

# YORK NEIGHBOURS

England & Wales · Charity number 1163768

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2015-09-29

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

## Contact

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**Address** York Neighbours  
Office G2  
The Raylor Centre  
James Street  
York

**Phone** 01904891627

**Email** [info@yorkneighbours.org.uk](mailto:info@yorkneighbours.org.uk)

**Website** [www.yorkneighbours.org.uk](http://www.yorkneighbours.org.uk)

## Activities

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**Objects:** THE OBJECT OF THE CIO IS TO REDUCE SOCIAL ISOLATION FOR PEOPLE OVER THE AGE OF 65 YEARS LIVING WITHIN THE CITY OF YORK AND TO SUPPORT THEM TO RETAIN THEIR INDEPENDENCE.

**Activities:** York Neighbours has a team of volunteers who offer support to people over the age of 65 living within the City of York in the following 3 ways:1) help with small practical one-off tasks2) making a regular phone call for a chat 3) occasional individual and group trips out

## Classification

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- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People, People With Disabilities

## Geography

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- City Of York

## Finances

Period end	Income	Expenditure	Assets	Employees
2024-09-30	£79,728	£71,372	-	-
2023-09-30	£26,165	£62,208	-	-
2022-09-30	£54,772	£50,304	-	-
2021-09-30	£55,756	£60,058	-	-
2020-09-30	£79,146	£55,271	-	-

## Trustees

Name	Role	Appointed
Caroline Wilson		2017-09-27
Dr Katherine Peters		2026-01-20
Helen Aitchison		2024-01-22
JAMES CANNON		2026-02-28
Judith Kay Donovan		2025-12-01
Kelly Jane Wheatley		2018-04-18
Leslie Steven Holmes		2025-07-09
Lynn Bradshaw		2025-07-09
Samantha Stockill		2026-01-20
Tina Davis		2026-01-20

**YORK NEIGHBOURS**

England & Wales - Charity number 1163768

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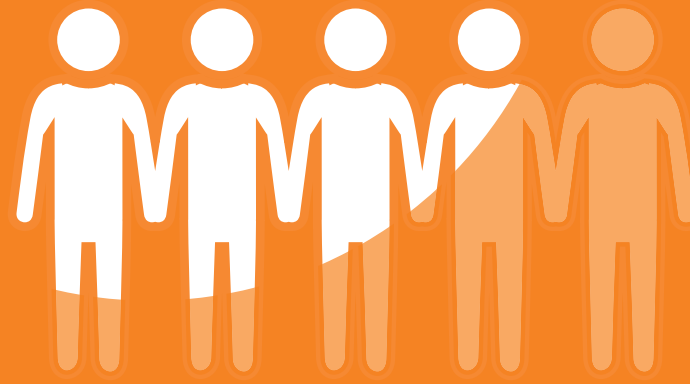
# Accounts

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# ANNUAL REPORT

## 2023 - 2024



# A word from our Chair, Claire Warren

It is a privilege to introduce myself as the new Chair of York Neighbours' Board of Trustees.

I am so excited to join a charity whose work, and kindness makes life less lonely, less isolated, and just simply more doable, for hundreds of older people across our city.

I am already impressed by our skilled and committed team; from our staff through to all of our volunteers. I look forward to us all continuing to move the charity forward, so we can help many more of York's aging local population.

I would like to express our gratitude to our previous Chair, David Caswell for his years of dedicated service to the charity. Under his (and the wider Board's) stewardship, the charity sustained itself, and rapidly evolved, including through the exceptional circumstances of the coronavirus pandemic - which significantly amplified the relevance of York Neighbours' work.

I am really looking forward to meeting more of our volunteers, Neighbours and key partners, as well as supporting our plans to mark our tenth birthday! In the meantime, I hope you find this report an interesting and positive read.



# A brief recap on who we are, and our roots

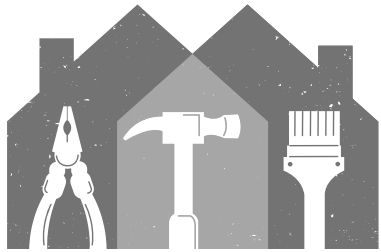
**York Neighbours are a volunteer-led charity working to reduce loneliness, tackle isolation, and prolong independent living for older people in our city aged over 65.**

We were established as a charity in 2015 following the success of the informal “Belfrey Neighbours” initiative, set up by members of the St Michael le Belfrey Church. This group supported older people in the community who fell “between the gaps” of pre-existing services.

Today, as York Neighbours, we describe our service-users as our “Neighbours” and, through our organised gestures of neighbourliness that many of them otherwise go without, we achieve our aims for them in three main ways...



## Help with one-off tasks and errands



**From changing lightbulbs, taking down curtains, shopping, support with digital devices, basic gardening, assembling furniture - and anything else suitable for a volunteer to help with.**

## Regular wellbeing phonecalls



**Providing people (who ordinarily go many days without speaking to others) the opportunity to chat with someone who cares, and can flag up to our staff if they need further support.**

## Group and individual social outings



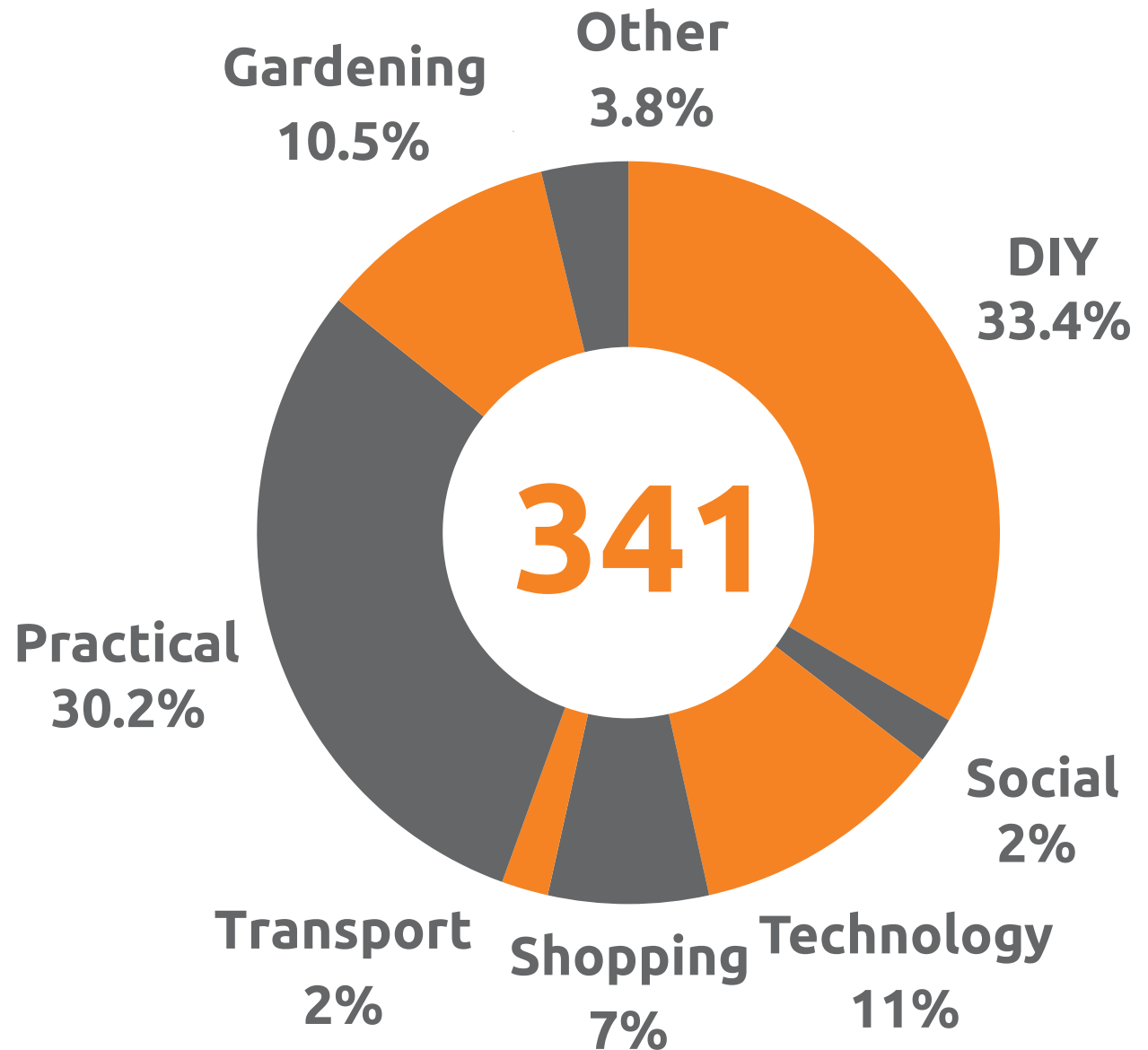
**Offering opportunities to meet new people and make new memories, these range from meals out to games of bowls, seasonal celebrations, visits to schools and places of personal meaning and remembrance.**



# Help with one-off tasks and errands

Across our 2023/24 year, our volunteers completed 341 one-off tasks and errands for our Neighbours.

