure we work together with other agencies more seamlessly. These meetings also afford us the opportunity to ensure older people and our values remain at the forefront of priorities in NE Lincolnshire.

Later Life Partnership NEL

We have established an effective partnership between Friendship at Home, Carelink and AGE UK providing holistic support to older people in NE Lincolnshire and accordingly seek funding to develop and continue this long term. The Partnership has provided effective working relationships and support for Managers and staff members. The LLP are currently undertaking the £1M Challenge Project and have just secured further funding to deliver this until March 2024. We have agreed to take on the historic NEL Older Peoples Advice Days and have developed a combined Later Life Partnership App and website Incorporating all 3 organisations services broadening our reach and scope.

Significant activities

£1M Challenge Project

The LLP received local funding in 2022 for the partnership to deliver a project that engages with older people to ensure they are aware of full benefit entitlements (£1M challenge) as currently as many as 1 in 4 are unclaimed in the area. Friendship at Home is providing the majority of engagement hours and the assessment/advice hours provided by Age UK. At the end of Q3 the partnership project had engaged with 7,588 people and has generated over £414,000 in benefit awards. Some excellent stories around impact are filtering through as awards made can take up to 5 months to come to fruition. PIP claims severely delayed up to 8 months.

Befriending

All evidence suggests loneliness and social isolation is a major health and social concern for older adults living in our community. It is also associated with numerous detrimental health effects including increased risk of all-cause mortality, increased risk for re-hospitalisation, and an increased number of falls.

The pandemic gave everyone the opportunity to experience some of the difficulties social isolation causes, and for many older people this is common reality. It has been estimated that approximately 10% of people over the age of 65 are lonely all or most of the time, with rates rising to 50% amongst those over 80. As such, the demand for our befriending service remains greater than ever before. The Abbeyfield grant we secured this year will enable us to sustain the Befriending service beyond the final 6 months of Lottery funding which is reassuring, and we continue to ensure that loneliness and isolation remains a priority on agendas within NE Lincolnshire.

We have worked tirelessly and creatively to meet this ever-growing demand, but referrals continue to come in thick and fast, thus emphasising the demand for this service.

Over 92% of our members have reported a reduction in loneliness and isolation, that their health and wellbeing has improved and that they have better access to services and information that help them live independently.

Friendship at Home

Trustees Annual Report

Our telephone befriending also remains incredibly popular, this service provides a vital lifeline for those that prefer social interaction on the telephone as opposed to home visits.

This year we have supported almost 100 members in getting a regular weekly visitor and feel incredibly proud to have had a positive impact on their lives.

We have also introduced member to member telephone befriending this year to cope with the huge demand, this must be well managed and only appropriate for a calibre of members but when it works, it works well and is a great benefit to some of our lovely members.

Telephone befriending is still ongoing and providing essential contact for our members, some prefer this type of communication and feel more comfortable chatting on the telephone. With this and our member-to-member befriending, people feel they are making connections and building relationships and friendships with those they talk to. We shall continue to make these matches and help to reduce feelings of loneliness. This year we have provided weekly telephone calls to over 80 different people and our feedback is a statement to how valuable this has been for our members.

Volunteers

2022 saw the introduction of two new volunteer roles; confidence buddy which supports someone who has lost confidence since covid with things like walking to the local shops, going to the doctors and visiting social clubs; this will then be reassessed after 6 weeks to see if there is a chance to build confidence and improve lifestyle.

We have also introduced the digital buddy to help our members do online searches, access apps, virtual clubs, emails etc. Both roles have been popular with our members and our volunteers are thoroughly enjoying the roles.

Some of our volunteers have also been kind enough to dedicate their time doing some life story work with our members. Life story encourages people to share their stories and build the story with pictures etc thus ensuring they feel valued whilst also promoting positive relationships and improving communication. They can also be used as an aid for anybody with memory loss.

We currently have just over 100 active volunteers and are always striving to recruit more to meet the increasing demand. Continuing to advertise through Indeed works well with a steady intake of around 5/6 applicants a month, not all who apply become volunteers, but we have had 8 new Volunteers since July from Indeed.

Social Clubs

Our social clubs continue to be well attended with attendees increasing throughout the year, some of our specialised social groups, such as choir and CST group, are at full capacity. It would appear that some of our social groups have not fully recovered in numbers prior to the pandemic; we offered our help and support to anyone who was worried or anxious about attending social clubs, following the end of all covid restriction, by listening to their concerns and trying to mitigate them where possible.

We recognise the benefits and importance of physical activity and recently introduced some regular exercise sessions to the start of some of our clubs. We were pleasantly surprised how well this concept has been embraced by most of our members; our Thursday social club have been enjoying a free, 30 minute chair based exercise session with a professional fitness coach, before the club begins and have reported back with overwhelming positive praise for the benefits they have seen from engaging in this.

Friendship at Home

Trustees Annual Report

Tuesday Choir

This has been a wonderful year for our fantastic Memory Lane Choir, and we are incredibly proud of all that they have achieved. The choir remains at full capacity with just a few members on the waiting list. We are delighted to inform all that we recorded a double CD with all our favourite tracks on; not only will the CD's be lovely keepsakes and a practicing tool, any money generated from CD sales will contribute to Friendship at Home's funds. The choir are becoming quite popular in the local community and have had several invites throughout the year; We were elated to be invited to sing at national armed forces weekend again and the crowd certainly enjoyed the performance, they even danced and sang along. We were also honoured to be invited to perform at Grimsby Central Hall for a couple of the Xmas memorial services. St Andrews Hospice also invited us to perform at their Xmas concert where patients had their spirits raised as they thoroughly enjoyed singing along.

Wednesday Social

The Wednesday social group has become increasingly popular and now benefits around 16 - 20 members each week. The group has two wonderful volunteers who are committed to ensuring the group runs smoothly and support our members to participate in all the activities. The group is aimed at people with memory concerns, but it has also benefited their carers and some members in the group now meet outside the club to offer each other support.

We have enjoyed some special celebrations this year, we shared a joint party with Thursday CST members for the queen's jubilee and loved being entertained by Joan and Angie. Wednesday group members were also grateful to be invited to Morrison's food factory and enjoyed chatting to staff there while sharing a fish and chip supper.

Thursday CST

The Thursday CST group continues to be a valuable contribution to our specialised social groups for people with memory concerns. This group is designed to incorporate concepts from cognitive stimulation therapy, which aims to improve memory and cognition. Compelling evidence suggests that these sessions, (where group members take part in meaningful and stimulating activities), help maintain memory and mental functioning, it is also considered to be an effective non-medical treatment for those diagnosed with dementia. The group thoroughly enjoy the weekly themed sessions. This year they have particularly enjoyed some special celebrations including the Queen's Jubilee and we have also celebrated two of our members 90th birthday!

We have enjoyed getting a little more physically active; playing active games such as bowls, curling and even getting out for a day on our local Nunny's Farm.

Our social club survey results show the following:

- 88.6% of members say the exercises have helped to manage their mental health.
- 88.6% of members say the exercises have improved their physical health.
- 77.1% of members say it has helped them build new friendships.
- 79.4% of members say it has enabled them to do more exercises than they would have.
- 91.4% of members say they have enjoyed taking part in the exercises.
- 91.4% of members say that it has increased their confidence to be active.

Tablet Loan Scheme and Virtual Groups.

The tablet loan service aims to combat digital isolation by loaning digital tablets with free Wi-Fi access and personalised tuition to meet individual's needs. We have seen great results supporting older people to access online form filling, banking, shopping and surfing the web. We currently have over 30 tablets out on loan, with most of these people never having accessed the internet before we believe this is quite an achievement. Our LLP app is becoming increasingly popular; it includes useful information and a range of online social activities that are updated regularly. The app also provides access to our online virtual social sessions. Throughout the lockdown periods, we started holding zoom groups for members, which we have continued throughout 2022. These are of particular benefit to those who can't get out to other social clubs, but still want to have that social contact. We have online bingo sessions and fun quizzes, and it is a chance to connect and chat with others.

Our chair based exercise club, which is held in person at the Annie Chapple Centre, can also be accessed live via zoom, which is beneficial to those who can't make the journey there but still want the benefits of regular exercise.

Parties and events

This year we were able to hold our Annual Summer and Christmas Parties at the Memorial Hall, much to the delight of over 300 attendees. A good time was had by all, and we were very pleased to be able to throw two super parties for our members. We have enjoyed some lovely days out this year including a trip to Brigg Garden Centre, a mystery tour to the Kinema in the Woods and a theatre trip to see a Christmas Memories show in December which was a big hit with members. The CST group also enjoyed a day out at Nunny's Farm, many of our members do not have any contact with animals now so they found this was a very special treat, cuddling with the furry and feathery friends!

Over 75's Wellbeing Checks

We are now in the third year of the Over 75's Live Well, Wellbeing Service, although the service is mainly for over 75's, we support anyone over the age of 60 to identify need and signpost to appropriate services/agencies. Post Covid, things are starting to pick up and people are reaching out more for help, we have had 122 referrals from January to December, 2022. The majority of referrals are from Focus, Navigo, and self-referrals, also regular referrals from Red Cross, Age UK, Centre 4, Admiral nurses and the Stroke Association. We have found the most successful referral route is via GP letter; the GP's share lists of people in a determined age bracket and NELC business support will send wellbeing check invites to their home address inviting them to call us. We have worked closely with Clee medical this year; they have a large number of people in the 75-80 age bracket and now we have completed that list we will move to the 70-75 year olds.

Our more recent referral route is via the hospital discharge project, we offer a wellbeing check within 7 days of leaving hospital and this has proven to be highly valuable for our members especially those who have had a change in circumstances due to their decline in health and mobility. Often it is just a number for a cleaner, hairdresser or a chiropodist but the main concern is usually loneliness and the anxiety that comes with it. It can often be after a bereavement of a partner or maybe due to illness that they suddenly find themselves housebound.

Friendship at Home

Trustees Annual Report

Hospital Discharge

The service is providing a holistic and long-term approach to discharge not just dealing with the presenting needs. We are uncovering issues that could potentially be a factor in readmission, such as an unsafe home environment. For example, we have supported urgent OT assessments, social care referrals, installation of Carelink units and medication. Because we are supporting beyond initial discharge, we are able to build that rapport with the service users and identify potential risks to readmission. Despite the project being in its early stages we are seeing the service user contact us for practical and emotional support rather than take up valuable time of the primary care services, such as, seeing their GP because they are anxious or lonely, or because they have been discharged with the wrong medication. We can act swiftly and get things in place quickly to minimise the risk of readmission.

We undertook 110 hospital discharges to quarter 3 period. Despite the hard work of the staff having a presence at the hospital and building excellent links with the hospital staff the voluntary sector are still facing numerous barriers to acquiring referrals, thus, working with the Trust to try and reduce wider system issues. Although we envisaged demand would be higher during the winter crisis and the much-publicised hospital crisis our discharge numbers in the first month of the crisis did not reflect this. We feel this is a slow journey but confident the VCS is becoming recognised as a vital part of the discharge process. Going forward we will have a full-time presence at the hospital as we agreed resources could be saved/stepped up during this period.

St Hughs Project- Dementia Service

2022 has been yet another successful year for the St Hugh's project and this is reflected in our figures; during 2022 we were pleased to have supported 99 (annual target of 30) new members as well as providing ongoing support to our current members from the previous years.

2022 started just five months after the final Covid lockdown restrictions were lifted so 2022 was a year that we were discovering the impact that lockdown had on people's mental health, particularly those with dementia. It is evidenced that social interactions play a crucial role in easing some of dementia's most devastating symptoms and social isolation increases the risk of dementia by 26% so we were elated to be able to encourage our members back to our social clubs. St Hugh's project are still seen as a beacon for raising awareness of dementia in North East Lincolnshire. This year we used National Dementia Action Day as a platform to raise awareness of dementia and some of the common symptoms that affect people in their day to day living. We had a different event each day in various locations throughout NEL and engaged with general members of the public; giving away sweets with information leaflets. We also hoped this would encourage symptomatic people to seek a diagnosis as an official diagnosis can trigger eligible support networks and promote understanding and better outcomes.

We are very grateful to St Hughs for funding this project for six years but we have recently discovered the funding will terminate in March 2023. We hope to secure funding so we can carry on the fantastic work we have achieved on this project and take it forward into 2023.

FINANCIAL REVIEW

The trustees are satisfied with the financial performance and impeccable management of the organisations funds which has generated a healthy net income of £365,382.

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Currently, and historically, the charity has been primarily funded via grants from foundations and trusts, such as The Lottery and St Hugh's HMT. Our core funding up to June 2023 come primarily from the Big Lottery which has provided continuous support for the last 13 years. Other sources of income include donations and monies raised through activities (such as club fees and fundraising which decreased significantly over 2020/21). We are funded by the local authority to deliver the Over 75's project until June 2023 and to support with hospital discharge as part of the winder pressures initiative until June 2023. We are hoping that these will be the start of a funding partnership between the local authority and Friendship at Home and one that will grow.

Reserves Policy

A formal policy on general reserves was agreed at the January 2019 Trustees meeting. It states: A general reserves policy is desirable to identify that part of the assets of the charity which must be set aside to cover adverse financial contingencies. The reserve fund for Friendship at Home is intended to cover the following contingencies:

1. Orderly closure of the business if continuation is no longer possible.
2. The continuation of the business in periods of adverse cashflow.
3. The acquisition of new office premises and associated moving costs.
4. Orderly closure of the business implies the cessation of operations, the redundancy of staff and any contracted obligations to suppliers. This requires sufficient funds to cover three months funding of salaries and salary related payments.
5. Continued operation in the face of delays to funding grants requires funds to operate the business for a period of up to two months. It is therefore the policy of the charity to designate a general reserve to cover all these contingencies and to ensure that an appropriate proportion of the assets be protected for that purpose.

As per the Charity Commission recommendations the trustees aim to maintain free reserves in unrestricted funds at a level that equates to approximately three months of unrestricted charitable expenditure plus reasonable closure costs enabling appropriate service cessation for the vulnerability of the organisation's client group.

The balance held as unrestricted funds at 31st December 2022 was £196,538 of which £105,000 was ring-fenced shutdown costs.

PLANS FOR FUTURE PERIODS

2023 is crucial for Friendship at Home to maintain financial sustainability by identifying long term income generation that will fund our core services. To provide sustainability beyond June 2023 we need to secure further core funding of at least £130,000 per year to run our core service at its current level- this does not include the added projects, such as, Dementia, Over 75's or Digital which are short-term projects that are reviewed annually. We have a clear business plan in place to attract investment into Friendship at Home to ensure survival beyond this. Currently there is great uncertainty around contracts with the new ICB's (Integrated Care Boards)/Health Care Partnership changes. The Board will continue to work in collaboration with the Senior Managers and within the framework of agreed objectives. The trustees hold monthly meetings to discuss current operations, direction and priorities. Loneliness and isolation have risen to the top of the agenda for Local Authorities and ICB's. Loneliness and isolation have a huge impact on physical/mental health and a person's ability to engage with their community these both have huge financial implications for statutory bodies. They now recognise the positive impact we have in the community and to acknowledge the important part Friendship at Home has to play in going forward with the delivery of services for older people.

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Over the next 12 months we seek to increase engagement opportunities in activities that address our vision whilst supporting greater income generation and strengthen our work with partners and stakeholders, delivering on joint projects and seeking new collaborative opportunities. We have set priorities for 2023 coupled with strategies to achieve our future vision. Our vision for 2023 takes us further into the fields of community, connections and partnerships, recognising the positive impact of others in our area of work. We will build on the relationships of organisations that mirror our values and exchange our knowledge and experience, hence the formation of the Later Life Partnership (Friendship at Home, Age UK and Carelink). We will work with these as partners where opportunity arises, and where a combined approach will create greater impact.

We aim to build upon the learning of the last 16 years to guide us on our forthcoming journey, with the support of staff, trustees, members, volunteers and the general public. This next phase will be no less demanding or challenging. This report outlines our commitment to Our Vision, Our Values and Our Mission which are key to us all and the foundation for our success.

Our priorities for 2022-23 outline what we want to achieve, building on the success of our work so far. The last 3 years have certainly been a period of diversification, rethinking priorities and responding to new ways of working. Our focus for this year will be to look at contract opportunities around older people's provision and provide the sustainability of our core service as we approach the completion of Lottery funding in 2023. Covid has highlighted the importance of human relationships and social cohesion bringing loneliness and isolation to the forefront of public attention which is fundamental to the work of Friendship at Home so we feel we are in a prominent position to secure sustainability. The demand for funding available from trusts will be heightened again this year consequential to the Covid recovery situation and Cost of Living Crisis.

Our plans for 2023 predominantly mean we will continue to raise awareness of loneliness and isolation and develop new and modern services that help build social connections. Friendship at Home will strive to work tirelessly, with transparency, integrity and a focus that ensures the older people in our area come first. Moreover, we will endeavour to continue to serve the needs of our community and contribute to its wellbeing with the support and provision that enrich the lives of older people of NEL and the surrounding area.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Friendship at Home is a Charitable Incorporated Organisation and governed by its Constitution. It is registered as a CIO with the Charity Commission. The Constitution was updated in 2014 and amended in 2022 to include 'working with people under 60 that may be isolated'.

Structure and Decision Making

The Board of Trustees meet at least 4 times per year and are responsible for governing the affairs of the charity.

The Board agrees the broad strategy and direction of the charity to ensure the organisation fulfils its objectives. The Operational Manager reports on all areas of risks, financial and non-financial that could threaten the viability, reputation or operational efficiency of the organisation. It takes overall responsibility for ensuring that the financial, legal and contractual obligations of the charity are met and that there are satisfactory systems and controls in place to ensure quality, continuous improvements and regular engagement for stakeholders.

Friendship at Home

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The Operational Manager and Chair maintain regular contact in order to discuss strategy and communications and to ensure the Board is fully advised of any major achievements, incidents or risk issues.

Day to day decision-making is delegated to the Operational Manager who delegates specific responsibilities to senior managers/project leaders as appropriate. The Board receive regular quality, performance and finance reports from the manager.