The types of asks that we receive for these vary considerably, but they all allow our Neighbours to keep living independently with peace of mind, prevent needless risks at home or outside, and avoid the uncertainty (and sometimes prohibitive costs) of some tradespeople for what are usually very small odd-jobs.



# Regular wellbeing phonecalls

**This year, we completed 2420 wellbeing phonecalls - totalling up to 26 days of continuous chatting!**

These opportunities to chat with somebody who cares help our Neighbours feel less lonely, have a route to seek support if they need it, and simply enjoy conversations with people who want to speak with them - for no other reason than because they just want to speak with them.



# 2420

## Monthly calls



## Fortnightly calls



# Social Outings

For what can be our Neighbours' only chance to go out, meet new people, see new places, and make new memories, we were really pleased to be able to take over 100 of them to an increased number of outings this year, and other local events, including (but not limited to) the following....



Christmas at  
Bootham, Dec 2024

**Thompsons Fish and Chips**  
**Bootham School Christmas**  
**Celebration**

**Naburn Waterfront Cafe**

**Boccia and lunch at New**  
**Earswick Bowls Club**

**Bootham Junior School**

**Spring Party**

**Murton Park**

**Allerton Castle**



Boccia at New  
Earswick, April 2024

## Reflections from our Neighbours

“

It's mentally knowing that you are there that makes all the difference. Instead of feeling desperate, I know that I can call you and you will be there, that someone will answer the phone.

”

The volunteers are wonderful. I used to be able to do the jobs that they do for me, but because of my ailments, I can't do them anymore.

I don't know what I would do, mentally, especially if they weren't there to help me.

**Jeannette, from Copmanthorpe**

“

I am very grateful to Joan accompanying me to my eye appointment. I get very anxious. Having her there was a great relief.

”

**Doreen, from Poppleton**



# Other ways we support our Neighbours

On top of our three main services, we also do lots of other things to support and keep in touch with our Neighbours, such as:



**Signposting and referrals** to other services offering different or additional support outside of our remit, as our Neighbours needs change over time.



**Birthday and Christmas cards** to let them know that somebody is thinking of them at special, but sometimes even lonelier and more isolating, times in their lives.



**Team up to work with others** when opportunities arise; such as the resident-led "Xmas Presence" project which gives meals and hampers to those spending the Festive Season alone.



**Assisting with general queries** on things like bus schedules, road closures, opening hours for shops and services, and more.



**Quarterly newsletters** to keep them informed about our work, remind them how we can help, as well as key information about local services and consultations.

## ...And the people who make it all happen!

**At the end of the 2023/24 year we had 60 brilliant volunteers active with us.**

All of their contributions vary; from helping with tasks and errands, making wellbeing calls, driving Neighbours to our outings, delivering cards, serving as Trustees, or a combination of those, and more.

With them coming from all walks of life - from students seeking work experience right up to those retired - the flexibility we offer them, with no minimum or regular time commitment required, works well around their lives.

**Without our volunteers, there would be no York Neighbours, and hundreds of older people across York would lose their independence, feel lonelier, and be more isolated.**

**Our volunteers gave a total of 1615 hours worth of help for our Neighbours.**



**...That's an average of nearly 4 and a half hours a day, every day for a year, all over York!**



## Reflections from our Neighbours

“

Wendy and Colin were very kind, very nice, and I really appreciate their help. The freezer has been cleared and is still working.

”

York Neighbours are the only ones keeping me going. I'm really grateful for you being there.

**Alyson, from Osbaldwick**

“

You pop in on occasions when I need you, and that's been very useful especially for people like me with no relations - that's the difficult one.

”

**Michael, from Tang Hall**

# The extent of need across our Neighbours

While each is distinguishable on its own, the issues of loneliness, isolation, and reducing independence overlap. They are also a matter of wide subjectivity, often deep sensitivity, and can vary as circumstances change. This makes evidencing them a challenge.

However, based on what our Neighbours have shared with us we can look at numerous indicators of these things to have confidence that we are serving the types of people we exist to support.

Below is a snapshot of some of these indicators, and how many of our Neighbours have told us that they apply to them.

**Lives alone - 417**

**Widowed - 90**

**No or distant family - 23**

**Mobility issues - 290**

**Sensory impaired - 244**

**Caring commitments - 25**

**Physical and/or mental**

**Health issues - 472**

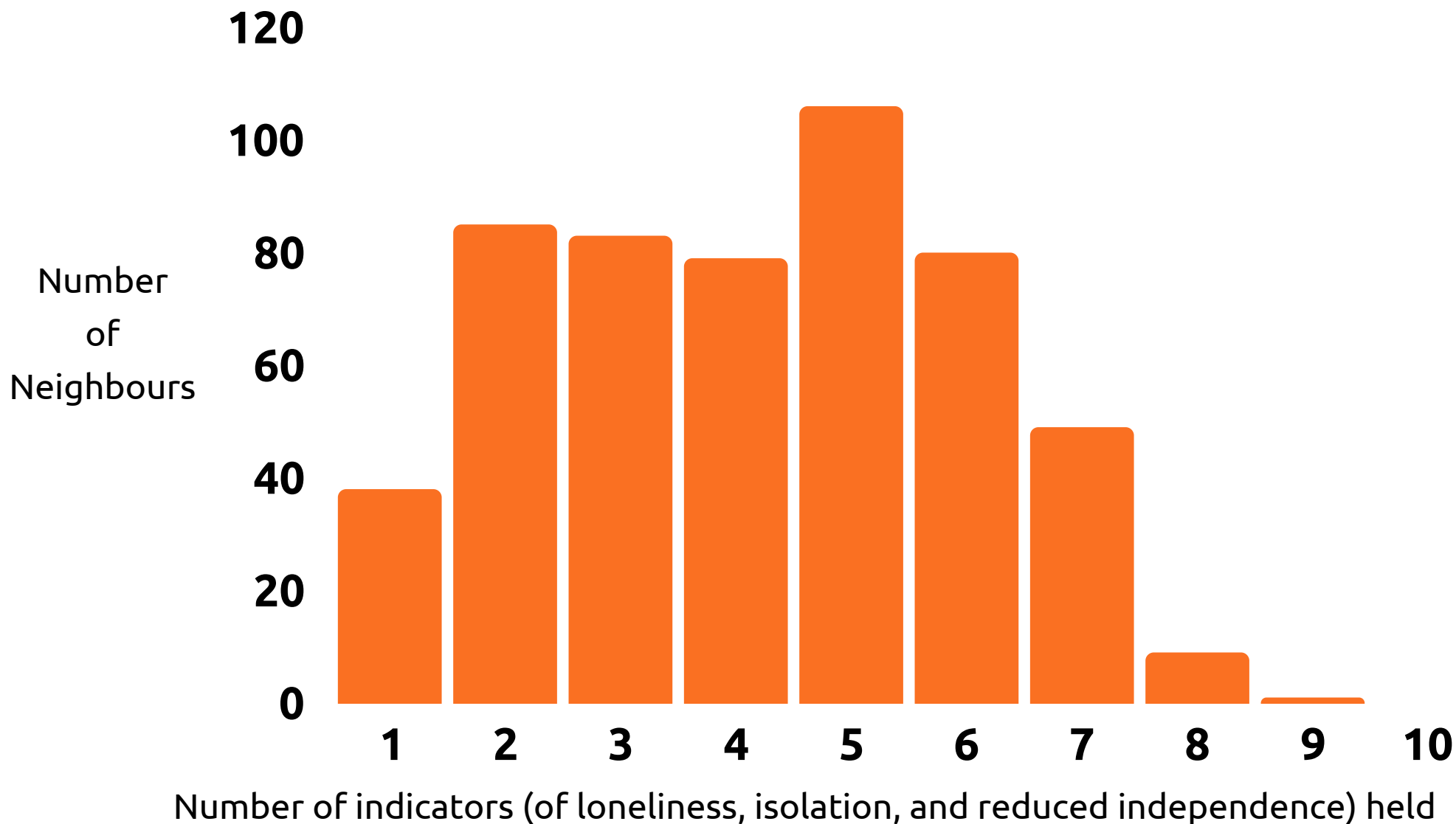
**Use warden call system - 209**

**No access to, or unable to use, the internet - 395**

**Asked for help with getting out due to isolation - 209**



**This chart illustrates the number of these indicators held by our Neighbours. It is stark, although not surprising, how many individuals have so many applying to them.**



## Reflections from our Neighbours



Thank you for arranging for Chris to come and replace a piece of skirting board. He did a good and painstaking job, with different angles etc.

It's really helpful having an organisation of volunteers to do these jobs that the 'No job too small' professionals won't do.

**John, from Clifton**



Thank you ever so much for today. I was all over the place this morning. Everybody else I called went to answer phone. Trevor was so helpful and it turned out he used to work with my brother at the University, so it was nice to talk to him about that.

This has been the best day I've had in quite some time thanks to you.