Recruitment and Appointment of Trustees

Eligibility-Membership of the CIO is open to anyone who is interested in furthering its purposes, and who, by applying for membership, has indicated his or her agreement to become a member and acceptance of the duty of members set out in the Constitution.

Trustee candidates are selected through a rigorous process involving advertising/using NEL Sector Support Services, interview, DBS and references.

The Chair and Trustees are elected at the charity's AGM and serve for three years from the date of their election and are eligible for re-election. All Trustees give their time voluntarily and receive no benefits from the charity. Following appointment trustees attend an induction meeting with the Chair where they are briefed on their legal obligations under charity and company law and constitution, the decision-making process and recent financial performance of the charity. Opportunities are provided for them to meet with staff members to familiarise themselves with the day-to-day operation of the Charity. Trustees are encouraged to attend appropriate external training events where these will facilitate their role. The Board can co-opt during the year to ensure the Board has a full range of skills and experience to fulfil trustee responsibilities and organisational requirements.

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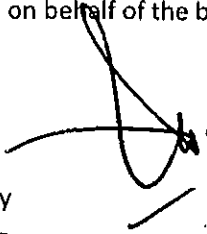
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The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Friendship at Home
Trustees Annual Report

Signed on behalf of the board

A handwritten signature in black ink, appearing to be 'R. Oxby', written over a horizontal line.

R. Oxby
Trustee

28 September 2023

Friendship at Home

Independent Examiners Report

Independent Examiner's Report to the trustees of Friendship at Home

I report to the charity trustees on my examination of the financial statements of Friendship at Home for the year ended 31 December 2022 which comprise the Statement of Financial Activities, the Summary Income and Expenditure Account, the Balance Sheet and the related notes.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements of the charity 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 financial statements as carried out under section 145 of the Charities Act 2011 ('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

As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants.

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the Charities SORP (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 financial statements to be reached.



Andrew Smith FCCA
AG Smith & Co Ltd
Chartered Certified Accountants
Unit 8 Laceby Business Park
Grimsby
North East Lincolnshire
DN37 7DP
28 September 2023

Friendship at Home
Statement of Financial Activities
for the year ended 31 December 2022

		Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
	Notes				
Income and endowments from:					
Donations and legacies	4	9,417	-	9,417	5,554
Charitable activities	5	41,803	309,687	351,490	186,396
Other trading activities	6	4,210	-	4,210	15,100
Investments	7	265	-	265	12
Total		55,695	309,687	365,382	207,062
Expenditure on:					
Raising funds	8	1,131	-	1,131	540
Charitable activities	9	35,089	197,676	232,765	212,972
Other	10	31,580	-	31,580	31,624
Total		67,800	197,676	265,476	245,136
Net gains on investments		-	-	-	-
Net income/(expenditure)		(12,105)	112,011	99,906	(38,074)
Transfers between funds		2,567	(2,567)	-	-
Net income/(expenditure) before other gains/(losses)		(9,538)	109,444	99,906	(38,074)
Other gains and losses					
Net movement in funds		(9,538)	109,444	99,906	(38,074)
Reconciliation of funds:					
Total funds brought forward		206,076	26,423	232,499	270,573
Total funds carried forward		196,538	135,867	332,405	232,499

Friendship at Home
Summary Income and Expenditure Account
for the year ended 31 December 2022

	2022	2021
	£	£
Income	365,117	207,050
Interest and investment income	265	12
Gross income for the year	<u>365,382</u>	<u>207,062</u>
Expenditure	265,476	245,136
Total expenditure for the year	<u>265,476</u>	<u>245,136</u>
Net income/(expenditure) before tax for the year	99,906	(38,074)
Net income /(expenditure)for the year	<u>99,906</u>	<u>(38,074)</u>

Friendship at Home
Balance Sheet
at 31 December 2022

Company No. CE002812	Notes	2022	2021
		£	£
Current assets			
Debtors	12	505	-
Cash at bank and in hand		339,294	234,515
		<u>339,799</u>	<u>234,515</u>
Creditors: Amount falling due within one year	13	(7,394)	(2,016)
Net current assets		332,405	232,499
Total assets less current liabilities		332,405	232,499
Net assets excluding pension asset or liability		332,405	232,499
Total net assets		<u>332,405</u>	<u>232,499</u>
The funds of the charity			
Restricted funds	14		
Restricted Income funds		135,867	26,423
		<u>135,867</u>	<u>26,423</u>
Unrestricted funds	14		
General funds		91,538	142,331
Designated funds		105,000	63,745
		<u>196,538</u>	<u>206,076</u>
Reserves	14		
Total funds		<u>332,405</u>	<u>232,499</u>

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

For the year ended 31 December 2022 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the board on 28 September 2023

And signed on its behalf by:

R. Oxby
Trustee
28 September 2023

Friendship at Home
Notes to the Accounts

for the year ended 31 December 2022

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the Income can be measured with sufficient reliability.
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Income with related expenditure	Where income has related expenditure the Income and related expenditure is reported gross in the SoFA.
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Donations and legacies	Voluntary Income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
------------------------	--

Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
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Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
---------------------------------	--

Volunteer help	The value of any volunteer help received is not included in the accounts.
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Investment income	This is included in the accounts when receivable.
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Gains/(losses) on revaluation of fixed assets	This includes any gain or loss resulting from revaluing investments to market value at the end of the year.
---	---

Gains/(losses) on investment assets	This includes any gain or loss on the sale of investments.
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Friendship at Home

Notes to the Accounts

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Trade and other debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.

Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term. In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Friendship at Home

Notes to the Accounts

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital.

3 Statement of Financial Activities - prior year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Income and endowments from:			
Donations and legacies	5,554	-	5,554
Charitable activities	74,127	112,269	186,396
Other trading activities	15,100	-	15,100
Investments	12	-	12
Total	94,793	112,269	207,062
Expenditure on:			
Raising funds	540	-	540
Charitable activities	26,848	193,384	220,232
Other	24,324	-	24,324
Total	51,712	193,384	245,096
Net income	43,081	(81,115)	(38,034)
Net income before other gains/(losses)	43,081	(81,115)	(38,034)
Other gains and losses:			
Net movement in funds	43,081	(81,115)	(38,034)
Reconciliation of funds:			
Total funds brought forward	162,995	107,578	270,573
Total funds carried forward	206,076	26,463	232,539

4 Income from donations and legacies

	Unrestricted £	Total 2022 £	Total 2021 £
Donations	9,417	9,417	5,554
	9,417	9,417	5,554

Friendship at Home
Notes to the Accounts

5 Income from charitable activities

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Charitable activities	30,812	-	30,812	10,221
Grants	10,991	309,687	320,678	176,175
	<u>41,803</u>	<u>309,687</u>	<u>351,490</u>	<u>186,396</u>

6 Income from other trading activities

	Unrestricted	Total 2022	Total 2021
	£	£	£
Fundraising activities	4,210	4,210	15,100
	<u>4,210</u>	<u>4,210</u>	<u>15,100</u>

7 Income from investments

	Unrestricted	Total 2022	Total 2021
	£	£	£
Interest on cash deposits	265	265	12
	<u>265</u>	<u>265</u>	<u>12</u>

8 Expenditure on raising funds

	Unrestricted	Total 2022	Total 2021
	£	£	£
<i>Fundraising trading costs</i>			
Fundraising activities	1,131	1,131	540
	<u>1,131</u>	<u>1,131</u>	<u>540</u>

9 Expenditure on charitable activities

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
<i>Expenditure on charitable activities</i>				
Charitable activities	32,245	197,676	229,921	212,564
<i>Governance costs</i>				
Accountancy	2,844	-	2,844	408
	<u>35,089</u>	<u>197,676</u>	<u>232,765</u>	<u>212,972</u>

Friendship at Home
Notes to the Accounts

10 Other expenditure

	Unrestricted	Total	Total
		2022	2021
	£	£	£
Employee costs	25,295	25,295	23,534
Motor and travel costs	-	-	66
Premises costs	164	164	308
General administrative costs	6,121	6,121	7,716
	<u>31,580</u>	<u>31,580</u>	<u>31,624</u>

11 Staff costs

	2022	2021
Salaries and wages	25,295	23,534
	<u>25,295</u>	<u>23,534</u>

No employee received emoluments in excess of £60,000.

Total employee benefits received by key management personnel	50,074	49,766
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The average monthly number of full time equivalent employees during the year was as follows:

	2022	2021
	Number	Number
Charitable activities	6	8
Administration	2	2
	<u>8</u>	<u>10</u>

12 Debtors

	2022	2021
	£	£
Trade debtors	32	-
Prepayments and accrued income	473	-
	<u>505</u>	<u>-</u>

13 Creditors:

amounts falling due within one year

	2022	2021
	£	£
Trade creditors	71	500
Other taxes and social security	2,994	-
Other creditors	2,170	1,144
Accruals	2,159	372
	<u>7,394</u>	<u>2,016</u>

Friendship at Home
Notes to the Accounts

14 Movement in funds

	At 1 January 2022	Incoming resources (including other gains/losses) £	Resources expended £	Gross transfers £	At 31 December 2022 £
Restricted funds:					
Restricted income funds:					
Lottery	(208)	113,056	(105,928)	15	6,935
St Hughes	7,283	35,729	(36,158)	1,527	8,381
NBF - Social Isolation	10,783	707	(12,279)	-	(789)
Million Pound Challenge	-	26,478	(18,115)	-	8,363
Longhurst	-	4,717	(2,299)	-	2,418
Humber and North Yorkshire					
HCP - Hospital Discharge	-	40,000	(10,092)	-	29,908
NELC - Over 75's	-	35,000	(12,159)	-	22,841
Active Humber	-	4,000	(646)	-	3,354
Abbeyfields	-	50,000	-	-	50,000
CAF	(17)	-	-	17	-
Sports England	4,456	-	-	-	4,456
Lottery Covid Bridge	1,290	-	-	(1,290)	-
Clothworkers	2,127	-	-	(2,127)	-
NELC CEV P1	709	-	-	(709)	-
Total	26,423	309,687	(197,676)	(2,567)	135,867
Unrestricted funds:					
General funds	142,331	55,695	(67,800)	(38,688)	91,538
Designated funds:					
Shutdown Costs	63,745	-	-	41,255	105,000
Total	63,745	-	-	41,255	105,000
Total funds	232,499	365,382	(265,476)	-	332,405

Purposes and restrictions in relation to the funds:

Restricted funds:

Lottery	Grant to provide befriending and volunteer service.
St Hughes	Grant to provide a dementia support service.
NBF - Social Isolation	Grant to provide short-term reintegration support.
Million Pound Challenge	Grant to provide short-term reintegration support.
Longhurst	Grant to support digital inclusion.
Humber and North Yorkshire	Funding to support patients being discharged from hospital.
HCP - Hospital Discharge	
NELC - Over 75's	Funding to provide a holistic wellbeing check service.
Active Humber	Grant to provide exercise sessions/activities.

Friendship at Home

Notes to the Accounts

Abbeyfields	Grant to provide Befriending service.
CAF	Grant to support core service during COVID.
Sports England	Grant to provide exercise activities.
Lottery Covid Bridge	Additional grant to assist with provision of services during Covid.
Clothworkers	Grant to provide digital equipment to older people.
NELC CEV P1	Grant to provide reintegration support/activities to vulnerable people.
Designated funds:	
Shutdown Costs	Costs set aside to shut down should funding be insufficient to continue.

15 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Net current assets	196,538	135,867	332,405
	<u>196,538</u>	<u>135,867</u>	<u>332,405</u>

16 Reconciliation of net debt

	At 1 January 2022	Cash flows	At 31 December 2022
	£	£	£
Cash and cash equivalents	234,515	104,779	339,294
	<u>234,515</u>	<u>104,779</u>	<u>339,294</u>
Net debt	<u>234,515</u>	<u>104,779</u>	<u>339,294</u>

17 Commitments

Operating lease commitments

Annual commitments under non-cancellable operating leases are as follows:

	2022	2022	2021	2021
	Land and buildings	Other	Land and buildings	Other
	£	£	£	£
Operating leases with expiry date:				
Within one year	2,825	-	-	-
In the second to fifth years inclusive	-	3,703	5,650	6,316
	<u>2,825</u>	<u>3,703</u>	<u>5,650</u>	<u>6,316</u>

Lease payments recognised as an expense in the period totalled £5,439 (2021: £4,350).

Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amount to £12,101 (2021: £9,769).

	2022	2021
	£	£
Unpaid contributions due to the fund are included in other creditors and amounted to:	<u>2,170</u>	<u>1,144</u>

Friendship at Home
Notes to the Accounts

18 Related party disclosures
Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

There were no related party transactions in the period that require disclosure.

Friendship at Home
Detailed Statement of Financial Activities
for the year ended 31 December 2022

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income and endowments from:				
Donations and legacies				
Donations	9,417	-	9,417	5,554
	9,417	-	9,417	5,554
Charitable activities				
Charitable activities	30,812	-	30,812	10,221
Grants	10,991	309,687	320,678	176,175
	41,803	309,687	351,490	186,396
Other trading activities				
Fundraising activities	4,210	-	4,210	15,100
	4,210	-	4,210	15,100
Investments				
Interest on cash deposits	265	-	265	12
	265	-	265	12
Total income and endowments	55,695	309,687	365,382	207,062
Expenditure on:				
Costs of other trading activities				
Fundraising activities	1,131	-	1,131	540
	1,131	-	1,131	540
Total of expenditure on raising funds	1,131	-	1,131	540
Charitable activities				
Charitable activities	32,245	197,676	229,921	212,564
	32,245	197,676	229,921	212,564
Governance costs				
Accountancy	2,844	-	2,844	408
	2,844	-	2,844	408
Total of expenditure on charitable activities	35,089	197,676	232,765	212,972
Employee costs				
Salaries/wages	25,295	-	25,295	23,534
	25,295	-	25,295	23,534
Travel and subsistence	-	-	-	66
	-	-	-	66
Premises costs				
Premises cleaning	28	-	28	303
Premises repairs and maintenance	136	-	136	5

Friendship at Home
Detailed Statement of Financial Activities

	164	-	164	308
General administrative costs, including depreciation and amortisation				
Bank charges	775	-	775	124
Equipment expensed	172	-	172	3,726
General insurances	538	-	538	-
Information and publications	177	-	177	-
Postage and couriers	1,528	-	1,528	-
Software, IT support and related costs	1,204	-	1,204	320
Stationery and printing	1,581	-	1,581	1,919
Subscriptions	100	-	100	219
Sundry expenses	46	-	46	1,360
Telephone, fax and broadband	-	-	-	48
	6,121	-	6,121	7,716
Total of expenditure of other costs	31,580	-	31,580	31,624
Total expenditure	67,800	197,676	265,476	245,136
Net gains on investments	-	-	-	-
	(12,105)	112,011	99,906	(38,074)
Net income/(expenditure)				
Transfers between funds	2,567	(2,567)	-	-
	(9,538)	109,444	99,906	(38,074)
Net income/(expenditure) before other gains/(losses)				
Other Gains	-	-	-	-
	(9,538)	109,444	99,906	(38,074)
Net movement in funds				
Reconciliation of funds:				
Total funds brought forward	206,076	26,423	232,499	270,573
Total funds carried forward	196,538	135,867	332,405	232,499

Accounts



Friendship at Home CIO



Trustees Annual Report 2022

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Trustee Board 2022

Chair	Ray Oxby
Vice Chair	Vacant
Treasurer	Vacant
Trustees	Michael Bateson
	Ann Maggs MBE
	Mick Swales
	Rob Walsh
	Kristine Green
	Kristina Parker

Staff

Operational Manager:	Lyse Stephenson
Development Manager:	Julie Rigby
Dementia Community	
Support Worker/Deputy Manager:	Amanda Sparkes
Older People's Support	
Worker:	Dawn Gibson
Member Coordinator :	Katy Cross
Volunteer Coordinator:	Emma Jayne-Cain
Dementia Aware	
Worker:	Clare Mills
Virtual & Social Club	
Coordinator:	Toni Herron
Friendship at Home	
Ambassador:	Julia Sethi
Administrator:	Lucy Hodge/Cheryl Brown/Mandy Lewis

The aim of our organisation is to help combat isolation and loneliness across NEL and to improve older people's quality of life.

Our Vision

- ▶ To be inspiring, innovative, and challenging
 - ▶ To be as self-sufficient as possible
 - ▶ To strive to be a beacon service in our field
- ▶ To encourage and promote the independence of older people in our community
- ▶ To provide a range of facilities for older people in the interests of social welfare with the object of improving their quality of life
- ▶ To provide services and activities for older people which enrich their lives

Our Mission Statement

To help combat and reduce isolation and loneliness of older people across North East Lincolnshire and the surrounding area, and to improve their quality of life, whilst retaining and encouraging their independence. We encourage older people to once more be vital features of community life as their contribution and presence are valued and encouraged.