**Janet, from Badger Hill**



# Overview of our journey this year

**Outside of the numbers, we wanted to give a sense of what's going on behind them, our challenges, plans, and direction of travel...**

Pressures on our services continue to rise against the same staff resource, of just over the equivalent of 2 full-time staff members. **In 2018 we had 78 Neighbours. Now we have 540.** That we are still able to deliver for our Neighbours and support our volunteers is something we are grateful for.

The share of York's population aged over 65 is increasing, and the gaps in provision for older people widening as other services reduce or change, so we know demand is only going up. Without a significant boost in funding to keep pace with this, we must take care to not dilute our service to those already with us. **We hoped a large grant application to the National Lottery Reaching Communities Fund would allow us to do this but (along with around 80% of other applicants) were unsuccessful on this occasion.** This was still a really helpful exercise, and provided valuable learning for how we organise our data and show our impact in the future.



Putting our desire to grow to one side, as with many small charities, even raising the funds to continue operating at all is a constant challenge.

With this in mind, it was much to our relief - *and with huge thanks to a wide range of small to medium-sized grant-makers and individual donations* - we managed to **cover our running costs** this year. While positive, our limited reserves see us remain vulnerable.

In parallel with the financial challenge, we are **working through various back-office functions to see how we can work more efficiently, including better use of technology, to direct even more time to support Neighbours and volunteers.** While this, in itself, impacts our short-term capacity we are making progress.

We also want to develop our community fundraising work - and were delighted to have **secured a grant to cover a part-time role in this area** for the year ahead.

**This fund was quite timely, as we also moved offices.** We are still at the Raylor Centre but in a slightly larger space. This allows us to accommodate the extra staff member. It also gives more flexibility for when we can have volunteers helping in the office, too.



## Reflections from our Neighbours

“

Calls help me because I am a people person. I'm a chatterbox, but I don't go out because of my OCD - I haven't been out for years and if I haven't spoken to anyone that day your calls really cheer me up, my day seems brighter.

”

**Christine, from the city centre**

“

The outings are fantastic, getting people together. I have been to some lovely places, like the Balloon Tree, that I could not have got to without you. It brightens peoples' lives. You have good conversations.

”

Your volunteers are so kind, so helpful it's a joy to be with them. You are the tops with everything!

**Sheila, from Dringhouses**

## What our volunteers say - Pete

A friend shared York Neighbours' vision and story at York Community Church and I loved the idea of being able to give a little bit of time to help make sure nobody feels forgotten. I really liked that volunteers don't have to commit a huge amount of time and was really impressed with how friendly and organised the team were.

I've loved hearing stories about people's past. I only make two calls each week but it's a privilege to get to chat to such a variety of interesting and friendly people.

In my job as a teacher, some of the phone calls I make aren't all that well-received (!) so it's really refreshing to ring someone just for a chat, hear a bit of their life story, talk about what they're reading or watching - and not to have to tell anyone off!

If I could summarise York Neighbours in three words, it would be "*Community Support Lifeline*".



## What our volunteers say - Danielle

I was drawn towards York Neighbours because I am passionate about providing support and making a meaningful difference in people's lives. York Neighbours' dedication to these values inspired me to get involved.

I most enjoyed forming meaningful connections with our neighbours. Hearing their stories, providing companionship, and seeing the positive impact of this was really rewarding.

I have learnt the importance of empathy and active listening. My interpersonal skills have improved, and I have gained a deeper understanding of the challenges faced by senior community members.

After university, I aspire to continue my dedication to community service, potentially pursuing a career in counselling. I hope the skills and experience gained from York Neighbours will help to make a meaningful impact in communities.

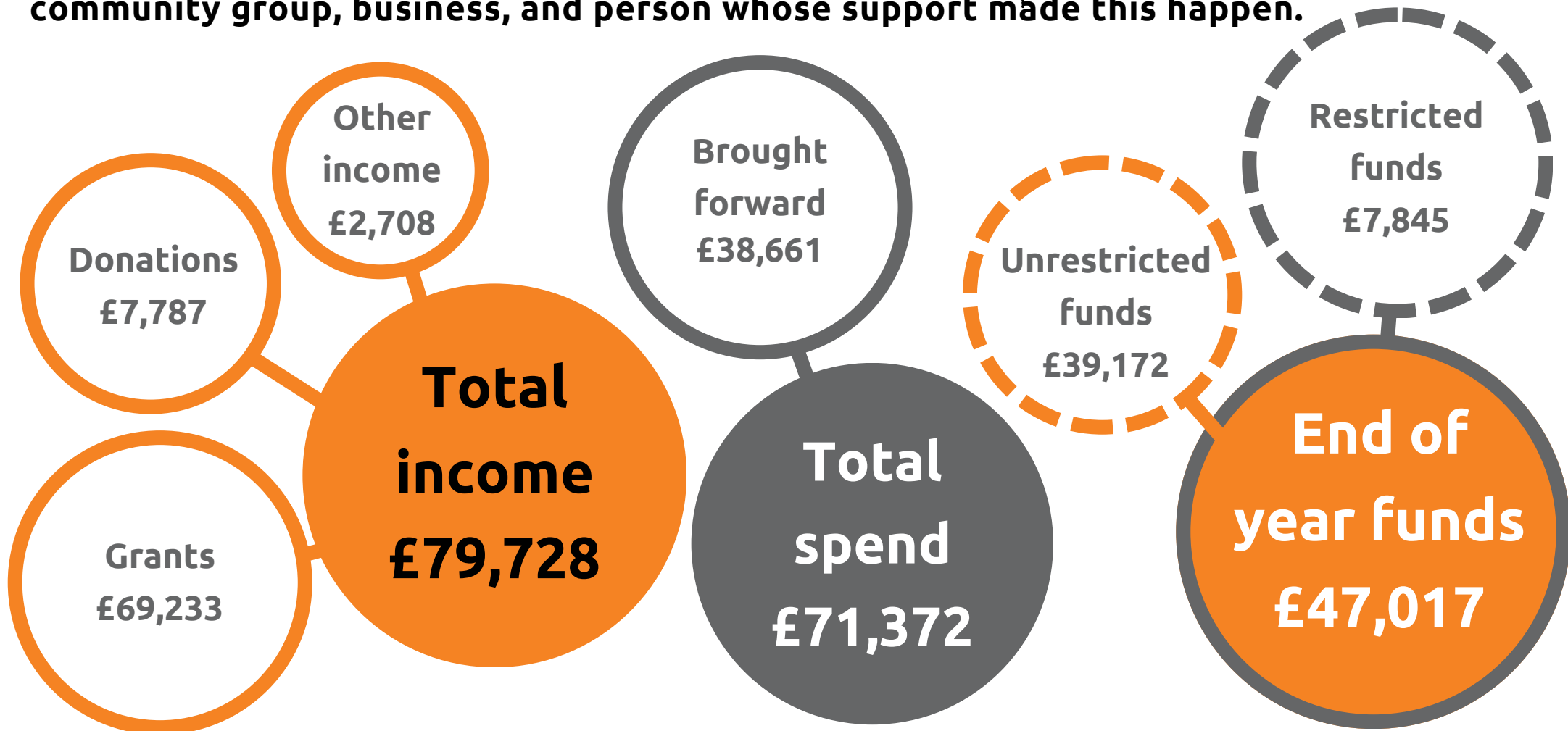
If I could summarise York Neighbours in three words, they would be *"Compassionate, supportive, and dedicated"*.



# Summary of accounts

While six months without management and fundraising capacity last year saw us previously run at a significant deficit we are pleased to report that, this year, we covered our costs.

**We are hugely appreciative to each and every trust, foundation, public agency, community group, business, and person whose support made this happen.**



In closing - because we are stronger together - we want to say thank you to all of the brilliant local services, businesses, and community organisations we have worked with this year.



# YORK Neighbours

York Neighbours • The Raylor Centre • James Street • York • YO10 3DW

[www.yorkneighbours.org.uk](http://www.yorkneighbours.org.uk) • 01904 891 627 • [info@yorkneighbours.org.uk](mailto:info@yorkneighbours.org.uk)



York Neighbours



@YorkNeighbours



@York\_Neighbours

## York Neighbours Accounts

October 2023 – September 2024

Receipts	Unrestricted	Restricted	Total	
Donations	7,787		7,787	
Grants & larger donations	60,541	8,692	69,233	
Outings Donations	120		120	
Hotel Envelopes	1,109		1,109	
Interest	626		626	
Gift Aid Tax Recovered	853		853	
<b>Total Income</b>	<b>71,036</b>	<b>8,692</b>	<b>79,728</b>	
<b>Payments</b>				
Salaries, NI & Pensions	55,348	847	56,195	
Recruitment & Marketing	2,575		2,575	
Room Hire	15		15	
Stationery & Postage	1,331		1,331	
DBS Checks	6		6	
Bank Charges	60		60	
PayPal Charges	20		20	
Office Refreshments	94		94	
Travel - Volunteers & Staff	1,067		1,067	
Rent & Rates	6,725		6,725	
Insurance & PAT Testing	401		401	
Internet & Phones	1,093		1,093	
Outings	165	1,423	1,588	
Training	27		27	
Gifts to Staff & Volunteers	175		175	
<b>Total Expenditure</b>	<b>69,102</b>	<b>2,270</b>	<b>71,372</b>	
Net Receipts	1,934	6,422	8,356	
Brought Forward	37,238	1,423	38,661	
<b>Carried Forward</b>	<b>39,172</b>	<b>7,845</b>	<b>47,017</b>	
<b>Restricted Funds</b>				
	<b>B/f</b>	<b>Received</b>	<b>Spent</b>	<b>Remaining</b>
Coop Local Community Fund	1,423		1,423	-
Barchester - Outings		1,000	847	153
Alan Lane – Fund Raiser		7,592	0	7,592
When all else fails		100	0	100
	<b>1,423</b>	<b>8,692</b>	<b>2,270</b>	<b>7,845</b>
<b>Assets and Liabilities</b>				
Unrestricted Funds	39,172			
Restricted Funds	7,845			
<b>Bank Balance</b>	<b>47,017</b>			