Our Values

- ▶ Our staff, members and volunteers are paramount
 - ▶ We strive to provide excellence in all that we do
 - ▶ We will act with integrity always
 - ▶ We will stand up and challenge disrespectful behavior
- ▶ We will act as good role models by treating other people with dignity, respect, particularly those who are less able to stand up for themselves
- ▶ We will speak up about dignity to improve the way that our services are organised and delivered
 - ▶ We will influence and inform colleagues
- ▶ To listen and understand the views and experiences of all citizens

Our Activities

MONDAY BINGO CLUB

Bingo, hoy, raffles and quizzes

Carr Lane Social Club

Grimsby

1pm - 3pm

Entrance fees £2.50

Including refreshments

First Session FREE

MONDAY CULTURE CLUB

Drop in, signposting, tea and cake

Civic Centre

Pelham Road

Immingham

10am - 2pm

Entrance fees £2.50

Including Refreshments

First session FREE

MONDAY EXERCISE CLASS

Kurling

St. Andrew's Church

St. Peter's Avenue

Cleethorpes

10am - 11am

Entrance fees £2.50

TUESDAY MEMORY LANE CHOIR

The Annie Chapple Centre

Aspen Court

Cleethorpes

10am - 12pm

Entrance fees £2.50

Including refreshments

First session FREE

TUESDAY EXERCISE CLASS

Shibashi (Tai Chi)
Park Congregational Church
Grimsby
10am - 11am
Entrance fees £2.50
Including refreshments
First session FREE

TUESDAY SOCIAL CLUB

Speakers, quizzes and bingo
Carr Lane Social Club
Grimsby
1pm - 3pm
Entrance fees £2.50
Including refreshments
First session FREE

WEDNESDAY SPORTING MEMORIES

Reminiscence, speakers and activities
Youngs Lower Bar
Blundell Park
Cleethorpes
10am - 12pm
Entrance fees £2.50
Refreshments provided
First session FREE

WEDNESDAY SOCIAL CLUB

For those with memory concerns or low mood
Games and light hearted fun
The Annie Chapple Centre
Aspen Court
Cleethorpes
10am - 11.45am
Entrance fees £2.50
Including refreshments
First session FREE

THURSDAY SOCIAL CLUB

Speakers, quizzes and bingo
Carr Lane Social Club
Grimsby
10am - 12pm
Entrance fees £2.50
Including refreshments
First session FREE

C.S.T GROUP (COGNITIVE STIMULATION THERAPY)

A specialised group that includes concepts of cognitive stimulation therapy, designed to improve memory and cognitive functioning delivered in a fun, friendly session.
Park Congregational Church
Grimsby
10am - 12pm
Entrance fees £2.50
Including refreshments

***Please call the office to book a place**

FRIDAY CHAIR BASED EXERCISE

Chair Based Exercise
The Annie Chapple Centre
Cleethorpes
10am - 11am
Entrance fees £2.50
Including refreshments
First session FREE

If you would like to attend one of our groups, please call us on 01472 602500 to check availability. All social clubs run weekly, however please note some clubs do close in August.



Befriending and Supporting older people in North East Lincolnshire

"Advice has been a life changer, can't thank you enough." - Carer

"I love the tablet, it's my lifeline" – Member

"I've been volunteering for 5 years and I absolutely love it." - Volunteer

Monday	9.00am until 5.00pm
Tuesday	9.00 am until 5.00pm
Wednesday	9.00am until 5.00pm
Thursday	9.00am until 5.00pm
Friday	9.00am until 5.00pm



Friendship at Home

Address: 6-7 Aspen Court, Cleethorpes, DN35 0SJ

Phone: 01472 602500

Website: <http://www.friendshipathome.org.uk>

Follow us:

Facebook: @friendshipathome

Twitter: @FriendshipatHo1

Instagram: @friendshipathome

Services

Our major activities are to provide one-to-one befriending, provide advice, support, information, and physical and social activities. Friendship at Home CIO covers the whole of North East Lincolnshire and surrounding areas and provides support to a scheme set up in rural Caistor. We receive referrals from GP's, Care Workers, Social Services and Community Mental Health Services, as well as from friends, family and self-referrals.

1-1 Befriending

Many of our members have their own volunteer 'Befriender'. These are one of our volunteers who visits them regularly, in their own home, providing quality time, on a one-to-one basis, and often a much-needed lifeline, to many of whom may be isolated and very lonely. Our aim is to help increase their confidence, self-esteem, and social skills. Several of our members who are befriended say this service has "changed their lives" in a very positive way and made their lives worth living again. It is recognised that loneliness can lead to depression and in turn, lack of confidence, low self-esteem and the withdrawal from social groups and activities.

Dementia Service

We offer a befriending service for older people with mild to moderate memory impairments such as early onset dementia and related conditions. For those who do not have many visitors, a regular visitor who can offer stimulating conversation can be very beneficial, and many members enjoy reminiscing about old times with their befriender. All volunteer befrienders attend training courses to ensure they develop a good understanding of dementia and other related or similar conditions. Our St Hugh's project also offers advice and information to those or the families of those living with dementia.

Telephone Befriending

For those who would prefer a telephone call - in addition to, or instead of a home visitor - we offer a Telephone Befriending Service. Members receive a regular phone call from a volunteer, who can lead a friendly wear, offer reassurance or simply be there for a long chat. Many people that are isolated find that just having someone checking in and seeing how they are really boosts their mood.

Domestic help

Our volunteers can help with chores around the home such as light cleaning (dusting, vacuuming etc.), washing, drying, ironing and folding clothes. Also, light meal preparation and cooking as well as dog walking, safety prompts, assistance with reading utility bills and mail and accompaniment to appointments (hospital, dental, hairdressing etc.). Our volunteers can assist with low level maintenance and general upkeep of gardens, carrying out tasks such as weeding, lawn mowing and general tidying.

Online Activities

NEW - We offer a range of online social and exercise activities, such as, an online choir, bingo sessions and Shibashi. They have proved especially popular during 2020 as people have not been able to attend their regular sessions. We hope to continue and expand these for subsequent years to compliment our existing services.

Friendship Clubs

These weekly social clubs are held in central locations through the NEL, for people aged 60 plus, and offer access to information, advice, support and social activities. The key function of the clubs is to give members somewhere to meet where they feel safe and valued, and also gives them the opportunity to meet new people. Many members have formed solid friendships and now meet up not only at the clubs, but outside of them as well. Being a member of a club ensures that older people know they will leave their homes once per week, that someone is expecting them and most importantly that there are people who care. Clubs offer activities such as quizzes, chair-based exercise, new age Kurling, interesting and informative speakers, day trips as well as bingo. We also promote healthy living through various exercise classes, advice, information on healthy eating and ensure social activities are provided to promote independence, motivation, stimulation, and mental health wellbeing. All club members also have access to day trips throughout the year.

Exercise Classes

We offer various exercise classes with a view to keeping our members active and healthy. These include our new age Kurling which is very popular, with teams often taking part in competitions organised by our local Older People's Collaborative. Also, Shibashi class is a gentle method of Tai Chi, and is very simple to learn. The class is very calming and can help to reduce stress and improve both co-ordination and balance. We also offer a chair based exercise class which provides low-intensity exercise with the motivation of a group, but from the comfort of a chair. During 2019, we introduced a new dance class and gentle exercise for people with dementia.



2022 CHAIR'S REPORT

Following a turbulent year in 2020 with Covid, I am pleased to Report how the team have all responded well to getting all our services returned to some normality and indeed, with more (hybrid) enhancements to offer too!

The home visits and group activities had to cease during lockdown, which left many isolated, unsupported, and bereft of much needed social contact. They have now resumed with hybrid activities offered as a norm, as well as the traditional face to face services and activities.

We were again very fortunate in receiving a number of supporting grants from successful bids submitted and the generous donations continued from many loyal donors. Particular thanks to the Local Authority-NELC- who supported us with Covid grants and also with funding for our Over 75 Project. Sector Support NEL also gave us assistance with monies through their Social Isolation Funding.

The National Lottery-to whom we are incredibly grateful – continued to give us assistance with Covid Grant monies, (before our main Core Funding Application (at Stage Two) was determined), to underpin salary and cost base. Indeed, during the year, we were finally granted the £106,000 pounds Core Funding (over two years), which will give us all a platform to sustain the organisation in the short term.

Thanks also to St Hugh's Hospital for continually putting funding into our organisation, for another two years, to support our local Dementia work for clients and their carers.

I would also particularly like to thank Lyse and Julie for again, being a rock for me; ever committed and caring and totally dedicated to compassionately serve the needs of our members. They have both worked tirelessly, (as have the staff), to bring in the moneys, manage the service and then deliver them successfully and sensitively. All this amidst a hugely challenging environment. Well done team! You have been, and remain, simply amazing! Thanks too to Mandy Sparks for stepping up into the role of Deputy to Lyse. I'm sure her energy and zest will galvanise us further going forward.

Membership of the Board of Trustees has remained fairly consistent. Whilst we still lack an experienced accountant as a Trustee, we have nevertheless retained our diverse, experienced, cohesive and committed Board of Trustees. I would like to thank all our Board Members for their patronage, support and hard work too. We are fortunate to have a wide range of thoroughly professional Trustees who are actively involved in setting the vision and overseeing and scrutinising of the charity's work and finances. They provide a range of support across our activities, including advocacy and promotions recruitment of staff, business continuity, policy development, and risk and impact assessments and overview.

Finally, once again, I want to reflect upon and re-emphasise the success of Friendship at Home. The reason we can function efficiently and effectively, is primarily due to the superb support of our cadre of volunteers who provide all our face-to-face befriending, provide support and arrange and assist in fundraising events. Volunteers are our life blood; sitting at the very heart of our service. Without your passion, dedication and enthusiasm, we would not be considered the Befriending 'charity of choice' here in North East Lincolnshire. It is important not to lose

sight of the fact that it is our collective activities that plays a major part in redressing the terrible reality, that for older people, social isolation and extreme loneliness has a major impact on health and well-being. If this is not effectively dealt with, it results in costly and debilitating medical interventions, early admission or re-admission to hospital and care facilities. Our 'Social Return on Investment' remains second to none in the community and voluntary sector. This is something we should all be proud of.

Which is why it is my, and the Trustees, ambition for us to be seen as a Mainstream provider of efficient and effective care and support in our older community; especially by our local authority and other statutory bodies which commission social care services. Our aim is to receive core funding, on a sustainable basis, from these bodies so that we aren't constantly looking over our shoulders for cash, expending disproportionate amounts of time and energy 'chasing down' ever reducing pots of grant monies and constantly worried whether our charity can survive beyond the next year, when funding streams cease. Our service is widespread, valued, needed, dependable and of high quality - and needs recognising and resourcing as such by the powers that be.

It is important to have the surety of continuing, fantastic support of our willing volunteers, underpinned by our committed and professional members of staff. We have always been a charity that has been prepared to adapt to changing circumstances and the needs of clients – an approach likely to be crucial for sustaining our long-term future.

Partnership working will also be key to our long-term success. Whilst our long-standing engagement with the housing provider "Abbeyfield", with their offer on the table for most of the year of a large sum of money to support us going forward, they sadly weren't able to commit at the 11th hour and their offer was pulled by them after much time and effort had been put into due diligence and assurance. Lyse deserves credit for her commitment to this engagement, which ultimately proved unsuccessful. We have however now established a unique 'Later Life Partnership' (LLP) for our area, on the back of close working and alignment with Carelink and Age UK locally. We are now

developing our presence with the greater use of the social media forums- Twitter, Instagram, LinkedIn and Facebook- to maximise our reach and raise and broaden our profile and impact further afield.

Also, the development of a joint App, and the procurement and loan out of our Tablets, helps reach another audience that needs our support to address their particular niche of social isolation and assistance in their homes.

On behalf of fellow Trustees, I wish to record my sincere thanks to all Members, Volunteers and Staff for all your hard work and support during 2021. I commend this Annual Report to you and look forward to your continued involvement and commitment in the current year. I am honoured to be your Chair.

Thank you for making this a great and treasured organisation.

RAY OXBY - CHAIR

OPERATIONAL AND DEVELOPMENT

MANAGER'S REPORT

I'm delighted to present to you Friendship at Home's (FaH's) Operational and Development Manager's report in the tentative aftermath of Covid and its impact. Although restrictions have lifted to some capacity, to enable us to move into some form of recovery mode, it is a slow process to gain a full and safe operational service for the vulnerable client group we serve. Despite the challenges of the Covid situation, it has been a positive year for FaH, supporting older people and families and facilitating new volunteers to join us in this new and creative provision. Although our external environment is continually and constantly changing, as well as the economic climate we find ourselves in, we continue to experience an ever-increasing demand for our services. This is coupled with a growing ageing population and the call on overwhelmed health and social care services, both locally and nationally. FaH's achievements of 2021 provide us with a solid foundation to move into 2022; truly reflecting the hard work, passion and vision of our staff team, our network of associates and our Board. As always, none of the work we do would be possible without the

support of our funders and donators, whom we thank dearly.

As demonstrated throughout this report we have fulfilled the main objectives set for 2021:

- To reduce social isolation and loneliness.
- To improve health and wellbeing.
- To improve quality of life.
- To support older people in maintaining their independence.
- To grow and strengthen our charity and its services through an innovative approach which meets the needs of older people and the communities in which we work.
- To work in partnership with all sectors to continuously improve the quality and efficiency of our services, to become outstanding and a beacon service.
- To retain, reward, strengthen, motivate and support a high-quality workforce.

We are now adequately equipped to put on hold and reinstate home visits and social activities, in line with current guidance. We adapt our activities to ensure that none of

our older people feel alone, frightened and disconnected from their community, e.g. with regular wellbeing calls, which, during the thick of the crisis, FaH was making 650 on a weekly basis. These have provided reassurance and social interaction for them and kept those vital networks alive. Our digital connection project has been very successful in the sense of demonstratable impact. We are also very proud to be providing a blueprint for the project nationally. We continue to be at the forefront of support and cohesion, as the Covid situation reduced the visibility of vulnerable adults, as their usual support structures have been removed or reduced. We have been recognised locally by many local agencies as positively enhancing mental wellbeing.

Social Work Student

We were delighted to welcome and support another social work student this year. Some of you may have seen Peter whilst he spent his social work placement with us during September to December. Peter was quite popular with our members whom he worked with, and he will be sadly missed, especially by the new Thursday CST group where he attended weekly sessions. We would all like to wish him all the best for his future studies and thank him for all the work he did. It was great to be able to offer this opportunity and we will continue to work

with Lincoln University in the future so you may see more students here at Friendship at Home soon.

Reintegration

It would be fair to say that this Covid pandemic has had a huge impact on us all, but especially for those who are at higher risk. While many of us were eager to see restrictions lift, for some of our older people this was daunting. Covid is something we are all going to have to come to learn to live with, but many people have been left with Covid anxiety and are displaying threat avoidance, (among many other behaviours), and that is having a serious impact on their mental health.

Friendship at Home has been working hard to reintegrate our members back into the social world, where they can begin to enjoy life again. The reintegration scheme has been successful in supporting and encouraging many of our older people back to doing things they love including shopping, social clubs or just going for a walk.

"I lost my husband during Covid and it made me really scared to go out again, it's been a long process but you've helped me



*get back out and about again, I
now enjoy weekly social clubs and
am slowly building my life back
up.” ~ Member*

It is comments like these that really make the reintegration scheme so worthwhile, and it has been crucial to ensure we offer support and go at a pace that each individual is comfortable with.

Celebrations

As many of you are aware, we hoped and planned our popular Christmas party this year but



unfortunately had to cancel it, as Covid cases rapidly increased in NEL. We were very disappointed about this, but keeping our members safe has always been, and always will be, our priority. However, we made sure all our social club members had their own little celebration with each other.

We promise to make sure our next celebration will be bigger and better than ever! Fingers crossed, we can join the nation's celebrations and hold a special

event for our Queen's Jubilee, this will be the first time we have held a celebration during a weekend and we hope you can all join us. More news to follow!

Later Life Partnership

We are incredibly pleased to announce that 2021 saw us join forces with two other fantastic agencies, AgeUK and Carelink. Together we are called the Later Life Partnership NEL and aim to provide a more holistic approach to ensuring our older people are safe, remain independent, have information and choices to improve their wellbeing and to prevent loneliness and isolation. Covid restrictions that many places still have in situ has prevented us from promoting this partnership as much as we would have liked. However, we have all worked together to successfully launch this great partnership. We will go from strength to strength in our mutual aims of improving the lives of older people in North East Lincolnshire.

Befriending Demand and Volunteers

This has been a difficult year that has seen an unprecedented demand for our popular befriending service. The team have worked hard to keep up with the referrals into FaH and are assessing members on a daily basis.

We would like to announce that Dawn Charlton has now entered the golden age of retirement and we would like to wish her a very happy and healthy retirement. Dawn spent many happy years as volunteer and member co-ordinator. Many of you would have had the pleasure of working with Dawn as she used to recruit and train volunteers, as well as assess members, and match them with volunteers. Dawn will be sadly missed by all staff, members and volunteers at FaH, but she has promised she will always be around to help FaH as much as she can. You can still see Dawn on a Tuesday, where she is now organiser of our popular Tuesday Social Club at Carr Lane Social Club. With such a high demand for the befriending service, when Dawn retired, we decided to separate the role into two separate, specialist roles and warmly welcomed two new members of staff; Katy Cross, joined us as Member Co-ordinator and Emma Cain, as Volunteer Co-ordinator. I am sure, (if you have not already), will get to meet them very soon.

Digital Inclusion

The pandemic has changed the world that we knew and the way we do things; since Coronavirus started, the general public, businesses and most of the public sector have increasingly turned to digital technology to change the way we work,

maintain social contact and access services. This increasing change has affected our older population, as they are becoming more excluded from doing essential things such as; shopping, banking and booking a GP appointment. An AgeUK study (Briefing Paper Digital inclusion and older people – how have things changed in a Covid-19 world?, 2021), found that those aged 75+, more than two out of five (42%), have never accessed the internet. The study also found that the main reasons this group was not accessing the internet were causes such as; lack of IT skills and trust within the internet world itself.

Our Digital Inclusion project has enabled Friendship at Home to provide a tablet, internet access and one to one personalised support to over 100 of our members. While not all of these have been successful, for many varying reasons, we are proud to report that we have made a huge difference for many of our members accessing this service and the project continues to grow.

Thanks to the FaH tablet I have been able to see my grandchildren for the very first time, they live abroad so we have never met but at least we can see each other now. I also love joining the groups and talking to others on it" - Member

We have launched the new Later Life Partnership app in conjunction with Carelink and AgeUK and this has been very successful, as our members now have access to all our original features; as well as many others from all three amazing agencies. The app, named 'Be-Friend', has also included some new security features to protect our users and makes it more user friendly for our valuable information section, also for our virtual activities.

We have just received 12 Months funding to continue providing this valuable service to ensure our older people are not digitally excluded in a world that continues to advance digitally.

**LYSE STEPHENSON AND JULIE RIGBY
– OPERATIONAL AND DEVELOPMENT
MANAGERS.**

COMMUNITY LINK WORKER

What I do

I have been the Community Link Worker since September 2021 and work in conjunction with our Volunteer Link Worker. I was previously a Support Worker for the British Red Cross and had a lot of contacts in other services and moving

forward I have built on these relationships so that they are now aware I work for Friendship at Home and what they can expect from me in my new role.

My role is to deal with the flow of referrals, which come from other services and individuals themselves. I will arrange a meeting and will assess our members and find the relevant support for them; whether that will be the support we can offer in befriending, groups, or helping to build confidence. The experience I have enables me to assist members with suitable information and signposting for further support. This year has been difficult for many and has knocked the confidence of many of our members. We continued, where we were able, to keep in touch, meet people in their gardens and, though many were initially reluctant, we have gradually returned to meeting face to face. Our members' confidence is building with this as time goes on.

Promotions

I have been promoting our services since I started. I have attended the Older People's Advice Day; speaking to and advising members of the public and maintaining connections with other services. I did promotional events at Supermarkets, Freshney Place, The Market Hall, and the Cinema. I have liaised with GP's and

dropped off leaflets and posters at hairdressers, Post Offices and group dwellings. I also was present at an Integrated Care Event, at Centre 4, and had active discussions with the other services that attended. I will continue with this throughout the next year.

Older People's Forum

I have arranged three Older People's



Forums this year to help communicate the views of individuals, community groups and statutory services. I spoke to people in Grimsby, Cleethorpes and Immingham; collected people's opinions on local services and support, and what they felt needed to be improved upon. I have gained feedback for these. Issues such as; transport, access to buses, the state of paths and roads was discussed. Something that presented itself several times was getting to see a GP and how difficult it is even gaining access, on the telephone, to speak to someone.

Some of these people are living in areas that were first built for those over 50, with access to communal groups and to give a

sense of community. Many people were concerned about certain individuals that were now moving into these areas and are feeling that their once safe environment, is threatened. I found from speaking to everyone, that they seem keen to air their views and to provide me with feedback, feeling that it is a good thing to have a voice about decisions that may affect you.

I will continue with these in the new year to gather this information and will collate the information and feedback to the council and other statutory services what the general feeling from older people in the area is. I shall continue to build on what we learn and hope to gain some positive outcomes.

Befriending

As our face to face has become available again, and volunteers have gradually returned to home visits, members are becoming more comfortable with this. Myself, and my colleague (the Volunteer Link Worker), are continuing to match volunteers and members and build good connections. We strive to find out as much about people as we can and to gain knowledge of their likes and interests so that we can make suitable matches. There has been a lot of positive pairings. The feedback has been great, and we move into the New Year with a hopeful outlook

that this will continue. We will now be able to offer short-term 'confidence buddies', which can help people who have maybe felt isolated or alone, and perhaps this has been compounded by the pandemic. These buddies can support people for a short time to build confidence and to hopefully get people feeling able to get out and about, be around people and maybe attend groups or meet with friends.

Also, we shall be providing 'digital buddies'; who will be able to assist with navigating technology and providing help and support. Many people find it bewildering and feel it is too late to learn, so this will provide an avenue for learning new skills. All these things are continuing to add to the essential support and vital service that we offer our members.

'I really look forward to the visits, and enjoy them, we have a lot to talk about'

'You've been very good to me, its lovely to know someone cares'

'We get on very well and I am really enjoying getting to know her'

'You are a great service, I couldn't forget you, you have boosted my confidence'

Case Study

Mr Y was feeling very low, having no family and only attending a small group once a week. However, through this group, he met

one of our volunteers who supported him and referred him to us. I visited the gentleman and had a lively discussion about his interest in history and music and also talked about providing him with a tablet, from ourselves, to access information and virtual groups. After initially being a little reticent, the gentleman agreed and this is being provided for him. Also, we discussed a befriender, (which the gentleman was also interested in), with me providing telephone support in the interim. He has now been in touch several times to inform us that our input has boosted his confidence no end and he now feels able to contact people he hasn't seen for some time. He is now back playing, and teaching bridge and an old friend is going to be taking him out for lunch regularly.

KATY CROSS – COMMUNITY LINK WORKER

Volunteer **Coordinator**

Introduction



As we finish off another year of uncertainty and having to adapt our service at short notice with the ever-changing COVID rules, we have yet again come out stronger and supported more members than ever. The Member and Volunteer Coordinator role has now been split into two and this has given me the time to concentrate on our volunteers and provide them with the extra support and guidance, as well as more time for recruitment and awareness events.

I have been updating our current volunteer's details and those volunteers, who are unable to volunteer now, have been taken off the list. Some volunteers have been rematched with a new member and I have also set up volunteers to help at various social clubs in the last quarter. Volunteer reviews will now take place 6 monthly rather than annually, and in some cases more often, to allow me to keep a more supportive presence. A new and up to date email list has been compiled and I am now regularly using this myself to update and inform all volunteers of new projects and of upcoming meetings etc.

I have built a good relationship with many of our volunteers and continue to get to know them personally and develop the befriending service alongside them. I held a Volunteers meeting in the last quarter, and, going forward, these will now be 8

weekly instead of quarterly. There will often be informative speakers joining us to ensure the meetings are interesting and of benefit to our volunteers. Allister came in December to talk about the tablets and how they benefit our members. Our next meeting will be attended by Karl at VANEL, who will be talking about Friends against Scams. This is in the hope that I may be able to tempt a volunteer to become a "Friends against Scams" champion for us and pass this knowledge on to our members.

I have designed a new induction for new volunteers as a Power-point presentation. This now covers areas such as communication skills, boundaries and managing endings. As this is provided as a Power-point presentation, if needed, the training can be done via Zoom. One of my volunteers commented after her induction training: -

"I really enjoyed that. It's opened my eyes to a few things"

Some new volunteers are hesitant about visiting face to face at the present time and have therefore been set up as telephone befrienders, with a view to meeting face to face as they become more comfortable with the idea of going into someone's home.

This feedback is from a new volunteer after visiting a member who was initially very unsure and apprehensive about the meeting.

“She was much more chirpy to see me yesterday! The time didn’t seem to bother her and she was saying how much she loves our chats and me visiting which was lovely! I was there for an hour yesterday and we couldn’t stop chatting bless her. I’m really enjoying it and I think she is too. Thankyou”

New Volunteer Roles commencing 2022

I have set up 2 new Volunteer roles commencing January 2022:

- **Confidence Buddy** - Short Term for 6-8 weeks. Looking to support someone who has lost confidence since covid with things like, walking to the local shops, going to the Dr’s, seeing a friend, visiting Freshney Place, going out for a coffee and cake and visiting one of our social clubs. This can include one off support such as; taking Members to one of our clubs, until they feel confident enough to use Dial a Ride, for example.

- **Digital Buddy** - The role of the Digital Buddy is to help a member to do things like the following: search the internet, access our app and virtual clubs, set up an email account, complete on-line forms, look up a timetable to get public transport etc. These volunteers will be people who are patient and can sit with elderly people or digitally excluded individuals helping them to navigate around our Tablet etc. This will be a great support to our IT lead in their work with members. Once the IT Leader is in place, we can build on developing this role in detail.

Member to Member Scheme

The Member Link Worker and I have also now started up a new scheme called the “Member to Member” scheme. This scheme is where we would match up 2 previously assessed members, who we think would benefit from each other’s company through telephone befriending. This is commencing in January with members who have signed up already.

Promotions

I have been busy attending stands at various venues and have attended networking events and talks. Centre’s such as West Marsh Community Centre have very kindly helped us promote volunteering

opportunities recently, as well as other organisations within our sector that have agreed to promote us to their members through their social media streams and newsletters. I have attended stands at Sainsburys, Asda's and Morrisons, Top Town Market, Freshney Place and Cleethorpes Leisure Centre. We have had a great response from various Facebook posts and especially the advert on the Facebook Jobs and Community Help section. We are promoting on 'Indeed' now, as a rolling advert, as well as regular Facebook posts about Volunteering with us and the benefits.

Corporate Volunteering

~~Towards the end of December, I started to~~ contact various local businesses to promote the benefits of Corporate Volunteering. This has been a struggle, as I've found many people are working from home presently and so I have not always been able to contact the people by phone.

I have however been able to email and send information through. I'm hoping that things will improve into new year, as people's focus comes away from the unease and uncertainty of the Covid situation.

Future Volunteer Training Courses

As the priority for me has been to promote and recruit volunteers urgently for our ever-growing member list, I have put the development of more in-depth Volunteer training courses on hold until January 2022. I will then look to incorporate these training sessions initially into volunteer meetings and alongside induction training. There are promotional events planned already for 2022 at new venues, and an award/presentation evening will be arranged for the middle of the year. I look forward to updating you in the next report.

**EMMA CAIN - VOLUNTEER
COORDINATOR**

SOCIAL CLUBS AND ACTIVITIES

During the first few months of 2021 we

continued to develop the virtual clubs and activities, as we were still under Government restrictions due to the pandemic,

and unable to hold our usual clubs in person. Due to the unprecedented



circumstances and in response to the needs of our members at this difficult time, we took the decision to continue our virtual groups all throughout the Christmas and New Year period. This therefore enabled vital, continued social engagement during a time when our members were more isolated than ever due to lockdown. This was met with a unanimous positive response and our members reported feeling '*extremely thankful*' and '*less lonely at Christmas*' due to this.

We held in total 10 different virtual clubs and activities throughout the week. We brought some of our usual in-person groups into the virtual domain, such as: - Bingo sessions, Memory Lane Choir, Shibashi and Chair Based Exercise. We also created new ones such as Friendship & Fun, Talk @ 2 and Spin the Wheel Game. We also provided IT Support sessions to help members to navigate their way through the Digital world and address issues they encountered, which in turn helped to build their confidence. This gave members such a boost that they were soon able to trouble shoot and solve IT problems for themselves; something which they were previously unable to do. Easter saw us organise another special virtual event for members and volunteers alike - The Easter Eggstravaganza! - with Live Music entertainment, bingo, quizzes, fun and

games. We also had an Easter raffle which our members were very happy to purchase tickets for as they said it was their way to show thanks and appreciation for our continued support throughout lockdown.

"It has been a lifeline for me. Thank you for everything"

"It's opened up a whole new world to me"

"We look forward to this group all week."

"I feel like I have a friend right there in the room with me when I 'm on Zoom with the groups"

"It's nice to see a real person and be able to talk to someone"

Alongside our virtual groups, FaH developed its own unique App, which provides the user with a variety of content that is updated weekly to suit a wide variety of tastes such as:

- Daily exercise activities.
- Movie Matinees.
- Documentaries.
- Reminiscence videos.
- Useful information.
- Links to other organizations.
- Virtual tours.
- Sleep Stories.
- Chill Out Zone.

- Audio Books.
- Direct Links to our Live virtual groups.

"I love the friends and laughter we have in the virtual bingo and games"

"Watching the old movies is good and it takes me back to my younger years"

"I'm glad the virtual exercise is still going because I can't get out and I would miss it"

"I have enjoyed listening to the audio books available on the FAH App"

**TONI HERRON - SOCIAL CLUB &
VIRTUAL ACTIVITIES COORDINATOR**

DEMENTIA AND COMMUNITY SUPPORT WORKER REPORT

Mandy and Clare are pleased to announce that it has been yet another successful year for the St Hugh's project. With all the support from our great staff team, the project continues to get regular referrals; on average around 10 a month. We are proud to say that we are offering ongoing advice, support and information to 181 members and their carers/families. This

number keeps on growing with our great reputation.

People with dementia can have sudden change of circumstances, so we ensure all our members are contacted at least once every three months. Having 181 members means there are approximately 60 reviews per month, so these alone keep us incredibly busy. We continue to get great feedback from members and other professionals including:

*"You always explain things in ways that I understand, I wish everyone did that. It's so confusing with so many different people trying to help and knowing who does what" ~
Member*

"We always hear from our patients how valued you are and it's great that we have you to support us" ~ Professional

This year the project has evolved slightly with the delivery of three social clubs. Initially Mandy and Clare were both worried that this would impact on the quality of our much valued one to one session. Instead, we have found that we are still able to do this on a much more regular basis, with our members at the social clubs. Delivering the social clubs has also afforded us the opportunity to carry out regular reviews and build strong working relationships with our members and their family members.

Tuesday Choir

The year started with virtual sessions due to lockdown restrictions. Although this was



thoroughly enjoyed by many members, it was great to welcome Joan back as our choir orchestrator and all our members back to the Annie Chapple in August. The session quickly returned to full capacity and is still growing! We have had a room layout change and was able to create another 8-10 spaces, but we are almost at full capacity again, with approximately 25 attendees each week. If this continues to grow, we are considering a venue change, as we know how valuable music is, especially to people with dementia. The choir enjoyed two public performances just before Christmas, one was held at Freshney Place Shopping Centre and the other at our Thursday club lead by Toni, both events went very well and was enjoyed by all, even the local policing team joined in for a sing along!

Wednesday Social

Clare was incredibly pleased to relaunch our popular Wednesday morning social groups, designed especially for people with memory problems. This creates a warm, friendly, and safe place where people with dementia, (and sometimes their carers too), can come together and enjoy some much-needed social interaction. The group continues to be enjoyed by all attendees; Clare ensures the activities are person centred to meet the individuals who attend and there are around 8 attendees weekly, but we hope this number will grow as the reputation grows. Activities are planned to each member's interest and aims to generate reminiscence, fun and laughter. Clare uses activities such as pictures to stimulate memory, quizzes to stimulate the brain and regularly includes some physical activities such as chair-based exercise, mini golf etc.

Thursday CST

In August, Mandy was elated to finally launch the much-anticipated Cognitive Stimulation Therapy group (CST). This group is designed to incorporate concepts from cognitive stimulation therapy, which aims to improve memory and cognition. Compelling evidence suggests that these sessions, (where Group members take part in meaningful and stimulating

activities), help maintain memory and mental functioning. Many of our members expressed an interest in the group and we were very eager to provide this wonderful opportunity. We now have 10 – 12 attendees each week: the ideal number for the aims of the session. Each week provides stimulating mental and physical activities based on a different theme. Members have enjoyed the Autumn and Winter festive sessions, including Halloween, Harvest festival, Christmas, and New Year around the World. We were also delighted to be able to celebrate Christmas this year for our St Hugh's members by bringing the groups together for a party where festive entertainment and light refreshments were enjoyed by all.

"I think this club is great, it's the only day I get out of the house, and we always have a laugh"

Dementia Awareness

St Hugh's have been working closely with the Wellbeing Service, promoting work for the LLP, and raising awareness of dementia on Freeman St Market. The Wellbeing Service use the community room at the back of the market and, although this is open to the public, we found there is less footfall than at the front of the market, where we normally have a barrow stand. We would like to reach

further and try a different location, but Covid is still causing many restrictions, so we hope these will ease as we move into Spring. We have delivered two personalised dementia advice and information sessions, one for new members of staff and volunteers and another for the general public. These sessions aim to break down the stigma attached to dementia and raises an awareness and understanding of those experiencing dementia and their carers/families. We have had a great attendance and would like to encourage a bigger uptake on a regular basis.

"I could have listened to so much more information – great session. Very informative"

"I feel so much better informed and will seek further info on how I can support others. Thank you for sharing your experiences"

Future Plans

- We are currently planning some intergenerational work with Children, as part of Global Intergenerational Week in April, and we are working to build a good relationship with a local school so we can hopefully have some activities at Wednesday club and

the choir, to make this a regular occurrence.

- Plan a daily activity throughout the week of Dementia Action Week in May and include the social groups.
- Seek new locations to raise awareness of dementia.
- Now our choir members are feeling more confident and sound fantastic, we would like to organise a recording of them on to disk, so they can show their friends and family how good they really are, this may also generate some funds for FaH.
- We would like to organise a day trip for the St Hugh's members, we hope to run a trip somewhere local like a garden centre then, if that goes well, we hope to visit Hull city of life museum in the summer months.

Case Study

Mr M has vascular dementia and lives with his wife. Mr M is aware of his difficulties and because he knows that he is forgetful and repeats himself, he became socially withdrawn because he was embarrassed. Mrs M did not feel she could leave Mr M in the house alone as she feels he is not safe

and because Mr M refused to go to social occasions, they both became socially isolated. Mrs M said that she was very lonely and afraid of what the future holds, as she has heard all the negativities of dementia. We visited the couple for a couple of weeks and were able to work through all their worries and concerns and helped them understand that it is possible to still live well with dementia if all the right support is in place. We worked with Mr M to break down the stigma and encouraged him to attend our CST sessions with his wife. They both now attend weekly and look forward to it as the stimulation has made a significant difference; Mrs M's confidence has grown in providing care and Mr M feels less embarrassed to socialise. In early January this year, they both enjoyed their first holiday abroad in a few years, Winter holidays were always something they have enjoyed prior to diagnosis, and they now know that the diagnosis does not have to change the things they enjoy doing together.

**AMANDA SPARKES - DEMENTIA
COMMUNITY SUPPORT WORKER**



Independent examiner's report on the accounts

Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
Friendship at Home

**On accounts for the year
ended**

December 2021

**Charity no
(if any)**

1160062

Set out on pages

(remember to include the page numbers of additional sheets)

**Respective
responsibilities of
trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

**Basis of independent
examiner's statement**

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

**Independent
examiner's statement**

In connection with my examination, no matter has come to my attention (other than that disclosed below *)

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

** Please delete the words in the brackets if they do not apply.*

Signed:

Date:

16/05/2022

Name: Andrew Smith FCCA

Relevant professional qualification(s) or body (if any): Chartered Certified Accountant
Association of Chartered Certified Accountants

Address: A G Smith & Co
Unit 8, Laceby Business Park, Laceby, Grimsby, North East Lincs,
DN37 7DP

Section B	Disclosure
-----------	------------

Only complete if the examiner needs to highlight material problems.