**Independent examiner's report to the trustees of York Neighbours Charitable Incorporated Organisation ('the CIO')**

I report to the charity trustees on my examination of the accounts of the CIO for the year ended 30 September 2024

**Responsibilities and basis of report**

As the charity trustees of the CIO you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIO's accounts carried out under section 145 of the Act. In carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

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

1. accounting records were not kept as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Name: Lynne Bowser

Relevant professional qualification(s) or membership of professional bodies (if any): AAT

Address:

162A Wains Road  
York  
YO24 2UE

Date: 28 February 2025

**YORK NEIGHBOURS**

England & Wales - Charity number 1163768

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# Accounts

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# YORK Neighbours

## ANNUAL IMPACT REPORT 2022 - 2023



# David Casswell, Chair of Trustees

I hope you enjoy reading this report. The work of York Neighbours continues to make a real impact. Indeed in these straightened times, with pressure on all sorts of Care provision, York Neighbours has a significant role to play. We are glad to contribute our unique services within this sector in York.

We have some new Staff who have not only fitted in very well and are, with the the rest of the team, working through all of our processes to see how we can make our work smoother and more efficient. They often have to multi-task as we fulfil our purposes. I want to honour all of their commitment and dedication.

Our Volunteers also have to adapt to the different requests from our Neighbours. This often makes volunteering with York Neighbours particularly fulfilling. Our Volunteers are the engine room of the charity - and we are so grateful to them.

I want to thank the trustees who offer their support, experience and skills to guide and direct the work of the charity. Their wisdom enables us to maintain an equilibrium - and steady governance.

We have various groups, institutions, organisations and individuals who support us financially. We are so grateful for this support. Whilst every request from a Neighbour is like a little 'project', we are not really a project based charity. This means most of our needs fall into "core" costs. We are grateful that more and more grant making groups recognise this reality and are willing to contribute.

In this report you will see messages of thanks from our Neighbours. We know that what we do can be so helpful - but we need to thank them too for the opportunities they give volunteers, who enjoy being offered ways to help.

If you are inspired by what you read in this report, please help us spread the word to encourage new Neighbours to register, Volunteers to apply, and donors to support. We know that the gap we operate within is only growing, and we want to be able to help as much as we can, long into the future.

Thank you.



# What we do for our Neighbours

York Neighbours is a volunteer-led charity that provides a helping hand to reduce loneliness, tackle isolation, and support independence for people in York aged over 65.

York Neighbours aim to focus on where the gaps exist between services and residents, taking care to avoid duplication by working well with others, and signposting or referring people onto other services when it is more appropriate.

We provide our core services in three direct and distinct ways:



## Help with one-off tasks and errands

like changing lightbulbs, taking down curtains, picking up prescriptions, shopping, basic gardening, and pretty much anything else suitable for volunteers.



## Group and individual outings for social trips and personal moments

from afternoon tea, to bowling, Christmas dinners, and visits to places of meaning and remembrance.



## Wellbeing phone calls

providing regular opportunities to chat with someone who cares.



## Reflections from our Neighbours...

*“ I was really pleased with Alex’s help. He bled the radiators and repressurised the boiler. The radiators are already feeling warmer. ”*

*He was really friendly and helpful. He even helped change the lightbulb in the bathroom while he was here.*

*My husband used to do all these jobs around the house but now it is up to me to do these, and I really don't know what I'm doing. It's so nice to know that you are there to help whenever I need it.*

**Kathleen, from Heworth**



# What else we do for our Neighbours

On top of our three main offers of help, we also do lots of other things to support our Neighbours, such as:



## Signposting and referrals

to other services who offer different or more appropriate support outside of our remit.

## Assisting with general queries

on things like bus schedules, road closures, and opening hours for shops and services.

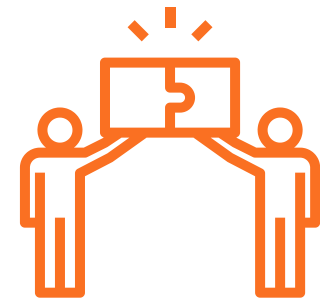


## Birthday and Christmas cards

to let them know that somebody is thinking of them.

## Team up to work with other initiatives

whenever opportunities arise; such as with the resident-led "Xmas Presence" project which gives meals and hampers to those spending the Festive Season alone.



## Reflections from our Neighbours...

“ *I was very pleased that Christine was able to help me with a bit of shopping. I was worried about how I would manage over the Bank Holiday weekend.* ”

**Gillian, from Fulford**

“ *I was thrilled with Christine's help. She went above and beyond. I am so grateful to know that you are just a phone call away.* ”

**Betty, from Acomb**



# Our Neighbours



Registering with York Neighbours is a comprehensive and holistic process. This can either be done over the telephone or we can visit the person in their home.

Before registering someone, we need them to be referred into our service. This happens in two main ways; either a referral to us from another organisation, or self-referral. Ideally this is done through the “make a referral” page on our website but, for those without internet access, we will happily take referrals over the phone too.

This year we registered 54 new Neighbours. This is fewer than previous years and is mostly down to us pausing new referrals between April and September. We did this to manage the dual pressure of increased workloads and a shortage of staff, and thereby still maintain a good service for those already registered with us. Our referrals are again open and our numbers are, again, climbing.

## Number of New Neighbours



**Total Number of Neighbours**



## Reflections from our Neighbours...



*Your volunteer was absolutely wonderful - really kind, friendly, and they did a clean and tidy job, with great attention to detail.*



*Thank you all for organising this. I will be sending in a small donation.*

**David, from Rawcliffe**



# Our Volunteers



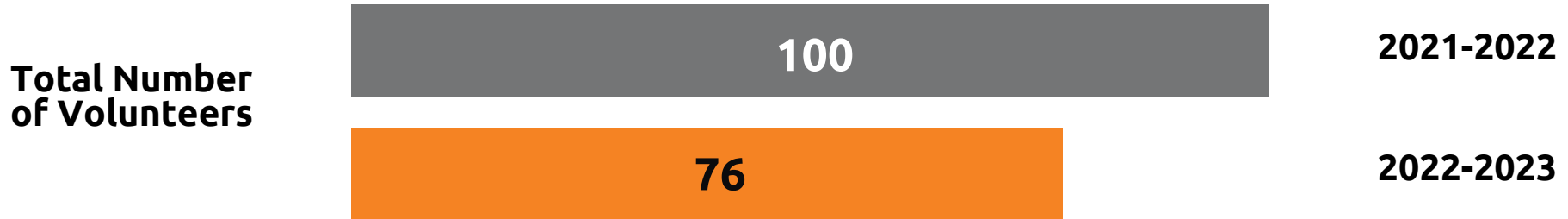
Be it with tasks and errands, phone calls, outings, driving, or serving as trustees, our Volunteers contribute their time, energy and skills to help make a real difference to some of the most vulnerable older people in York, as well as gain a sense of purpose and fulfillment.

They come from all walks of life; some working, some retired, and some students - all of them sharing a desire to contribute to their community.

There is no minimum time commitment for our Volunteers - they just help whenever they can.

This year we recruited more Volunteers than the previous year. Our overall numbers reduced which reflects how, post-pandemic, some volunteers who joined during the unique conditions of lockdown are no longer able to do so. We are hugely thankful for their service during that time and would be delighted to have them volunteering again with us in the future.