Charity Name	No (if any)
Friendship At Home	1160062

Receipts and payments accounts

CC16a

For the period from	1st January 2021	To	31st December 2021
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Section A Receipts and payments

Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £

A1 Receipts

OPERATIONAL INCOME	10,058	-		10,058	7,914
BIG LOTTERY FUNDING	-	53,157		53,157	103,238
LOTTERY BRIDGING FUNDING	-	-		-	29,533
CAF	-	-		-	39,426
ST HUGHS FUNDING	-	35,192		35,192	34,602
OTHER FUNDING AND GRANTS	90,978	10,937		101,915	83,150
OTHER INCOME	1,223	-		1,223	3,087
DONATIONS RECEIVED	5,554	-		5,554	5,603

Sub total	107,814	99,285	-	207,099	306,553
A2 Asset and investment sales, etc.	-	-	-	-	-
Total receipts	107,814	99,285	-	207,099	306,553

A3 Payments

OPERATIONAL EXPENSES	2,473	-		2,473	13,675
BIG LOTTERY EXPENSES	-	100,422		100,422	100,148
LOTTERY BRIDGING EXPENSES	-	6,632		6,632	21,250
CAF	34,565	-		34,565	3,943
ST HUGHS EXPENSES	-	38,045		38,045	27,641
OTHER FUNDING AND GRANTS	27,296	2,941		30,236	5,659
OTHER EXPENSES	-	-		-	-
RESERVES AND FUND RAISING	27,885	3,056		30,940	14,294
Sub total	92,219	151,094	-	243,313	186,610

A4 Asset and investment purchases, etc.

Total payments

-	-	-	-	-
92,219	151,094	-	243,313	186,610

<i>Net of receipts/(payments)</i>	15,595	- 51,809	-	- 36,214	119,943
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end				270,730	150,787
<i>Cash funds this year end</i>	15,595	- 51,809	-	234,516	270,730

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestrict ed funds	Restricted funds	Endowm ent funds
		to nearest £	to nearest £	to nearest £
B1 Cash funds		-	-	-
		-	-	-
		-	-	-
	<i>Total cash funds</i>	-	-	-
	(agree balances with receipts and payments account(s))	Agreemen t Error	Agreement Error	OK
		Unrestrict ed funds	Restricted funds	Endowm ent funds

B2 Other monetary assets

Details	to nearest £	to nearest £	to nearest £
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-

B3 Investment assets

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
		-	-
		-	-
		-	-
		-	-
		-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

		-	
		-	

Signature Print Name Date of approval

FUNDRAISING

Friendship at Home has a fundraising Policy which has been produced with the current National Codes of practice in mind and conforms to recognised standards as advised by the

INSTITUTE OF FUNDRAISING

www.institute-of-fundraising.org.uk/home/

FUNDRAISING STANDARDS BOARD

www.frsb.org.uk/

CHARITY COMMISSION

Charity fundraising a guide to trustee duties

www.gov.uk/government/uploads/system/uploads/attachment_data/file/549287/CC20.pdf

One of the key points of our Policy is that we aim to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches, and undue pressure to donate.

Our Policy is overseen daily by our Operational Manager and strategically by the Board of Trustees. It is also regularly reviewed.

We have not employed any commercial participators/professional fundraisers in the reporting period.

Our approach to fundraising is governed by our needs and guidelines determined in the Policy and is monitored and regularly reviewed by the Trustee Board.

Friendship at Home

Address:

6-7 Aspen Court, Cleethorpes, DN35 0SJ

Phone:

01472 602500

Website:

www.friendshipathome.org.uk

Follow us:

Facebook - @friendshipathome

Twitter - @FriendshipatHo1

Instagram - @friendshipathome



Independent examiner's report on the accounts

Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
Friendship at Home

**On accounts for the year
ended**

December 2021

**Charity no
(if any)** 1160062

Set out on pages

(remember to include the page numbers of additional sheets)

**Respective
responsibilities of
trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

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- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

**Basis of independent
examiner's statement**

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**Independent
examiner's statement**

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2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Date: 16/05/2022

Name:

Andrew Smith FCCA

**Relevant professional
qualification(s) or body
(if any):**

Chartered Certified Accountant
Association of Chartered Certified Accountants

Address:	A G Smith & Co
	Unit 8, Laceby Business Park, Laceby, Grimsby, North East Lincs,
	DN37 7DP

Section B**Disclosure**

Only complete if the examiner needs to highlight material problems.

Give here brief details of any items that the examiner wishes to disclose.



Charity Name Friendship At Home	No (if any) 1160062
---	-------------------------------

Receipts and payments accounts

CC16a

For the period from	1st January 2021	To	31st December 2021
---------------------	------------------	----	--------------------

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
OPERATIONAL INCOME	10,058	-		10,058	7,914
BIG LOTTERY FUNDING	-	53,157		53,157	103,238
LOTTERY BRIDGING FUNDING	-	-		-	29,533
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OTHER FUNDING AND GRANTS	90,978	10,937		101,915	83,150
OTHER INCOME	1,223	-		1,223	3,087
DONATIONS RECEIVED	5,554	-		5,554	5,603
Sub total	107,814	99,285	-	207,099	306,553
A2 Asset and investment sales, etc.	-	-	-	-	-
Total receipts	107,814	99,285	-	207,099	306,553
A3 Payments					
OPERATIONAL EXPENSES	2,473	-		2,473	13,675
BIG LOTTERY EXPENSES	-	100,422		100,422	100,148
LOTTERY BRIDGING EXPENSES	-	6,632		6,632	21,250
CAF	34,565	-		34,565	3,943
ST HUGHS EXPENSES	-	38,045		38,045	27,641
OTHER FUNDING AND GRANTS	27,296	2,941		30,236	5,659
OTHER EXPENSES	-	-		-	-
RESERVES AND FUND RAISING	27,885	3,056		30,940	14,294
Sub total	92,219	151,094	-	243,313	186,610
A4 Asset and investment purchases, etc.	-	-	-	-	-
Total payments	92,219	151,094	-	243,313	186,610
Net of receipts/(payments)	15,595	- 51,809	-	- 36,214	119,943
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end				270,730	150,787
Cash funds this year end	15,595	- 51,809	-	234,516	270,730

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds		-	-	-
		-	-	-
		-	-	-
	Total cash funds	-	-	-

(agree balances with receipts and payments account(s))

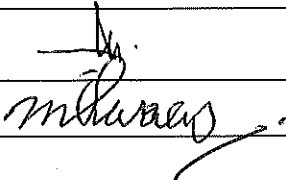
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	RAYMOND J. OXBRY	18/5/22
	M. OSWALD	19.05.22



Independent examiner's report on the accounts

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Friendship at Home

**On accounts for the year
ended**

December 2021

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Andrew Smith FCCA

**Relevant professional
qualification(s) or body
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Chartered Certified Accountant
Association of Chartered Certified Accountants

Address: A G Smith & Co

Unit 8, Laceby Business Park, Laceby, Grimsby, North East Lincs,

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Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds		-	-	-
		-	-	-
		-	-	-
	Total cash funds	-	-	-
	(agree balances with receipts and payments account(s))			

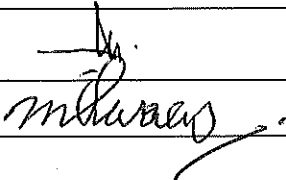
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	RAYMOND J. OXBRY	18/5/22
	M. SWANSON	19.05.22

Accounts



Friendship at Home CIO



Trustees Annual Report 2020

From 1st January 2020 Period To 31st December
2020

Contents

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Staff	3
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Achievements and Performance	9
Governance	23
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Financial Statements	24

Trustee Board 2020

Chair	Ray Oxby
Vice Chair	Jennifer Smith
Treasurer	
Trustees	Michael Bateson
	Ann Maggs MBE
	Mick Swales
	Rob Walsh
	Helen Leary
	Kristina Parker

Staff

Operational Manager:	Lyse Stephenson
Development Manager:	Julie Rigby
Older People's Support Worker:	Dawn Gibson
Member and Volunteer Co-ordinator:	Dawn Charlton/Rachel Rushmer
Dementia Community Support Worker:	Amanda Sparkes
Dementia Aware Worker:	Clare Mills
Virtual & Social Club Co-ordinator:	Toni Herron
Friendship at Home Ambassador:	Julia Sethi
Administrator:	Claire Stockwood/Claire Darby

The aim of our organisation is to help combat isolation and loneliness across NEL and to improve older people's quality of life.

Our Vision

- ▶ To be inspiring, innovative, and challenging
 - ▶ To be as self-sufficient as possible
 - ▶ To strive to be a beacon service in our field
- ▶ To encourage and promote the independence of older people in our community
- ▶ To provide a range of facilities for older people in the interests of social welfare with the object of improving their quality of life
- ▶ To provide services and activities for older people which enrich their lives

Our Mission Statement

To help combat and reduce isolation and loneliness of older people across North East Lincolnshire and the surrounding area, and to improve their quality of life, whilst retaining and encouraging their independence. We encourage older people to once more be vital features of community life as their contribution and presence are valued and encouraged.

Our Values

- ▶ Our staff, members and volunteers are paramount
- ▶ We strive to provide excellence in all that we do
 - ▶ We will act with integrity always
- ▶ We will stand up and challenge disrespectful behaviour
- ▶ We will act as good role models by treating other people with dignity, respect, particularly those who are less able to stand up for themselves
- ▶ We will speak up about dignity to improve the way that our services are organised and delivered
 - ▶ We will influence and inform colleagues
- ▶ To listen and understand the views and experiences of all citizens

Our Activities

MONDAY BINGO CLUB

Bingo, hoy, raffles and quizzes
Humberston Country Club
 Humberston Avenue
 Humberston
 1pm - 3pm
 Entrance fees £2.50
 Including refreshments
 First Session FREE

MONDAY EXERCISE CLASS

Kurling
St. Andrew's Church
 St. Peter's Avenue
 Cleethorpes
 10am - 11am
 Entrance fees £2.50

MONDAY CULTURE CLUB

Drop in, signposting, tea and cake
Civic Centre
 Pelham Road
 Immingham
 10am - 2pm
 Entrance fees £2.50
 Including Refreshments
 First session FREE

TUESDAY MEMORY LANE CHOIR

The Annie Chapple Centre
 Aspen Court
 Cleethorpes
 10am - 12pm
 Entrance fees £2.50
 Including refreshments
 First session FREE

TUESDAY EXERCISE CLASS

Shibashi (Tai Chi)
 Park Congregational Church
 Grimsby
 10am - 11am
 Entrance fees £2.50
 Including refreshments

TUESDAY SOCIAL CLUB

Speakers, quizzes and bingo
The Annie Chapple Centre
 Aspen Court
 Cleethorpes
 1pm - 3pm
 Entrance fees £2.50
 Including refreshments
 First session FREE

WEDNESDAY SPORTING MEMORIES

Reminiscence, speakers and activities
Youngs Lower Bar
 Blundell Park
 Cleethorpes
 10am - 12pm
 Entrance fees £2.50
 Refreshments provided

WEDNESDAY SOCIAL CLUB

For those with memory concerns or low mood
 Games and light hearted fun
The Annie Chapple Centre
 Aspen Court
 Cleethorpes
 10am - 11.45am
 Entrance fees £2.50
 Including refreshments
 First session FREE

THURSDAY STRICTLY FUN DANCING

Stallingborough Village Hall
 Station Road
 Stallingborough
 10am - 11am
 Entrance fees £2.50
 Including refreshments
 First Session FREE

THURSDAY SOCIAL CLUB

Speakers, quizzes and bingo
Beacontorpe Methodist Church Hall
 Grimsby Road
 Cleethorpes
 10am - 12pm
 Entrance fees £2.50
 Including refreshments
 First session FREE

C.S.T GROUP (COGNITIVE STIMULATION THERAPY)

A specialised group that includes concepts of cognitive stimulation therapy, designed to improve memory and cognitive functioning delivered in a fun, friendly session.
 Park Congregational Church
 Grimsby
 10am - 12pm
 Entrance fees £2.50
 Including refreshments

***Please call the office to book a place**

FRIDAY EXERCISE CLASS

Chair Based Exercise
Scouts Hut
 Cooper Road
 Grimsby
 10am - 11am
 Entrance fees £2.50
 Including refreshments

If you would like to attend one of our groups, please call us on 01472 602500 to check availability. All social clubs run weekly, however please note some clubs do close in August.



Befriending and supporting older people in North East Lincolnshire

"Thank you so much for everything, there's a lot more caring people about than you think, I'm so grateful." - Member

"We love the now and then section of our life story book, me and Mum always talk about how it used to be, and we always do the puzzles together" - Carer

Monday	9.00am until 5.00pm
Tuesday	9.00 am until 5.00pm
Wednesday	9.00am until 5.00pm
Thursday	9.00am until 5.00pm
Friday	9.00am until 5.00pm



Friendship at Home

Address: 6-7 Aspen Court, Cleethorpes, DN35 0SJ
Phone: 01472 602500
Website: <http://www.friendshipathome.org.uk>

Follow us:

Facebook: @friendshipathome
Twitter: @friendshipatHo1
Instagram: @friendshipathome

Services

Our major activities are to provide one-to-one befriending, provide advice, support, information, and physical and social activities. Friendship at Home CIO covers the whole of North East Lincolnshire and surrounding areas and provides support to a scheme set up in rural Caistor. We receive referrals from GP's, Care Workers, Social Services and Community Mental Health Services, as well as from friends, family and self-referrals.

1-1 Befriending

Many of our members have their own volunteer 'Befriender'. These are one of our volunteers who visits them regularly, in their own home, providing quality time, on a one-to-one basis, and often a much-needed lifeline, to many of whom may be isolated and very lonely. Our aim is to help increase their confidence, self-esteem, and social skills. Several of our members who are befriended say this service has "changed their lives" in a very positive way and made their lives worth living again. It is recognised that loneliness can lead to depression and in turn, lack of confidence, low self-esteem and the withdrawal from social groups and activities.

Dementia Service

We offer a befriending service for older people with mild to moderate memory impairments such as early onset dementia and related conditions. For those who do not have many visitors, a regular visitor who can offer stimulating conversation can be very beneficial, and many members enjoy reminiscing about old times with their befriender. All volunteer befrienders attend training courses to ensure they develop a good understanding of dementia and other related or similar conditions. Our St Hugh's project also offers advice and information to those or the families of those living with dementia.

Telephone Befriending

For those who would prefer a telephone call - in addition to, or instead of a home visitor - we offer a Telephone Befriending Service. Members receive a regular phone call from a volunteer, who can lead a friendly chat, offer reassurance or simply be there for a long chat. Many people that are isolated find that just having someone checking in and seeing how they are really boosts their mood.

Domestic help

Our volunteers can help with chores around the home such as light cleaning (dusting, vacuuming etc.), washing, drying, ironing and folding clothes. Also, light meal preparation and cooking as well as dog walking, safety prompts, assistance with reading utility bills and mail and accompaniment to appointments (hospital, dental, hairdressing etc.). Our volunteers can assist with low level maintenance and general upkeep of gardens, carrying out tasks such as weeding, lawn mowing and general tidying.

Online Activities

NEW - We offer a range of online social and exercise activities, such as, an online choir, bingo sessions and Shibashi. They have proved especially popular during 2020 as people have not been able to attend their regular sessions. We hope to continue and expand these for subsequent years to compliment our existing services.

Friendship Clubs

These weekly social clubs are held in central locations through the NEL, for people aged 60 plus, and offer access to information, advice, support and social activities. The key function of the clubs is to give members somewhere to meet where they feel safe and valued, and also gives them the opportunity to meet new people. Many members have formed solid friendships and now meet up not only at the clubs, but outside of them as well. Being a member of a club ensures that older people know they will leave their homes once per week, that someone is expecting them and most importantly that there are people who care. Clubs offer activities such as quizzes, chair-based exercise, new age Kurling, interesting and informative speakers, day trips as well as bingo. We also promote healthy living through various exercise classes, advice, information on healthy eating and ensure social activities are provided to promote independence, motivation, stimulation, and mental health wellbeing. All club members also have access to day trips throughout the year.

Exercise Classes

We offer various exercise classes with a view to keeping our members active and healthy. These include our new age Kurling which is very popular, with teams often taking part in competitions organised by our local Older People's Collaborative. Also, Shibashi class is a gentle method of Tai Chi, and is very simple to learn. The class is very calming and can help to reduce stress and improve both co-ordination and balance. We also offer a chair based exercise class which provides low-intensity exercise with the motivation of a group, but from the comfort of a chair. During 2019, we introduced a new dance class and gentle exercise for people with dementia.



2020 CHAIRS REPORT

INTRODUCTION

It gives me great pleasure to present this Annual Report for 2020.

What a turbulent and dramatic year it turned out to be!

With Covid hitting hard in our community, hardly any family was left untouched by its pernicious and devastating impact. The home visits and group activities had to cease during lockdown which left many isolated, unsupported, and bereft of much needed social contact.

However, our staff and volunteers responded amazingly well; showing brilliance, fortitude in adversity and amazing resilience to adapt to manage the service in the great way that they did. The service 'flexed' to develop and support the use of virtual activities- with the development of its App! and Laptop loan scheme-including virtual activities such as the Virtual Befriending get togethers, Bingo sessions, Musical Memories, Armchair travel, and other 'on line' virtual social events. Regular telephone contact was put into place supported by Special home visits. After some initial reservations these were widely well received. The Xmas hamper box delivery to each and every member was particularly welcomed. We were very fortunate in receiving a number of supporting grants from successful bids submitted and the generous donations continued from many loyal donors. Particular thanks to the Local Authority-NELC- who supported us with numerous short term Covid grants and also with funding for our Over 75 Project. Also, the National Lottery-to whom we are incredibly grateful - gave us assistance with Covid Grant monies before our main Core Funding Application (at Stage Two) to underpin salary and cost base, is finally determined.

Thanks also to the Police and Crime Commissioners Office and the Freemasons in their support too. Especial thanks are due to Caroline Barley at the Council for her support and guidance at a critical time and also St Hughes Hospital for resources they have continued putting into our organisation to support our local Dementia work for clients and their carers.

I would also particularly like to thank Lyse and Julie for being rocks for me; -ever committed and caring and totally dedicated to compassionately serve the needs of our members. They have both worked tirelessly-as have the staff- to bring in the moneys, manage the service and then deliver them successfully and sensitively- amidst a hugely challenging environment. Well done team... You have been, and remain, simply amazing!

Membership of the Board of Trustees has remained fairly consistent. Whilst we still lack an experienced accountant as a Trustee, we have nevertheless

gained Rob Walsh onto the Board and he brings great profile and a wealth of experience, being the current joint Chief Executive of our local authority and NHS Care Commissioning Group. Sadly, Jenny Smith, a long-standing activist and Vice Chair of our Board and Jane Hyldon-King, retired as Board members and we wish them well and thank them both for the sterling service they provided over a long period. I would also like to thank our Board Members for their patronage, support, and hard work too. We are fortunate to have a wide range of dedicated, experienced, and thoroughly professional Trustees who are actively involved in setting the vision and overseeing and scrutinising the charity's work and finances. They also provide a range of support across our activities, including advocacy and promotions, recruitment of staff, business continuity, policy development, and risk and impact assessments and overview. Finally, once again, I want to reflect upon and re-emphasise the success of F at H and the reason we can function efficiently and effectively, is mainly due to the superb support of all our volunteers who provide all our face-to-face befriending, provide support and arrange and assist in fundraising events. Volunteers are our life blood, sitting at the very heart of our service. Without your passion, dedication and enthusiasm, we would not be considered the Befriending 'charity of choice' here in sunny North East Lincolnshire. It is important not to lose sight of the fact that it is our collective activities that plays a major part in redressing the terrible reality, that for older people, social isolation and extreme loneliness has a major impact on health and well-being- and if not effectively dealt with results in costly and debilitating medical interventions, early admission or re-admission to hospital and care facilities.

Every £1 donated to FAH has a SROI worth £11.23

Our 'Social Return on Investment' remains second to none in the community and voluntary sector. This is something we should all be proud of. Which is why it is my, and the Trustees, ambition for us to be seen as a Mainstream provider of efficient and effective care and support in our older community-especially by our local authority and other statutory bodies which commission social care services. Our aim is to receive core funding, on a sustainable basis, from these bodies so that we aren't constantly looking over our shoulders for cash, expending disproportionate amounts of time and energy 'chasing down' ever reducing pots of grant monies and constantly worried whether our charity can survive beyond the next year, when funding streams cease. Our service is widespread, valued, needed, dependable and of high quality - and needs recognising and resourcing as such by the powers that be. As we move into 2020/2021, FaH is moving into uncharted territory because of the Covid-19 pandemic and its potential aftermath. It is important to have the surety of continuing fantastic support of our willing volunteers, underpinned by our committed and professional members of staff. We have always been a charity that has been prepared to adapt to changing circumstances and the needs of clients - an approach likely to be crucial for sustaining our long-term future. Partnership working will also be key to our long-term success. We are looking to establish a unique 'Later Life Partnership' (LLP) for our area on the back of closer working and alignment with Carelink and Age UK locally. We are also keen to develop our presence further by the greater use of the social media forums- Twitter, Instagram, LinkedIn, and Facebook- to maximise our reach and raise and broaden our profile and impact further afield. On behalf of fellow Trustees, I wish to record my sincere thanks to all Members, Volunteers and Staff for all your hard work and support during 2020, commend this Annual Report to you, and look forward to your continued involvement and commitment in the current year. I am honoured to be your Chair. Thank you for making this a great and treasured organisation.

Ray Oxyb, CHAIR

2020 OPERATIONAL & DEVELOPMENT MANAGER REPORT AWARDS AND ACHIEVEMENTS

I'm delighted to present to you our annual report after what has been a difficult year for our members, organisation and indeed the nation! I think you will agree it truly reflects the passion and vision of our staff team, our network of associates and our Board. Despite the challenges of the Covid situation it has been an extremely exciting and productive year for FaH, supporting older people, families, and their carers with a variety of provision. As always none of the work we do would be possible without the hard work and dedication of our volunteers, staff and Trustees and the support of our funders and donors; we thank you so very dearly.

As demonstrated throughout this report we have fulfilled the main objectives set for 2020 paying close attention to member's feedback

- To reduce social isolation and loneliness
- To improve quality of life
- To support older people in maintaining their independence
- To grow and strengthen our charity and its services through an innovative approach which meets the needs of older people and the communities in which we work.
- To work in partnership with all sectors to continuously improve the quality and efficiency of our services to become outstanding and a beacon service.
- To retain, reward, strengthen, motive, and support a high-quality workforce.

SERVICES

Our staff and volunteers always go above and beyond but they have reached even further during Covid and have worked tirelessly to ensure that none of our older people felt alone, frightened and disconnected from their community. The Coronavirus situation reinforced the importance of human relationships and the prominence of our service. We have been able to ensure that older people in North East Lincolnshire have remained safe and received essential food items, medication etc.

We have undertaken doorstep and garden visits during the summer delivering activity packs to keep them stimulated. A local schoolgirl 'May' (age 9) wrote wonderful letters to many of our members and continues to write to them-thank you May you are a star! Equally as important have been the regular wellbeing calls, which during the thick of the crisis FaH was making 650 on a weekly basis with the support of our incredible volunteers.

These have provided reassurance and social interaction for them and kept those vital networks alive. We have been at the forefront of support and cohesion as the Covid situation reduced the visibility of vulnerable adults as their usual support structures had been removed or reduced. We were also one of the first organisations to reinstate our home visits in line with government guidance in response to our service being locally recognised as enhancing mental wellbeing.

Many of our plans for 2020 had to change or be put on hold, however, it enabled us to bring forward a pilot of digital connection which has been extremely successful. Our plan to pilot out virtual services became a priority. We delivered 5 virtual sessions per week which have been well received by our members. Our goal for 2021 is to have 7-10 virtual sessions per week. The purchase of tablets with inbuilt sims has given us the opportunity to encourage and support more older people to get online and join the virtual world. We also developed our own app which has the ability to be developed further to meet the growing needs of our older people and the community they live in. The world has changed so much during 2020 and we have learnt so much about how we deliver services and how people can access them. We have continued our work with Active Humber and Lincs Inspire to implement physical activity during Covid. We secured funding to help deliver these sessions online using our app and personal subscriptions to keep them physically active. We also stepped up our intergenerational activities with a local primary school building on the success of the pilot the previous year.

Due to the COVID pandemic we had to quickly diversify and adapt our services to ensure that we continued to meet the needs of older people in the extreme circumstances we were facing.

During the COVID pandemic we faced numerous challenges:

- A greater demand for our services,
- New challenges within our existing members e.g., the need to rebuild up confidence and self-esteem
- Redesign of income generation as we rely heavily on club income
- The re-shaping of our services to meet the new climate
- Financial pressure due to the loss of income.
- Working from home
- Delivery of services from a distance to ensure older people were enabled to deal with the increase in loneliness and isolation, which was imposed on them.
- Staff and volunteer team felt supported and had the adequate resources to deliver services.
- Embracing new ideas also supporting and encouraging our members to join the virtual world.

"Brilliant! Love it! I enjoy seeing people and talking to them" - Member

FUNDING AND THE FUTURE

Covid has made a huge difference to the demand on our services, our service delivery and securement of funding. This has seen our overall expenditure soar, however our income generation plummet. We have had to implement contingency plans to accommodate these extra costs. Currently, and historically, the charity has been primarily funded via grants from foundations and trusts. Our core funding comes primarily from the Big Lottery which has provided continuous support for the last 10 years. During Covid they have supported us with short-term grants of an additional £29k to cover additional Covid expenditure and loss of income and £56k which ended in May 2021. Our focus going forward is to look at contract opportunities around older people's provision and provide the sustainability of our core service. On a positive note, we have been fortunate to secure continuation funding for 3 years from St Hugh's Hospital Management Trust to provide one-to-one specialised support for older people with memory concerns and their families throughout their journey. Other sources of income include donation and monies raised through activities (such as club fees and fundraising). Friendship at Home is constantly looking at alternative ways to secure our funds. We have recently been commissioned by the local authority to deliver a project specifically aimed at 75 and overs.

This has been funded for 3 years. We are hoping that this is the start of a funding partnership between the local authority and Friendship at Home and one that will grow. Over the next 12 months we seek to increase engagement opportunities in activities that address our vision whilst supporting greater income generation and strengthen our work with partners and stakeholders, delivering on joint projects and seeking new collaborative opportunities. We have set priorities for 2021 coupled with strategies to achieve our future vision. We aim to build upon the learning of the last year guiding us on our forthcoming journey, with the support of staff, trustees, members, volunteers, and the general public. This next phase will be no less demanding or challenging. This report outlines our commitment to Our Vision, Our Values and Our Mission which are key to us all and the foundation for our success.

IMPACT SUMMARY

The most significant difference our project makes in older people's lives is improving their health and wellbeing by reducing loneliness and isolation. Members commonly report that participation with FaH builds feelings of happiness, self-worth, and fulfilment. Each person feels more able to take control of decisions affecting their lives and are more positive about the future. No two members are the same and the strength of FaH is its ability to nurture and develop individual interests and meet individual needs. Information gathered from various stakeholder groups: Service users, public sector partner organisations, voluntary and community sector partner organisations and members of the Board of Friendship at Home. In terms of the social impact that Friendship at Home brings to the area, these include

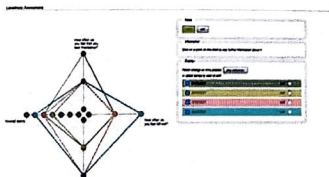
- Agencies across the NEL having access to a range of service users that may not have engaged with their organisations previously.
- Increased take-up of specialist advice and support services by service users.
- Increased take-up and availability of volunteering opportunities.

In addition, there are a range of benefits to the health and social care sector by people who access support services provided by Friendship at Home CIO. These help to alleviate more complex and costly interventions.

Some of these include:

- Improved awareness of mental health services available from NHS, local authorities and charities
- Increased access to and take-up of mental health services and mental health advice.
- Improved self-confidence and self-reliance.
- Reduced isolation and loneliness through participation in mutual-help groups.
- Increased awareness of Volunteering projects and other community activities.
- Increased access to specialist disability services.
- Increased understanding of issues faced by elderly people in relation to their health and social care situation.
- Increased take-up of specialist advice and support services by service users.
- Increased take-up and availability of volunteering opportunities

As our members reported feeling alone, frightened and disconnected from their community during 2020 we introduced innovative ways to ensure that older people in NEL remained safe and connected to society, hugely by digital inclusion. We have introduced older people to a whole new world which provides both physical and mental benefits. During the 12 months when we were not sure exactly when life would return to normal, we made sure members were still connected to the outside world to reduce their loneliness and isolation. Our members reported a positive impact on their loneliness by engaging in the activities.



The provision enabled older people to engage in activities 7 days a week, whenever they felt a little lonely, they could access the app to chat to 24/7 volunteers or join in a live social activity. Christmas time was an especially lonely time for our members as family time was limited. Our Christmas session on Christmas Eve enabled members to watch 'live entertainment' participate in festive games and share a mince pie together. This enabled them to see a friendly face and not feel so alone with the protection of a secure network.

Our updated information section and live discussion sessions enabled members to access credible information from a number of sources to make informed decisions and choices about issues affecting them. Our 1-1 and group support sessions have also enabled the members to be supported to video chat their family and friends. These activities are not

meant to replace but compliment the face-to-face activities when they are reinstated and give them more access and more choice in activities. The difference we have made is that our older people still feel part of their community and are less anxious about venturing back into the community when restrictions were lifted.

Shielding by Mike Reeves

(S)ADNESS - thinking of lost loved ones

(H)ELPLESS - Scared to go out

(I)SOLATION - Missing human contact with others

(E)XCESS EATING - Delivered take away food & ready meals

(L)ONELINESS - Not speaking to my family, friends & neighbours

(D)EPRESSED - After comfort eating and gaining weight

(I)NDICATIVE MOMENTS - Starting to double check my security

(N)IGHTTIME - Not sleeping, lying awake and fearing the worst

(G)RATEFUL - for Friendship at Home and my EE tablet.



CASE STUDY

Mike has been a member with Friendship at Home since October 2020 when he joined to take part in our new virtual sessions and our be-friend app. Mike has enjoyed using the tablet Friendship at home were able to provide and is now keeping in touch with his family and

"Thanks to the FaH tablet, I have been able to see my grandchildren for the very first time. They live abroad so I've haven't met them yet but atleast we can see each other now. I also love joining the groups and talking to others on it." - Member

accessing a variety of our virtual sessions each week to help reduce the feeling of isolation and loneliness. Mike has kindly documented below how lockdown affected him and how he helped himself to overcome this which he has kindly shared with us.

LOCKDOWN

I live on my own like many others my age, even younger & older. I started lock down (shielding) from family & Friends in March 2020. I have no outside/inside activities or face to face contact with others. I have been eating delivered ready & take away meals and am lacking motivation, spending long periods of time sitting alone. I have gained 2.5 stone in weight comfort eating during isolation & being lonely. I have had increased lack of sleep blood pressure, anxiety & despair. I am too scared to venture out for shopping, exercise, or activities.

FIGHTING BACK TO GOOD HEALTH

I have created a gymnasium in my spare bedroom. I have stopped eating weight gaining foods & exercising outside. I have now reduced my lack of sleep, blood pressure, anxiety & despair. I have lost 2.5 stone through the support team of the (N.H.S.) my medical centre and the I YOU LINCOLNSHIRE (I.U.L.).

LIFELINE

I have gained access to Friendship at Home who supplied a tablet for activities, IT & office support via a video link. I am now enjoying searching the internet with my (FaH) tablet and zooming with my family & friends with face-to-face contact.

CONCLUSION

Thank you to the N.H.S., I.U.L. & F.A.H. Mary, my family, friends, and neighbours who have given me so much support during my shielding. I just hope many more lonely people like myself get the support I have had in these dreadful times. Thanks to you all concerned.

CASE STUDY

D is an 83-year-old lady who lives alone since her husband passed away many years ago. She remains active and enjoys being sociable, going out and seeing friends and family. D has been attending one of our weekly social clubs for many years now where she enjoys the company and social aspect of meeting others and making friends.

Due to the Covid-19 pandemic this all came to an abrupt end for D with the closure of the Social Clubs and Social Distancing restrictions on our daily lives. Like many others, during the first wave of the National Lockdown, D found herself isolated, scared and extremely lonely as she shielded within her home.

Friendship at Home responded to the unprecedented situation by introducing a series of Virtual Groups for its member to enjoy. This was no easy task as we found that many older people faced multiple barriers when it comes to accessing and using computers/IT equipment.

Luckily, we were able to support our members to engage in the virtual activities and help to break down the barriers they faced by providing them with step-by-step guidance and demonstrations on how to work the tablet and how to access Zoom for our virtual groups.

We also created our own Friendship at Home App which has many features aimed at keeping connected and chatting with other members and our volunteers, a daily activities diary that allows you to see which events & sessions are coming up with the ability to join any session with one simple click. It also includes other features such as Armchair Travels, Audio Books and Daily Exercises.

Since receiving her tablet, D has been able to reconnect with some of her friends that she used to see at the social clubs and indeed been introduced to many new faces too. She engages with several virtual zoom groups each week, enjoying games of bingo, quizzes, other fun games and chat.



She also very much enjoys taking part in the Daily exercises on the App and tells everyone in the groups about what she has been doing that morning and about how helpful she finds them as they not only keep her mobile and fit, but it helps to lift her mood also. She has now encouraged other members of the group to join in with her doing the exercise tutorials as she says they are great fun, and it doesn't feel like exercise.

"I can't thank you enough. After shielding for 16 weeks and seeing no one, I can't tell you what it means to see and talk to others this way" - Member

D states that since using the tablet, she feels more confident about her ability to use technology and much more independent in that she doesn't have to rely on someone else to help her to access the internet. She also states that being able to join the zoom sessions gives her something to look forward to and in the event of a future national lockdown/restrictions she will not feel as lonely knowing that she will have face to face contact with others in the form of a virtual group.

SOCIAL CLUBS: NOVEMBER 2019 - DECEMBER 2020

- Members reported feeling more involved in their community (i.e., making new friends, getting out more) - **130**
- Members reported feeling less isolated/lonely (i.e. making new friends, getting out more) - **142/146**

BEFRIENDING: NOVEMBER 2019 - DECEMBER 2020

- Members reported feeling less lonely now that they have a visitor from FaH - **65/65**
- Members reported the service having a positive impact on their health/wellbeing - **63/64**
- Members reported feeling better supported and informed by being part of FaH - **87/87**

MEMBER FEEDBACK

"I WAS GETTING REALLY DOWN ABOUT MY GARDEN LOOKING SUCH A MESS DURING LOCKDOWN. I MENTIONED THIS TO THE LADY WHO HAS BEEN RINGING ME EVERY WEEK AND THE NEXT THING I KNOW, I RECEIVED A PHONE CALL FROM FAH TO SAY THAT 2 OF THEIR VOLUNTEERS WOULD BE AROUND TO TEND TO THE GARDEN FOR ME. IT MADE SUCH A DIFFERENCE TO ME. THANK YOU."

"ALL OF YOU AT FRIENDSHIP AT HOME ARE TRUE ANGELS AND I DO NOT KNOW WHAT I WOULD DO WITHOUT YOU."

"YOU REALLY DO WHAT YOU SAY ON THE TIN. EVEN IN THESE STRANGE TIMES I KNOW I CAN RELY ON YOU FOR HELP. THE PHONE CALLS MAKE ALL THE DIFFERENCES."

"I LOST MY HUSBAND JUST BEFORE LOCKDOWN. I USUALLY COME TO YOUR CLUBS, BUT YOU GOT ME A TELEPHONE BEFRIENDER WHO RANG ME TWICE A WEEK. I CANNOT TELL YOU THE DIFFERENCE IT MADE TO ME. WE HAVE SPOKEN OF MANY THINGS. IT HAS REALLY HELPED ME. I WOULD NOT KNOW THIS LADY IF I PASSED HER IN THE STREET, BUT I FELT ABLE TO TELL HER THINGS THAT I COULD NOT SAY TO MY FAMILY. THANK YOU SO MUCH FOR THIS HELP AT A TRULY HORRIBLE TIME FOR ME."