## Number of New Volunteers



## Reflections from our Neighbours...

“

*I am grateful for Trevor's help. He is very nice and sorted out the towel hook in no time.*

”

**Joan, from Poppleton**

“

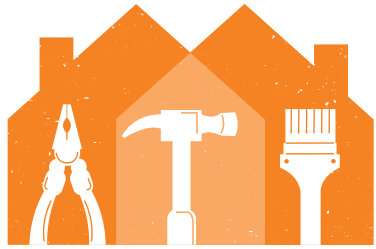
*I was very pleased with Janet's help. She did a great job moving the bottles for recycling and helping to sweep up the leaves which are a menace at this time of year.*

”

**Robert, from Guildhall**



# Tasks and errands

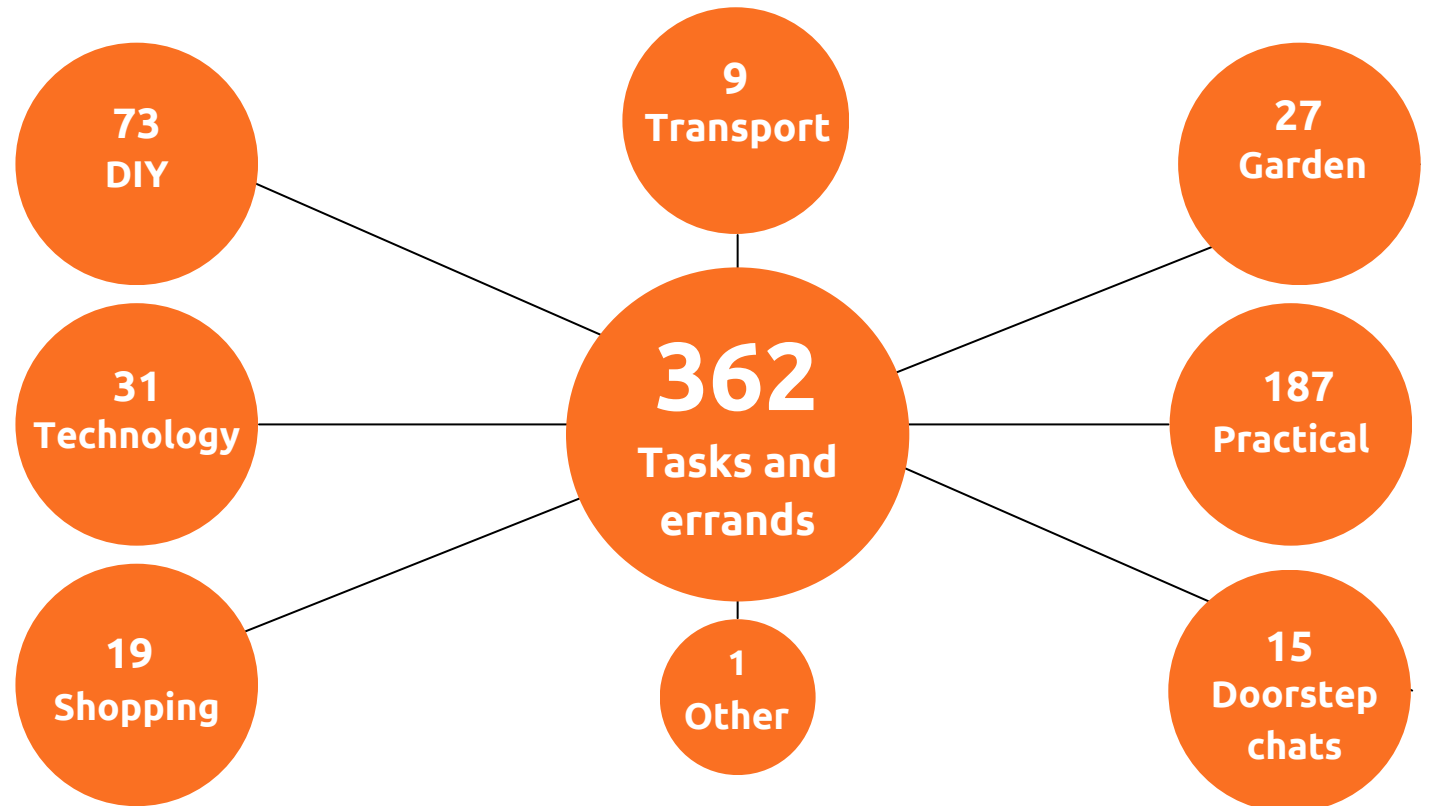


Our one-off tasks and errands service covers all sorts of jobs; from changing lightbulbs, taking down curtains, picking up prescriptions, shopping, basic gardening, to helping make marmalade, and getting people to the hairdressers! If we have the volunteers available, and it is appropriate for a volunteer to help with it, we will always try to make it happen.

This year we completed 362 tasks and errands. This is a significant number even with the slight decrease from last year. Reasons for this could be due to some of our Neighbours feeling more confident to do things themselves following the pandemic, or perhaps our temporary pause on new referrals, as mentioned previously.



**2021-2022**



**2022-2023**



## Reflections from our Neighbours...

“

*Matt is a 'magical' young man, and worked wonders with my laptop. I am delighted with his help, including the follow up phone call to help me get back into my Amazon account.*

**Maureen, from Clifton**

”

“

*Katherine was lovely and did a really good job. I had been so cold at night so changing my duvet to a winter one had helped a lot.*

**June, from Dringhouses**

”



# Wellbeing phone calls



Some people can go for days, or even weeks, without speaking with someone. Our regular wellbeing phone calls make a lasting difference, helping our Neighbours to feel less isolated and lonely, and more part of the local community.

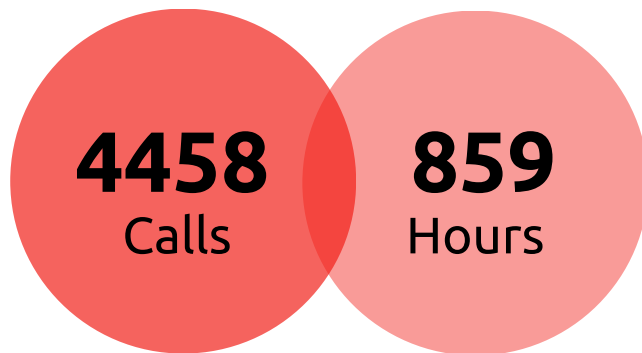
We take care to work with our Neighbours, their needs, and preferences. Most of them receive calls from our Volunteers every four weeks, some have them every fortnight, a small number have them every six or eight weeks, and others vary depending on their situation.

Since the pandemic, some of our Neighbours have been happy to receive less frequent calls as they are now able to get out and/or see more people again.

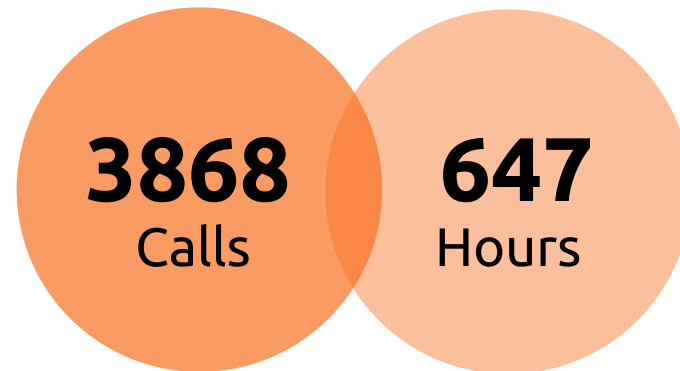
The calls are a lifeline for some of our Neighbours - especially those who struggle to reach out. They trust us to follow up if we are unable to make contact with them, or if they tell us about any problems they have.

Our phone calls can also be crucial support for those who are going through transitions in their life; such as a change in health, discharge from hospital, bereavement, or changes in caring commitments.

**2021-2022**



**2022-2023**



**By 27 Call Volunteers for 237 Neighbours**



# Outings

Following the restrictions of the pandemic, we are delighted to have been able to resume our group outings, with four this year.

To many Neighbours, our outings are their only chance to get out, meet new people, and do something different. We organise them with their needs at the forefront of our minds. Be it mobility, wheelchair dependency, continence issues, dementia, mental health or confidence issues, we do our best to ensure that they can still take part.

Our Volunteers are critical to these trips; helping drive Neighbours to and from each event, and supporting them while there; with ordering food, assisting with shopping, or supporting them in any potentially stressful situations.

While we always need more Volunteers for all of our roles, if we had more drivers, we would be able to take more Neighbours on outings - as demand to go on these trips far outstrips what we can currently provide.



**Bootham School Christmas - December 2022 - 12 Neighbours, 10 volunteers, and 2 staff attended.**

**Bootham School Coronation Celebration - May 2023 - 11 Neighbours, 6 volunteers, and 1 staff attended.**

**New Earswick Bowls Club - June 2023 - 13 Neighbours, 6 volunteers, and 2 staff attended.**

**Balloon Tree farm shop and café - September 2023 - 7 Neighbours, 5 volunteers, and 3 staff attended.**



## What our volunteers say - Leah

**“ Some Neighbours' lived experience is based around a lot of isolation and loneliness - so these calls can make such a difference to their day. I really feel how grateful every Neighbour is for the service. ”**



I started at York Neighbours around a year ago at the start of my second year of university. I was introduced to it by one of my university lecturers and it felt like something I was really going to enjoy. I have always loved speaking to people so York Neighbours felt like a perfect fit for me.

My role within York Neighbours is as a Call Volunteer. I absolutely love my role as it is the most interesting and rewarding thing to do. I get to listen to Neighbours' great stories and also provide them with company and support when they need it. It's something I look forward to every week and knowing that I get to provide company to individuals really makes it all worth it.

York Neighbours has also helped me improve many skills, especially my communication and confidence. These skills are something that I can take with me throughout my future job endeavours and I believe they will help me immensely.