"MY MUM HAD BEEN WITH YOU FOR YEARS BEFORE SHE DIED. I DON'T KNOW IF YOU REALISE WHAT A DIFFERENCE YOU MADE TO HER LAST YEARS. IT ALSO HELPED US AS A FAMILY TO KNOW THAT YOU WERE ALWAYS THERE FOR A CHAT WHEN SHE NEEDED IT."

"IT MEANS A LOT TO US THAT DAD IS FEELING IN A MUCH BETTER PLACE THANKS TO YOUR HELP IN SORTING OUT CARE FOR HIM. HE IS NOW NOT ONLY MAKING SURE HE HAS HIS MED, BUT LOOKS FORWARD TO THE VISITS AND INSISTS THAT SHE HAS BECOME A FRIEND TO HIM."

"I WASN'T HAVING A GOOD DAY TO DAY, A BIT DOWN, THANK YOU FOR MY BIRTHDAY CARD FOR WEDNESDAY. IT IS SO GOOD OF YOU TO RING, I FEEL SO MUCH BETTER."

"THANK YOU FOR SO MUCH FOR RINGING. I WILL TELL MY SON YOU CALLED, MADE MY DAY! BE NICE WHEN YOU CAN VISIT AGAIN."

"VERY DOWN, WE CHATTED AND HAD A LAUGH, SHE SAID "I HAVEN'T LAUGHED IN AGES, YOU HAVE CHEERED ME UP""

"REALLY GOOD OF YOU TO RING, IT REALLY MAKES A DIFFERENCE."

"YOU MAKE ME FEEL I HAVE SOMETHING TO LIVE FOR AFTER LOSING BERYL, I AM SO GRATEFUL."

"THE GIFTS ARE WONDERFUL, THANK YOU SO MUCH FOR NOT ONLY RINGING BUT MAKING THINGS SPECIAL WITH GIFTS."

VOLUNTEER FEEDBACK

"I REALLY ENJOY MAKING MY PHONE CALLS, IT MAKES ME FEEL USEFUL AND THAT IS ALL ANYBODY WANTS TO BE REALLY."

"AFTER SEEING THE LOOK NORTH, I PROUDLY TOLD MY PARTNER, "THAT IS WHO I VOLUNTEER FOR, THEY MAKE SUCH A DIFFERENCE TO PEOPLE'S LIFE."

"I AM NEW TO VOLUNTEERING DURING THE PANDEMIC AND IT HAS BEEN GOOD FOR ME TO GET TO KNOW MY MEMBERS WITH PHONE CALLS. I HOPE THAT WE CAN SOON MEET UP IT WILL BE LOVELY TO SEE EACH OTHER."

"I HAVE BEEN BEFRIENDING MY MEMBER FOR MANY YEARS AND WAS REALLY UPSET TO ONLY DO PHONE CALLS, BUT AS TIME HAS GONE ON, I HAVE ALSO BEEN GETTING HER SHOPPING AND TAKING HER A DINNER NOW AND AGAIN. THIS IS NOT THE SAME, BUT I KNOW HOW MUCH IT MEANS TO HER FOR MY DOORSTEP DELIVERIES AS HER FAMILY LIVE IN CANADA AND ARE OBVIOUSLY NOT ABLE TO DO THEIR ANNUAL VISIT."

"I SO MISS HELPING AT THE CLUBS BUT HAVE KEPT MYSELF BUSY BY HELPING WITH DELIVERING PRESENT DURING THE SUMMER, ATTENDING ZOOM AND OUR MEETINGS, AND WRITING OUT CHRISTMAS CARDS FOR THE MEMBERS. I CAN'T WAIT FOR THE CLUB TO RESTART."

AWARENESS AND PARTNERSHIP WORK

We have worked industriously to extend our reach this year due to the Covid situation, looking at creative ways we could reach older people amongst the constraints of the restrictions. We attended many of the Covid clinics introducing staff and patients to our services consequently supporting some of their most vulnerable patients. We also attended a variety of older people/health related meetings and forums, such as, Dementia Alliance and VCSE which provide the opportunity to communicate our work and the voices of older people. We bring forward an increased understanding of issues faced by elderly people in relation to their health and social care situation. Attendees at these meetings include local authority, CCG reps and community groups. We have excellent positive working relationships with Public Health Strategic Procurement and Commissioning Manager, Director of Social Services, North Bank Forum-Sector Support.

We have been part of consultations with the CCG and LA regarding social care budgets and Covid provision in meeting these needs. Our work contributes towards the aims and ambitions of a number of local public policies including:

- North East Lincolnshire CCG Strategic Plan 2014 – 2019
- NEL CCG Commissioning Plan, Outcomes Framework and Priorities 2018-19
- Healthy lives, healthy futures 2015-2020 a review of health and health care services led by North Lincolnshire Clinical Commissioning Group (CCG) and North East Lincolnshire CCG.
- Carers Strategy Action Plan 2017-2020
- Principles of the 'Care Act 2014'

Our managers and staff are in regular contact with organisations who support older people, providing channels of communication to share ideas or concerns, gaps in the local area. We work closely with Focus, Age UK, Carelink, Navigo, Longhurst and Havelok. We also encourage our organisations staff to shadow each other to gain a further understanding of each other's work and build relationships.

We reached out to our existing links, such as, Lions, Masonic Charitable Foundation, and community groups to help support us with telephone wellbeing checks as well as small pots of funding. We have also gained new links, such as, the Blue Bight Brigade to support us visiting members and undertaking wellbeing checks. These connections have unified groups building stronger relationships enabling a much more coordinated approach. It has firmly established connections for the future should we need to deliver food parcels and essential medication.

As a result of the covid pandemic an intergenerational pen pal project has been developed linking local schools with our older people. Feedback so far from our older people and the children is extremely positive and will be building on this in 2021.

We featured on Look North in October; the feature showed many of our members enjoying our new digital Project. We have received such good feedback on the piece we have received calls from as far away as Norfolk and Wales wanting to replicate the project and asking him for advice on how to set it up.

We have also been interviewed by the local radio stations compass FM and Radio Humberside highlighting the impact of the Covid situation highlighting our projects and reaching out for community support.

AWARDS AND ACHIEVEMENTS



North Bank Forum recently stated that "Friendship at Home is a thread that is woven into all aspects of an older person's life and would be hard to replace". A testament to this

is evident gaining the Trusted Charities quality mark in March 20 **passing all 97 indicators with no areas marked for improvement.**

We continue to build and strengthen leadership and management capacity. We have supported and developed initiatives to ensure that FaH had a skilled and experienced workforce to meet the challenges of new and expanding services. The team have undertaken vast development training opportunities during Covid. FaH support social work placements with the University of Lincoln which has enriched FaH with professional methods of working and supported the sector cultivate excellent standards. We were due to support social work placements in 2020 but due to Covid, we had to cut these short. We are looking forward to being able to provide this placement opportunity in 2021.

We are also active members of Befriending Networks and NVO which our staff and volunteers utilise immensely.

During 2019 and continued into 2020 we were extremely fortunate to be the 'Chosen Charity' of our local Marks and Spencer. They have both been wonderful in helping raise our profile and fundraising for us.

2021

The Board will continue to work in collaboration with the Operational and Development Managers within the framework of agreed objectives. In the difficult times we are facing, loneliness and isolation has risen to the top of the agenda for Local Authorities and Clinical Commissioning Groups. Loneliness and Isolation have a huge impact on physical/mental health and a person's ability to engage with their community these both have huge financial implications for statutory bodies.

They will now be able to see the positive impact we have in the community and to acknowledge the important part Friendship at Home has to play in going forward with the delivery of services for older people. Our plans for 2021

predominantly mean we will continue to raise awareness of loneliness and isolation and develop new and modern services that help build social connections. We are determined to make 2021 another valuable year for FaH by continuing to build a network of caring volunteers central to our work, extend our local services and information and build on the learning of the last year.

Although we will continue our core services; befriending, dementia support, social activities we want to provide opportunities that are not currently available to older people, e.g., group befriending. We are aware that the needs of people 60 plus are changing, and many do not see themselves as an older person. Technology plays a large part in our lives which has been hugely demonstrated as an essential lifeline in the current Coronavirus situation, therefore, it is important that we factor technology into future activities by equipping older people with the confidence and skills to use it. We want to build and develop our pilot digital service and app. The app will be ongoing in development so that we can organically grow the app as we need to. Linking with a local safety alarm and technology provider will enable us to provide a 24/7 service and be aware of new technology as it is developed. As our pilot has shown such a positive impact we can grow and change with the changing world we are living in. Both locally and nationally there is a big push on digital options, this will not only increase access to social care but will also improve the social care that is provided. Digital options will enable our older people to increase their independence further and be more self-sufficient. 2021 provides opportunities to adapt and build on technology to improve our systems for all that are part of FaH.

We have a challenging year ahead as our core funding from the Lottery ends in May and competition for external funds including public funds continue to rise. 2021 is crucial for FaH to maintain financial sustainability by identifying long term income generation that will fund our core services. Although the total amount of money available from trusts and grants is increasing year on year there is also increasing demand. 2021 will be an opportunity for local tenders. Acting upon feedback from our consultation, we would like to secure funds in 2021 to pave the way into provision of a holistic activity/wellbeing centre.

Friendship at Home is in talks with relevant bodies to look at current day care provision which is no longer fit for purpose. The discussions include how do we change the provision so that we meet not only the needs of older people 70 plus but also look at creating a preventative service that will meet the needs of those 60 plus. The centre would be shaped and developed by the people. We are aware that the needs of people 60 plus are changing, and many do not see themselves as an older person. This would also provide us with the opportunity to prepare for the older people of the future. Pension Age will be 66 plus for all by 2020, and the activities and socialising they will want to do will be different from today. We want to be able to deliver activities for all older people whatever their outlook on life is. Older people tell us that the weekends can be the loneliest times as most other services are only available Monday to Friday 9 to 5. This would be a first for North East Lincolnshire. We also want to work with specific vulnerable older people's groups including LGBT, ethnic minority groups, homeless and Carers who suddenly find themselves with no one to care for. We are still unclear of the full impact of Covid 19 but hopeful that post Covid we can achieve growth and success. We recognise the challenges faced this year and appreciate all the hard work and determination of all staff and volunteers. We are confident we will grow our provision to accommodate an ever-increasing demand for our services as a growing ageing population and the call on overwhelmed NHS services nationally and locally surface immensely Post Covid. Our vision for 2021 takes us further into the fields of community, connections, and partnerships, recognising the positive impact of others in our area of work. We will build on the relationships of organisations that mirror our values and exchange our knowledge and experience. We will work with these as partners where opportunity arises, and where a combined approach will create greater impact. Throughout 2021 Friendship at Home will continue to work with transparency, integrity and a focus that ensures the older people in our area come first. Moreover, we will endeavour to continue to serve the needs of our community and contribute to its wellbeing.

LYSE STEPHENSON, OPERATIONAL MANAGER &
JULIE RIGBY, DEVELOPMENT MANAGER

2020 MEMBER & VOLUNTEER CO-ORDINATOR REPORT

WHAT I DO

We have now come to the end of the "Young at Heart" project. What an unprecedented year it has been. It must have been the most challenging year we have had. As you know most of the year has been spent in lockdown which has meant we have had to adapt to a different way of working, as all our weekly meeting clubs and home visits have had to be stopped.

BEFRIENDING SERVICE

This is very much an ongoing service, many of our volunteers who were established befrienders have been telephone befriending and when it was allowed garden visiting. Some have taken on extra members for telephone befriending.

"This tablet has made such a difference to me. I now can join in clubs and see people." - Member

TELEPHONE BEFRIENDING SERVICE

We have had many members ask to change to telephone befriending for this time. It is hoped that once the clubs and our visits can resume, they will once again be able to come along and join in the clubs.

VIRTUAL SERVICES

Since the beginning of October FaH has been able to offer both through our own app, and through our loan tablet service virtual services to our members. These are now gaining more and more users on a weekly basis and include virtual clubs and phone calls between members and volunteers.

Quotes from our members:

"I loved the gift of sweets it's really kind of you to think of us all. It made me feel a bit spoilt."

"You have made such a difference to my isolation. It is lovely to hear a friendly voice and know I can ring in the day and talk to someone if I need to."

"You really do what you say on the tin. Even in these strange times I know I can rely on you for help."

VOLUNTEERS

We have still been able to take on new volunteers. This has been achieved by making appeals on Facebook, the local radio station and we have had enquiries from Vanel. At the beginning of the year, we were able to get out and take our stands to different sites in town. We would normally carry on with the stands at different sites and events throughout the year.

Our volunteers have been invaluable as always helping to keep the members in touch with Friendship at Home

through telephone calls and amongst other things taking out gifts and writing out Christmas cards for the members. Some have also sent in letters to be passed on to the members. Our pairings between Volunteers and Members have been slightly different as well. We have matched them up as Telephone befrienders to start with and this will lead to a relationship being established that can change to the role of befriender when circumstances allow. Some of these have been able to be in contact via the app.

VOLUNTEER RECOGNITION

We have hosted our usual quarterly meetings. The first was in January so we were able to host this in our usual way. The second and fourth were held via zoom new experience for us but I am pleased to say all found it an enjoyable experience. We were able to hold our 3rd meeting of the year face to face in a socially distanced area. This was a lift for our volunteers as they were able to see each other and discuss how they had dealt with Covid restrictions etc. We were unable to host our annual thank you dinner but instead we decided to send a keyring to each volunteer as thank you for bearing with us during this most difficult year.

DAWN CHARLTON, MEMBER & VOLUNTEER COORDINATOR

2020 OLDER PEOPLE'S SUPPORT WORKER REPORT

SHORT TERM BEFRIENDING SERVICE

This year has seen the launch of an exciting new project in August, The Live Well Wellbeing Service, this is a project for people over the age of 75 to have a wellbeing check offering information, help and advice on approximately 20 areas of concern. Funded by Public Health, it offers a wide range of advice from getting help with personal and everyday tasks, managing debt, help with transport, managing illness, disability and loneliness, these are just a few of the areas covered.

Initially GP's sent out letters to their patients aged over 75 urging them to get in touch for a Wellbeing check, then we would go along and carry out an assessment, a friendly chat, to check they were managing to live to a reasonable standard, giving them the opportunity to reach out and get help with anything worrying them and by visiting, you can usually get a general awareness of how they are coping. To do this we welcomed 6 new wonderful volunteers to help with the assessments and gave them training to carry this out.

All was going really well and then we had to stop the visits due to the Covid virus but continued to do the assessments over the phone and in future will be doing some online via the tablets which we have now purchased. From August to December, we have seen 59 people, the main concerns identified were finances, isolation and loneliness, managing illnesses, feeling safe, bereavement, blue badge and transport enquiries. We then contacted the correct services to put the support in place, Friendship at Home taking on those coping with loneliness, bereavement and dementia as permanent members receiving ongoing support from our team. Many people just needed information, telephone numbers for chiropodists, opticians and dentists for example. The numbers per month have dropped significantly since we have had to follow the government guidance with the virus but hopefully will increase as restrictions lift. As the numbers grow the volunteers will do more of the assessments and I will coordinate the information from the different organisations to get the results, chasing up referrals and making sure each one is completed. I will continue to promote our project as much as possible, giving out leaflets and raising awareness in as many public places as I can, most recently the vaccination clinics, also passing our information on to other services.

Going forward we have decided to open up the Wellbeing Check to people over the age of 60 if they get in touch from the promotional work.

We have had some great feedback so far which makes it all feel worthwhile, here are a few examples:

- Mrs X was struggling at night to get ready for bed and was sleeping in the chair feeling very anxious and alone, after the wellbeing visit, I contacting Focus, the lady was provided with carers to help her get ready and into bed which made her life so much comfortable and gave her someone to talk to at the end of a long lonely day.
- Mrs A asked for a check on her finances which we referred to L&H floating support, she was granted Attendance Allowance which gave her money to buy an electric wheelchair as her partner was struggling to push an ordinary one. She said it had made such a difference to her life and was so grateful they could now get out together more.

DAWN CHARLTON, MEMBER & VOLUNTEER COORDINATOR

INTRODUCTION

We were delighted to have secured a further three years funding from St Hughs for the dementia project and Mandy and Clare have worked hard this year adapting the project to meet our member's needs through these uncertain times of Covid. This pandemic has really taken its toll on people with dementia; it is challenging for people with dementia to keep themselves safe as most do not have the cognitive functioning to recognise invisible dangers or remember what to do to prevent risks such as hand washing and facemasks. Carers have also found it particularly challenging because of the reduction or termination of day care and other respite services. Some of our St Hughs's members reported that they felt very alone, frightened, and isolated. Mandy and Clare, supported by all Friendship at Home staff, were a crucial lifeline to our members; keeping them updated about guidance, making useful suggestions and being that much needed listening ear. During the first lockdown we were calling our members on a weekly basis and supplying them with personalised activities such as puzzles, knitting materials and books/DVDs. We also hand delivered retro sweets to each member, and this gave us an opportunity to see them face to face at a safe distance. We also designed, produced, and delivered monthly newsletters that included activities such as reminiscing, puzzles, recipes, helpful hints and useful information and we continue to deliver these on a bi-monthly basis because they were popular with our members.

During the summer when some restrictions lifted, we were able to meet with our members in their gardens to offer advice, information, and support as well as meeting with some carers. We have also used Zoom on some occasions when meeting face to face has not been possible.

CASE STUDY

Mrs C is an 88-year-old lady who has mixed dementia and chronic kidney disease that causes regular urinary tract infections. Her Daughter in law (Mrs S) lives down the same street and is her main carer, she has provided ongoing care for the past two years but admitted that as Mrs C's needs are increasing, she was struggling to juggle her personal life with her caring duties. Mrs S visits Mrs C four or five times a day and has done for the past six months, she was referred to FaH to provide some social stimulation for Mrs C so Mrs S can have some respite. When I visited Mrs S, she broke down in tears and explained that she feels immense guilt because she wants some time to spend with her family. We explored those feelings of guilt and options available to provide her some much-needed respite. Focus was contacted and they agreed to a 3hr weekly carer sit and a four times daily care package one weekend in four. Mrs S is now able to go away in her campervan, that has been parked in the drive for two years, to spend quality time with her husband and family members. She is also able to have one afternoon a week to herself. Mrs C is now adjusted to having additional support outside the family unit and is open to the possibility of this increasing as and when her needs increase as she enjoys the company. Mrs S was so grateful for the information and support from FaH and said:

"Thank you for understanding, I feel better knowing I am not alone in all this" - Carer

"It's so lonely but your calls make all the difference" - Member

"I just want to thank you so much for giving me the confidence to reach out for help, my life is getting back on track, and I feel so much better now"

Mrs S knows that FaH are here to support her in the future and will stay in touch on a regular basis.

DEMENTIA AWARENESS

At the start of the year, Mandy and Clare were active in the community raising awareness of dementia at Grimsby Hospital (Monthly) and at Cleve Medical (monthly). Due to Covid and restrictions that started early in the year we had to withdraw this service and concentrated on virtual activities.

We released eight information videos on to social media platforms these were themed on dementia awareness and understanding:

Week 1: What is Dementia

Week 2: Staying healthy

Week 3: Useful Equipment

Week 4: Understanding local services

Week 5: Information for Carers

Week 6: Getting extra help -Homecare, residential care and respite opportunities

Week 7: Activities for people with dementia

Week 8: Dementia Fact or Myth?

We also tried on several occasions to deliver an online dementia friends session but had very little interest in this so Mandy decided to design her own training session to promote understanding and awareness of dementia using concepts from the dementia friends session and this was well attended, and good feedback was received:

"Excellent course, thank you very much it has been very thought provoking"

"Powerful session with lots to think about, thank you"

FUTURE PLANS

Mandy and Clare are eager and anxiously awaiting the time when they can reduce some of the restrictive limitations of Covid and extend services to fully benefit our members. We are looking forward to including the facilitation of two weekly social groups including Memory Lane Choir and the introduction of a brand-new group that will incorporate concepts of cognitive stimulation therapy. This is an evidence-based treatment whereby each session covers a different topic and is designed to improve the mental abilities and memory of someone with dementia. Evidence so far suggests that Cognitive Stimulation Therapy could be just as beneficial as drug treatments for the symptoms of dementia. We are also currently working on building a dementia section for our FaH app where people can access useful information, hints/tips, and activities specially selected for people with dementia and their carers/families.

As we approach the end of our fourth year for the St Hughs's project, Mandy and Clare are incredibly proud to have supported 309 people in total with dementia, most of these people have also been provided with family/carer support and information. We are currently providing ongoing support to 141 members. We feel proud that the project's development has evolved with the needs of our members, especially during such a difficult time, so we can remain person centred and provide the appropriate support determined by the needs of each member and their carer/family.

AMANDA SPARKES, DEMENTIA COMMUNITY SUPPORT WORKER

SOCIAL CLUBS AND ACTIVITIES

There is no doubt that during the last year we have been presented with huge challenges that have greatly impacted on our social clubs. Prior to the first National Lockdown in March, all clubs were doing very well and continued to be well attended. Our biggest clubs were the Monday Bingo and Thursday Social Club which were each attended by an average of between 50 - 60 members per week. We also had some day trips planned throughout the year with the first being a trip to the popular Batley Mill in March. Unfortunately the Covid - 19 pandemic and subsequent National Lockdown saw all of our plans cancelled and Social Clubs closing completely until further notice. However, we have continued throughout the year to support our Social Club Members in various ways. Initially, we reached out to all of our members to offer support and reassurance at what was an extremely worrying time for most. Many were told to shield and felt more isolated than ever. We made sure that our members had the essential support they needed such as someone to get groceries and prescriptions for them. The staff team provided this service themselves to anyone vulnerable and who could not make alternative arrangements. We gave regular calls to members who said they would like to have someone to talk to during this time. In most cases the calls were weekly but for some of our most vulnerable members, this was 2 - 3 times a week where it was necessary. During those first few uncertain months, our members told us how much this meant to them.

Here are just a few of the lovely comments we have received from our members, all very thankful to know they have a friend on the end of the phone:

"Apart from my daughter dropping groceries at my door, you are the only person I speak to all week. Thank you so much, I really appreciate it."

"Our chats make me feel like I have a friend right here in the room with me."

"Your phone calls really cheer me up."

"I was feeling quite down about everything, but you've cheered me up no end."

"It's so scary and worrying having to shield on your own and not seeing anyone but knowing I still have
— contact from you really helps." —

When it became apparent that the pandemic would prevent our return to social clubs for quite some time into the future, we decided to embrace the virtual world and find alternative ways of keeping our members connected with each other. This took the form of weekly virtual groups via zoom, starting with a Bingo session and gradually introducing new groups along the way. For our members who had experience

using technology, this was a welcome relief to the lack of social contact they had endured over the previous months. For those who had no previous experience or knowledge of technology, despite desperately wanting to get involved and be social once more, this was more of a challenge for them. In addition to our various weekly virtual groups we also held a Special Christmas Celebration on Christmas Eve, complete with live entertainment, bingo, quizzes, fun & games. I also took the decision to continue providing the virtual groups throughout the Christmas period so that our members would still have that social connection during these tough times. This was very well received and appreciated by our members. Going forward into 2021, we will be introducing even more virtual groups. We will be adapting our Shibashi and Sporting Memories clubs and taking them into the virtual domain as well as developing new groups based on the feedback we have received from members.

While the past year has proven to be unprecedented and unpredictable, I feel that we have successfully adapted our services and have still been able to provide social outlets for our members to feel connected to each other and the community.

I feel that in the event of our eventual return to 'in person' social clubs, that the virtual world will still be an advantage for some and will therefore still have a part to play in reducing loneliness and social isolation for our older people of North East Lincs.

TONI HERRON, SOCIAL CLUB & VIRTUAL ACTIVITIES COORDINATOR

TABLET LOAN SCHEME

Commenced Tablet and App project in October 2020 had a slow start due to the App still being developed. This was due to specifics which we required the App to perform correctly. Therefore, concentration was put into getting a batch of 25 tablets ready, with all relevant logos, set up permissions changed and zoom client installed.

Activity rota planned to input Zoom activities on a timely basis to allow a rolling timetable of new activities including Armchair Virtual Tours, Audio books, Live entertainment, Gentle Fitness videos and any one-off events such as cyber security, historical Grimsby, and the Zoom Christmas party

The first Covid 19 lockdown came into effect which meant tablets could be delivered to the door, but no 1 to 1 training could happen, which completely

altered the method of training which had previously been planned for. Although many changes had to be re-planned it showed the importance of the project with many members now having to shield and become further isolated.

Mr X is isolating and has no form of contact to his family, his shopping is delivered to his door, after receiving his tablet he has been able to get involved with the live meetings and Zoom's his grandchildren regularly, he states the tablet and app has been his lifeline and looks forward to everyday so he can talk and interact with other people. He completely believes it has changed his life.

Weekly contact via telephone started to help train and guide members on how to use Tablet and App, this has become one of the most time-consuming activities due to being unable to visit the members face to face, having to re visit the same problems weekly is not uncommon. Training sessions tend to be repeated weekly and on a reactive basis as calls come into the office.

A new regular Zoom session has been planned and will commence weekly in January 2021 this will be a how-to session, which will have no agenda other than allowing new users log in with no pressure usually associated with the other live meetings. Users are encouraged to bring along questions or problems which can then be sorted.

Contact has been made with the former Shibashi club, this comprises of 12 members and 2 instructors, with a view to moving it on-line via Zoom. Out of the members 8 require tablets and the App, also training on how to use and operate the tablet. Members have been contacted and has had a very positive response. The start date is planned for the end of January to allow time to deliver the tablets but importantly ensure all members are trained and able to work the equipment.

A Survey has been carried out on members with the tablet and app, this was to see how they are finding sessions, usage, preferred times, what they enjoy and what they don't and what they would like to see in future updates. Findings were varied, a lack of skills among the members was the most common finding, with many members reporting how difficult it is learning over the phone!

Even with the difficulties the current situation may be causing the overall response is a very positive one.

Positive Comments

"Wow, just wow..."

"Thank you so much for putting my name down for one of your tablets."

"Received mine today (2nd Feb) and am now fully charged and caring to go."

"What a great thing these tablets are, fully loaded with lots of things for me to access... just try keeping me off it!!!"

"Well done team for this great piece of kit to get me through isolating."

As lock down looks set to continue for some time, moving forward a new instruction manual will be produced, starting from the very basics, and including areas of the tablet and app that continuously creates the members problems. It will include both photos and text to aid simplicity of use. These will be supplied with every tablet from January onwards.

FUNDRAISING

Friendship at Home has a fundraising Policy which has been produced with the current National Codes of practice in mind and conforms to recognised standards as advised by the

INSTITUTE OF FUNDRAISING

www.institute-of-fundraising.org.uk/home/

FUNDRAISING STANDARDS BOARD

www.frspb.org.uk/

CHARITY COMMISSION

Charity fundraising a guide to trustee duties
www.gov.uk/government/uploads/system/uploads/attachment_data/file/549287/CC20.pdf

One of the key points of our Policy is that we aim to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches, and undue pressure to donate.

Our Policy is overseen daily by our Operational Manager and strategically by the Board of Trustees. It is also regularly reviewed.

We have not employed any commercial participators/professional fundraisers in the reporting period.

Our approach to fundraising is governed by our needs and guidelines determined in the Policy and is monitored and regularly reviewed by the Trustee Board.

Friendship at Home

Address:

6-7 Aspen Court, Cleethorpes, DN35 0J5

Phone:

01472 602500

Website:

www.friendshipathome.org.uk

Follow us:

Facebook - @friendshipathome

Twitter - @friendshipath01

Instagram - @friendshipathome

Financial Review section update:

Net income of £306,552

Net expenditure £186,610

Surplus £119,942

Reserves held £159,355



Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Friendship at Home

On accounts for the year
ended

December 2020

Charity no
(if any)

1160062

Set out on pages

Respective
responsibilities of
trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent
examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent
examiner's statement

In connection with my examination, no matter has come to my attention (other than that disclosed below *)

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Date:

03/06/2021

Name:

Andrew Smith FCCA

Relevant professional
qualification(s) or body
(if any):

Chartered Certified Accountant
Association of Chartered Certified Accountants

IER

1

March 2012

Address:

A G Smith & Co

Unit 8, Laceby Business Park, Laceby, Grimsby, North East Lincs,

DN37 7DP

Section B

Disclosure

Only complete if the examiner needs to highlight material problems.

IER

2

March 2012

Give here brief details of any items that the examiner wishes to disclose.



Friendship At Home		1160062		CC16a
Receipts and payments accounts				
For the period from	1st January 2020	To	31st December 2020	

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
OPERATIONAL INCOME	7,754	160		7,914	10,653
BIG LOTTERY FUNDING	-	103,238		103,238	98,670
LOTTERY BRIDGING FUNDING	-	29,533		29,533	-
CAF	-	39,426		39,426	-
INDEPENDENT LIVING	-	-		-	1,655
ST HUGHS FUNDING	-	34,602		34,602	10,000
OTHER FUNDING AND GRANTS	80,150	3,000		83,150	32,945
OTHER INCOME	3,087	-		3,087	3,461
DONATIONS RECEIVED	5,603	-		5,603	5,572
Sub total	96,594	209,959	-	306,552	202,960
A2 Asset and investment sales, etc.	-	-	-	-	-
Total receipts	96,594	209,959	-	306,552	202,960
A3 Payments					
OPERATIONAL EXPENSES	13,675	-		13,675	19,963
BIG LOTTERY EXPENSES	-	100,148		100,148	99,342
LLOYDS TSB EXPENSES	-	-		-	2,115
LOTTERY BRIDGING EXPENSES	-	21,250		21,250	-
CAF	-	3,943		3,943	-
ST HUGHS EXPENSES	-	27,641		27,641	27,005
OTHER FUNDING AND GRANTS	-	5,659		5,659	4,813
OTHER EXPENSES	-	-		-	1,502
RESERVES AND FUND RAISING	14,294	-		14,294	17,087
Sub total	27,969	158,641	-	186,610	191,827
A4 Asset and investment purchases, etc.	-	-	-	-	-
Total payments	27,969	158,641	-	186,610	191,827
Net of receipts/payments	68,624	51,317	-	119,942	11,133
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	-	-	150,787	139,654
Cash funds this year end	68,624	51,317	-	270,729	150,787

Section B Statement of assets and liabilities at the end of the period

Category	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds				
	Total cash funds			

(agree balances with receipts and payments account(s))

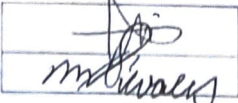
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets				

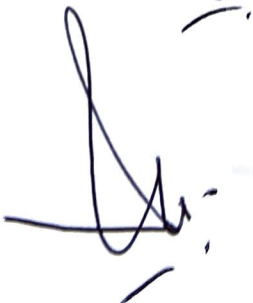
	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets				

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use				

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities				

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Ray Oxbey M. Oxbey	5/8/21 28.06.21

Ray Oxbey  30/9/2021.



Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Friendship at Home

On accounts for the year
ended

December 2020

Charity no
(if any)

1160062

Set out on pages

Respective
responsibilities of
trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent
examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent
examiner's statement

In connection with my examination, no matter has come to my attention (other than that disclosed below *)

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Date:

03/06/2021

Name:

Andrew Smith FCCA

Relevant professional
qualification(s) or body
(if any):

Chartered Certified Accountant
Association of Chartered Certified Accountants

Address:	A G Smith & Co
	Unit 8, Laceby Business Park, Laceby, Grimsby, North East Lincs,
	DN37 7DP

Section B	Disclosure
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Only complete if the examiner needs to highlight material problems.

Give here brief details of any items that the examiner wishes to disclose.



Friendship At Home		1160062		CC16a
Receipts and payments accounts				
For the period from	1st January 2020	To	31st December 2020	

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
OPERATIONAL INCOME	7,754	160		7,914	30,653
BIG LOTTERY FUNDING	-	103,238		103,238	98,670
LOTTERY BRIDGING FUNDING	-	29,533		29,533	-
CAF	-	39,426		39,426	-
INDEPENDENT LIVING	-	-		-	1,655
ST HUGHS FUNDING	-	34,602		34,602	30,000
OTHER FUNDING AND GRANTS	80,150	3,000		83,150	32,949
OTHER INCOME	3,087	-		3,087	3,461
DONATIONS RECEIVED	5,603	-		5,603	5,572
Sub total	96,594	209,959	-	306,552	202,960
A2 Asset and investment sales, etc.	-	-	-	-	-
Total receipts	96,594	209,959	-	306,552	202,960
A3 Payments					
OPERATIONAL EXPENSES	13,675	-		13,675	19,963
BIG LOTTERY EXPENSES	-	100,148		100,148	99,342
LLOYDS TSB EXPENSES	-	-		-	2,115
LOTTERY BRIDGING EXPENSES	-	21,250		21,250	-
CAF	-	3,943		3,943	-
ST HUGHS EXPENSES	-	27,641		27,641	27,005
OTHER FUNDING AND GRANTS	-	5,659		5,659	4,813
OTHER EXPENSES	-	-		-	1,502
RESERVES AND FUND RAISING	14,294	-		14,294	37,087
Sub total	27,969	158,641	-	186,610	191,827
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Total payments	27,969	158,641	-	186,610	191,827
Net of receipts/(payments)	68,624	51,317	-	119,942	11,133
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end				150,787	139,654
Cash funds this year end	68,624	51,317	-	270,729	150,787

Section B Statement of assets and liabilities at the end of the period

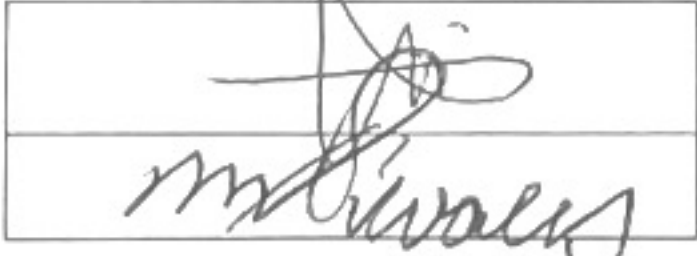
Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds		-	-	-
		-	-	-
		-	-	-
		-	-	-
	Total cash funds	-	-	-
(agree balances with receipts and payments account(s))				

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
		Ray Oxbury M. OXBURY	5/8/21 25.06.21



Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Friendship at Home

On accounts for the year
ended

December 2020

Charity no
(if any)

1160062

Set out on pages

Respective
responsibilities of
trustees and examiner

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Basis of independent
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* Please delete the words in the brackets if they do not apply.

Signed:

Date:

03/06/2021

Name:

Andrew Smith FCCA

Relevant professional
qualification(s) or body
(if any):

Chartered Certified Accountant
Association of Chartered Certified Accountants

Address:	A G Smith & Co
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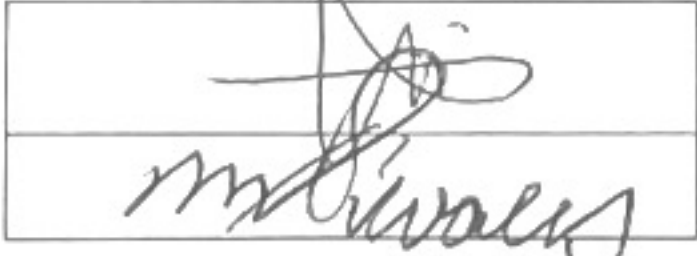
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B1 Cash funds		-	-	-
		-	-	-
		-	-	-
		-	-	-
	Total cash funds	-	-	-
(agree balances with receipts and payments account(s))				

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
		Ray Oxbury M. OXBURY	5/8/21 25.06.21