Some Neighbours' lived experience is based around a lot of isolation and loneliness - so these calls can make such a difference to their day. I really feel how grateful every Neighbour is for the service.

York Neighbours is an indispensable charity that helps many people and I feel very lucky to be volunteering for them.



## What our volunteers say - Trevor

**“ I can honestly say that this volunteering role has met all my expectations and I have now completed my 220th task! The skills and experience gained during my working life, plus a keen interest in home DIY, have stood me in good stead to help our Neighbours. ”**



In 2018, I retired from my Electronics Technician role at the University of York. I faced two lifestyle choices, slump on the sofa and vegetate or find something interesting and stimulating to keep my brain and body active. A quick search on a volunteering website took me to York Neighbours.

I can honestly say that this volunteering role has met all my expectations and I have now completed my 220th task! The skills and experience gained during my working life, plus a keen interest in home DIY, have stood me in good stead to help our Neighbours.

Being of a practical nature, I tend to volunteer for these types of tasks. They have ranged from setting up smart TVs, to fixing broken toilet seats and, on one occasion, removing the body of a dead blackbird from a lawn! Our Neighbours find that using York Neighbours to carry out this type of task avoids the difficulty of finding a suitable tradesperson and the not inconsiderable cost that would otherwise be incurred.

Many Neighbours enjoy a visit and the chance to chat to a volunteer. I never rush away if someone wants to talk, as often the opportunity for a good natter is limited because they live on their own or by other home circumstances. Other volunteers are specifically able to do this with a home social visit or over the phone. I get great satisfaction from supporting the older members of our community.

I really appreciate the work carried out by the office admin staff, who initially speak to our Neighbours, filter their requirements and publish them on the group emails. This allows volunteers to offer their services when they feel that they may have the exact skills needed to meet a particular task, without feeling any particular commitment.



## What our volunteers say - Heather

**“ I love being part of York Neighbours. The staff support and respond to volunteers brilliantly. I’m lucky having other interests, around which “ad hoc” volunteering fits in well. ”**



An invitation for people to get support from York Neighbours attracted my eye. How life-changing such a scheme would have been for my late mother and me, when we lived 150 miles apart! When I visited, her first words would always be “*Heather, will you just do...*” and I’d hardly sit down the whole weekend. Quality time together didn’t happen, and between my trips she worried about small things she needed support with, and was very lonely.

So I asked whether York Neighbours needed volunteers, and trained just before the pandemic. Then, I mainly did “garden chats” with isolated Neighbours - all sorts of people, who have often had really interesting lives. I am amazed and humbled by the stories some Neighbours choose to share, and how some are coping daily with great physical challenges or problems such as depression, anxiety and loneliness.

I still enjoy the “in person” chats but also do some practical tasks now. However small, they sometimes make a big difference to Neighbours’ quality of life. Doing some of these tasks and being invited into Neighbours’ homes has given me new confidence. I like getting out of my comfort zone and learning new skills, such as making a replacement garden bench from a Neighbour’s flatpack. Once I was putting up a lady’s curtains, but we ended up playing music together!

I love being part of York Neighbours. The staff support and respond to volunteers brilliantly. I’m lucky having other interests, around which “ad hoc” volunteering fits in well.



We are grateful and proud to have been supported by, and to have collaborated with, the following partners over the course of this year. **We are stronger together than we are alone.**



BOOTHAM  
SCHOOL  
AGES 3-18



Community  
Bees



local area  
coordination  
City of York

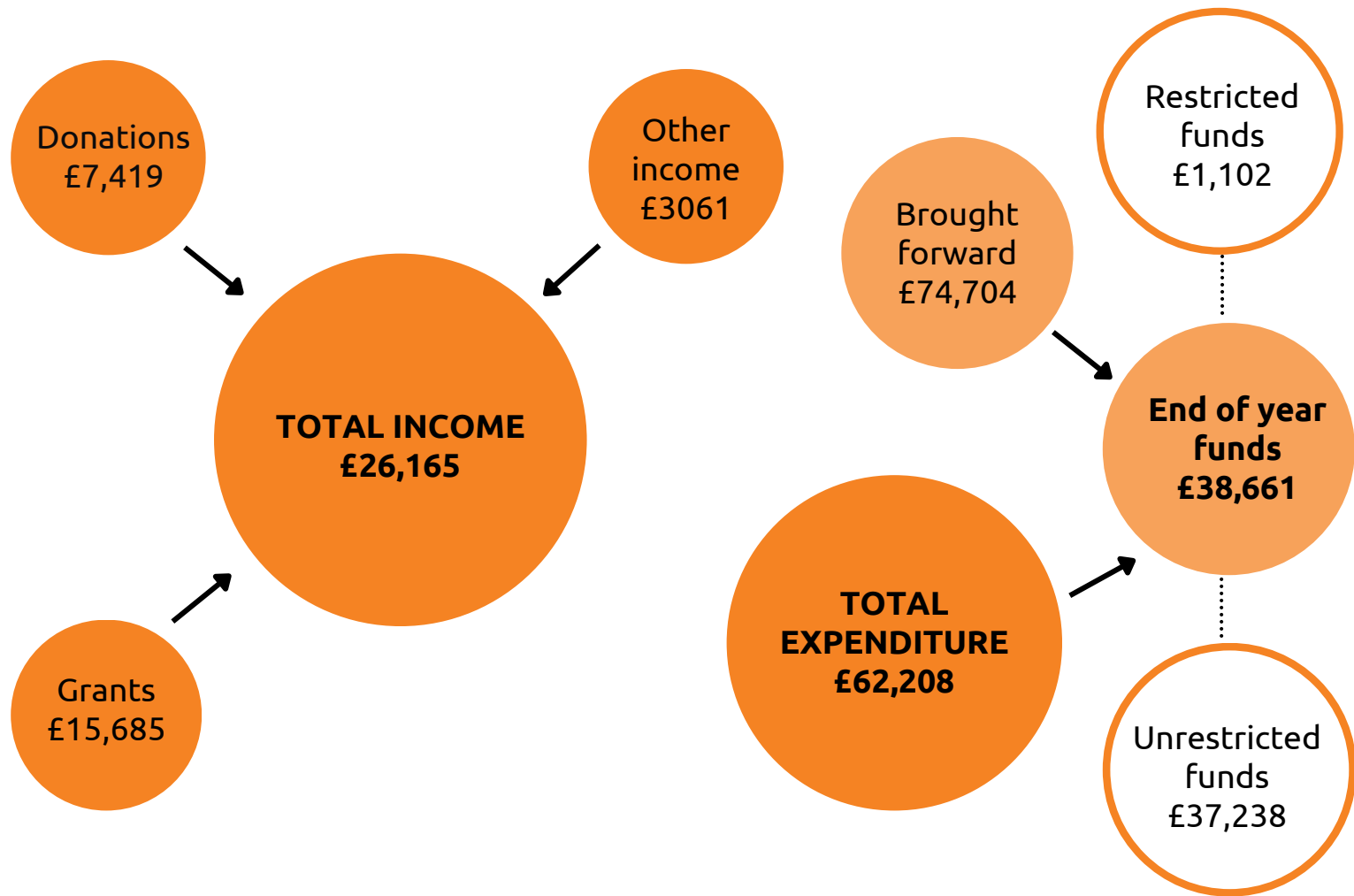


MySight York  
live well with sight loss



Est. 1841  
YORK  
ST JOHN  
UNIVERSITY





**We are hugely appreciative to the following grant providers, trusts and organisations, in addition to our many individual donors, supporting us over the 2022/23 year:**

Clifton Parochial Church Council

Merchant Adventurers Hall

Nether Poppleton Parochial Church Council

Norman Collinson Charitable Trust

Persula Foundation

Queens Hotel, York

St Barnabas Parochial Church Council

York CVS Small Grants



# YORK Neighbours

York Neighbours • The Raylor Centre • James Street • York • YO10 3DW

[www.yorkneighbours.org.uk](http://www.yorkneighbours.org.uk) • 01904 891 627 • [info@yorkneighbours.org.uk](mailto:info@yorkneighbours.org.uk)



York Neighbours



@York\_Neighbours



York Neighbours Accounts  
October 2022 - September 2023

	Unrestricted Funds 2022-3	Restricted Funds 2022-3	Total 2022-3
<b>Receipts</b>			
Donations	£ 7,419		£ 7,419
Grants & larger donations	£ 15,685		£ 15,685
Sponsored Events	£ 20		£ 20
Hotel Envelopes	£ 1,337		£ 1,337
Interest	£ 698		£ 698
PayPal Giving & Easy Funding	£ 54		£ 54
Gift Aid Tax Recovered	£ 952		£ 952
<b>Total Income</b>	<b>£ 26,165</b>		<b>£ 26,165</b>
<b>Payments</b>			
Salaries, NI & Pensions	£ 48,569		£ 48,569
Recruitment & Marketing	£ 1,157		£ 1,157
Room Hire	£ 217		£ 217
Stationery & Postage	£ 1,308		£ 1,308
DBS Checks	£ -		£ -
Bank Charges	£ 60		£ 60
PayPal Charges	£ 21		£ 21
Miscellaneous	£ 22		£ 22
Travel - Volunteers & Staff	£ 1,294		£ 1,294
Rent & Rates	£ 6,124		£ 6,124
Insurance & PAT Testing	£ 381		£ 381
Internet & Phones	£ 1,318		£ 1,318
Outings	£ 636		£ 636
Training	£ 333		£ 333
Gifts to Staff & Volunteers	£ 347		£ 347
Capital Expenditure	£ 421		£ 421
<b>Total Expenditure</b>	<b>£ 62,208</b>		<b>£ 62,208</b>
Net Receipts	-£ 36,043	£ -	-£ 36,043
Brought Forward	£ 72,179	£ 2,525	£ 74,704
Carried Forward			<b>£ 38,661</b>

<b>Restricted Funds</b>	<b>B/f from 2021-2</b>	<b>Received</b>	<b>Spent</b>	<b>Remaining</b>
Two Ridings (Comic Relief)	£ 130	£ -	£ 130	£ -
Coop Local Community Fund	£ 2,395	£ -	£ 972	£ 1,423
	<b>£ 2,525</b>	<b>£ -</b>	<b>£ 1,102</b>	<b>£ 1,423</b>

<b>Assets and Liabilities</b>	
Unrestricted Funds	£ 37,238
Restricted Funds	£ 1,423
Bank Balance	<b>£ 38,661</b>

**Independent examiner's report to the trustees of York Neighbours Charitable Incorporated Organisation ('the CIO')**

I report to the charity trustees on my examination of the accounts of the CIO for the year ended 30 September 2023

**Responsibilities and basis of report**

As the charity trustees of the CIO you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIO's accounts carried out under section 145 of the Act. In carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

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

1. accounting records were not kept as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Name: Lynne Bowser

Relevant professional qualification(s) or membership of professional bodies (if any):

Address:

162A Wains Road

York

YO24 2UE

Date: 23/4/24

**YORK NEIGHBOURS**

England & Wales - Charity number 1163768

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# Accounts

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# YORK Neighbours

## **IMPACT REPORT 2021 - 2022**



## David Casswell, Chair of the Trustees



York Neighbours is a great idea. And like many great ideas it has a simplicity. Linking those with time and skills with those who have a need of help. Help with a small practical job in the house, a friendly phone conversation, or the opportunity to go out - can all make an enormous impact.

As you read this report you will understand more of that impact. We know that it is effective - because our Neighbours continue to express their thanks. Our volunteers enjoy it too - so it is a 'win win'.

Like other charities we have had to adapt to the pandemic and its aftermath. Our Neighbours were particularly affected - and many still struggle to restore former confidence. We are working through this - and find it very encouraging to have a closer alignment with other charities in the field. This way we can avoid duplication and sign-post effectively. Also we become a trusted partner in social care in the City. This is so important when so many services are stretched.

We are grateful to those organisations and individuals who support York Neighbours financially. Our core costs centre around providing a safe, organised and efficient way to link Neighbours to Volunteers. Simple ideas still need proper organisation. There needs to be care and sensitivity as new Neighbours are registered and of course, consideration, empathy and tact as their situations change. Also there needs to be proper scrutiny, accountability and training of volunteers - they are often going into people's homes. This is a continual ongoing process - and our staff have to be adaptive, creative and responsive. They serve us well.

Your interest in York Neighbours is precious to us. Even in these days of mass communication some good ideas can remain hidden. We hope York Neighbours can become widely known in the City - you can be a part of the process. That way we can have more impact.

If you have any questions - please contact us - all the details are below.

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Chair of Trustees**

**2. Our objectives**

**3. What we do**

**4. Our impact**

**5. Partners &  
supporters**

**6. Financial  
statement**





Our **objective** is to **reduce** social isolation for people over the age of 65 within the City of York and to **support** them in retaining their independence in their own home. We work to make a **lasting difference** to people's lives rather than just alleviating the symptoms or solving current problems.

Our **aim** is to complement, not duplicate, other services - so we will refer on/signpost to other provision where possible.

We do this in various ways:



### Assist

Help with practical one-off tasks – e.g. changing a light bulb, small repair and maintenance jobs, disposal of broken or unwanted items, shopping during temporary illness, etc.



### Chat

A regular phone call to the most isolated who may not speak to anyone for days or even weeks.



### Socialise

Individual and group outings – e.g. trips to the coast, garden centre, theatre, exhibitions or other places of interest.



## REGISTERING WITH YORK NEIGHBOURS

Registering with York Neighbours is a comprehensive and holistic process which can either be done over the telephone or we can visit the person in their home.

People register with York Neighbours in two main ways. They can either be referred to us from another organisation or they can self refer.

### Number of New Neighbours



### Total Number of Neighbours



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## ONE-OFF TASKS

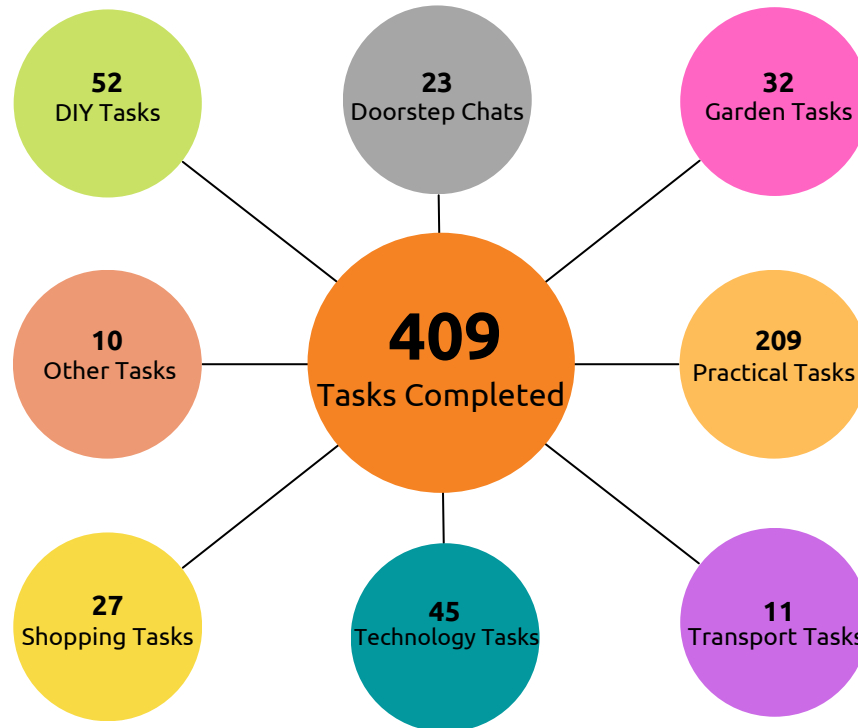
York Neighbours offers help in a number of different ways. We offer help with small, practical tasks around the home and garden, transport where additional assistance is required, help with shopping when it is needed and we offer regular phone calls to connect and chat with our Neighbours.

*“Your volunteer was very knowledgeable and gave me lots of good tips. She did a brilliant job at clearing the gutters.”*

*“I was pleased that your volunteer was able to get the shopping I needed. We also had a nice chat when the volunteer came with the items. It was wonderful that York Neighbours could help.”*

*“I can't thank you enough for your help today. It is so good to know that the hallway will not be dark tonight.”*

*“You have made my day. I've been wanting to have a new bathroom cabinet for so long and I am delighted that you have made this happen.”*



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## REGULAR CALLS

Some people can go for days, or even weeks, without talking or chatting socially with someone. Regular phone calls from York Neighbours make a lasting difference, helping people to feel less isolated and lonely and more part of the local community. Our team of volunteers, many of them students, make fortnightly or monthly calls as requested. Neighbours tell us they really look forward to this contact. These calls are a lifeline for some of our Neighbours as they know we will follow up if we are unable to make contact with them. For those that find it hard to ask for help, the regular phone calls provide an opportunity for them to reach out.

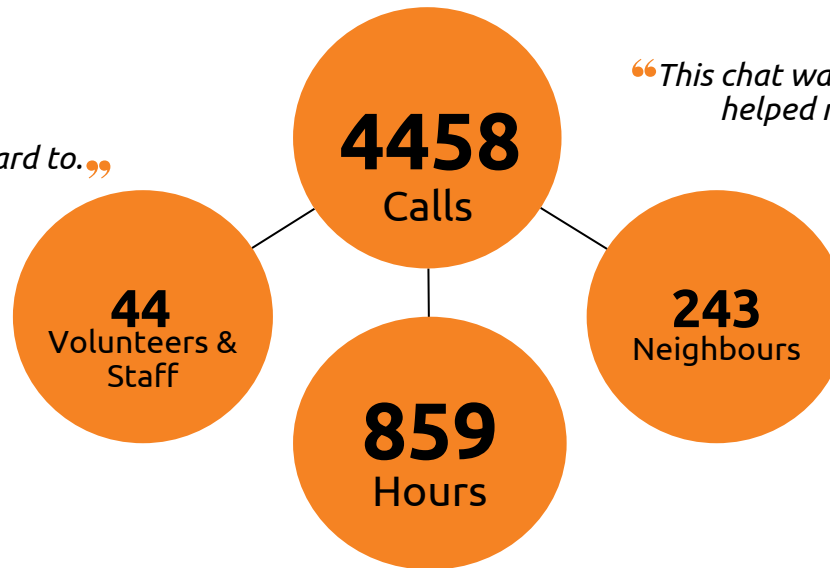
Our regular phone support can also be crucial support for those who are going through transitions in their life. This could be due to a change in health or discharge from hospital, or due to the responsibilities of their caring role. It is also a good support for those who may have lost a loved one and are coping with bereavement.

*“You are absolutely wonderful at York Neighbours. I don't know how I would manage without you at the moment.”*

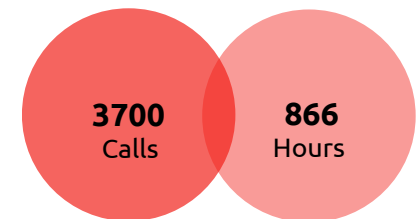
*“Your calls give me something to look forward to.”*



2021-2022



*“This chat was lovely and really helped my low mood.”*



2020-2021

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## OUTINGS

We organise individual and group outings for people with consideration for their various needs and difficulties. These needs often prevent them from taking part in other organised trips, maybe because they have poor mobility, are wheelchair users, have continence issues, dementia, mental health or confidence problems. Volunteers use their own cars in order to tailor arrangements to each person's need. The trips might include helping someone with limited mobility to shop for items other than general household goods, offering transport for appointments and at the same time providing support in what might be a stressful situation, or perhaps assisting someone to place flowers on a loved one's grave.

We aim to help Neighbours feel at ease and supported. We also arrange group outings, meeting up at such venues as a garden centre or travel further afield to walk around beautiful gardens and enjoy lunch and a chat.

Owing to the Covid-19 crisis, all our group trips were cancelled in 2021. In early 2022 we were readjusting to returning to a full operational office. In lieu of this, we offered more one-to-one social visits.

*“The visit from your volunteer, Heather was lovely and I really enjoyed her company - it has been the best part of my week. I enjoyed walking in the park and listening to the birds singing. It made me feel more confident having someone with me.”*

*“Thank you so much for yesterday, I really enjoyed it. It was the first time I have been out in a month.”*



*“It was really nice to have a visit and chat and the volunteer was easy to talk to.”*

*“I'm so happy with Martin's help. He is a very kind gentleman and we had also had a good chat.”*

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## SOCIAL VISITS

*“The chat with with your volunteer was lovely and we sat and talked about all sorts of things. It made such a different to me as I spend a lot of time on her own.”*

*“I had a very nice time when your volunteer visited her last weekend. It is the weekends when I am most lonely and would like some company.”*



*“I had such a lovely time with Jean. She was so easy to talk to and could easily come to be one of my friends.”*

*“The volunteer was absolutely first class. Her attitude was A1 and we just clicked. I was very impressed and am very much looking forward to her next visit.”*

*“It was a lovely visit and we had a really good chat. Your volunteer was a lovely lady and very intelligent. I managed okay with our walk, but sometimes I struggle with my balance and so it often feels better to have someone beside me.”*



*“Thank you for the wonderful magazines your volunteer dropped off to me. I especially loved "Women's Weekly" which was filled with short stories which I thoroughly enjoyed reading. In fact, I liked the magazine so much I am thinking of subscribing to it. These were the best magazines ever!!”*

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## MAKING A DIFFERENCE

Our model appears to address many of the issues covered by the Care Act 2014 by offering a community response to some of the problems of an ageing population. We have seen that our service works, is low cost and avoids duplication with other agencies. Feedback shows that we offer just what is needed to fill gaps in services, and our 'can do' attitude is much appreciated.

The advent of Covid-19 reaffirmed the need for services such as ours. We have seen a large increase in older adults who need a little support to continue to live as independently as possible.

*“Thank you for the call. You have made a tremendous difference to my life. Without York Neighbours I'm not sure where I'd be. My life has turned around so much since knowing you.”*

*“I really enjoyed and appreciated our conversation. Thank you also for the documents that you kindly emailed me. They look very interesting and informative. I have now printed them off, and am looking forward to study them, and learn how to contact my friend by video online, and also how to make full use of the other helpful information you sent me. Your kindness and support has really made my day.”*

*“All your helpers are so kind and so helpful and it stops me worrying knowing you are there. I so enjoy the chats too. You do a wonderful job.”*

*“York Neighbours have been so helpful to me. I appreciate the volunteers who phone me. Keep on with the good work. Too many of us are living to old age and I find now that many firms are cashing in on the elderly. I live alone, my family are not nearby to offer help so you may imagine how appreciative one can be when shut in, often for days at a time, when York Neighbours ring. Thank you.”*

*“Thank you for the support that I have received from York Neighbours. This has made a huge difference since her husband passed away. You have helped me with a couple of practical tasks and called me regularly which are truly a godsend.”*

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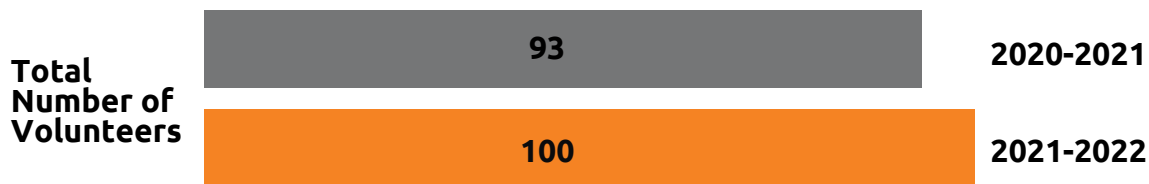
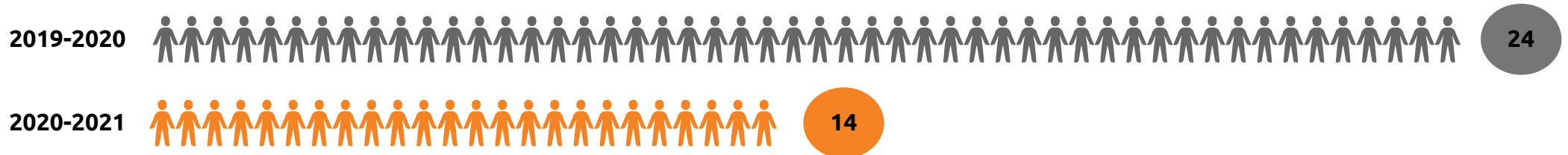


## VOLUNTEERING WITH YORK NEIGHBOURS

York Neighbours volunteers contribute their time, energy and skills to help make a real difference to some of the most vulnerable older people in York. Our volunteers come from all walks of life, some working, some retired, some students, all sharing a desire to contribute to their community.

Volunteers who are new to York, or have just retired, or parents working at home or caring for young children have found working with York Neighbours has been a great way of meeting new people (other volunteers and Neighbours) and gaining a sense of purpose and fulfilment.

### Number of New Volunteers



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## WHAT OUR VOLUNTEERS SAY - BARBARA

I was first introduced to York Neighbours over five years ago by a friend who was also a volunteer for the organisation. I knew immediately that this was a type of charity and service that was needed in our community to complement and to work, as far as we are able, alongside formal care and that I wanted to be part of it.

Often we come into contact with older people who live alone, who sometimes have no family or friends. By receiving regular phone calls from us either just for a chat or to ask if they are ok, can really break their day up and make a difference. Sometimes people ask us for advice or tell us their problems which they may not want to discuss with their family. It often helps just to have someone to listen to them.

I feel that the benefit of these calls is reciprocal. It gives me an opportunity to chat with interesting people and to hear more about their lives. I often find that we have many things in common, including a shared sense of humour, and so often these calls can be filled with laughter.

I get a real satisfaction from supporting these members of our community and have enjoyed meeting them when I help with any practical tasks. These tasks are often small but can make a big difference in someone's life. A little assistance often enables someone to retain their independence and self-confidence.

I feel very supported by the Charity and know that should I ever have any of concerns, that these will be listened to and acted on if necessary.

*“I cannot thank you enough for the support, friendly phone calls (which seem to come at a time I most need them) and the very friendly, kind people who come and help us when we are struggling.”*



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## WHAT OUR VOLUNTEERS SAY - PIPPA

Pippa, one of our former student volunteers wrote: "I decided to become a volunteer with York Neighbours because I was looking for a way to help the local community. York Neighbours focus' on support in the community fitted perfectly with my goal in York.

My volunteering experience with York Neighbours lasted approximately a year and 3 months, during which time I was studying and working. The York Neighbours team was welcoming and flexible. My one-off tasks included aiding Neighbours while they went shopping, fixing video players, and accompanying our Neighbours on trips out. I particularly enjoyed the Christmas outing hosted at a local school. I also helped at promotion events.

York Neighbours helped convince me to work in the charity sector. I now work for Plan International UK, a humanitarian charity that focuses on helping children and young people, with a particular focus on girls. Although its focus is different to that of York Neighbours, both roles require safeguarding training, and a desire to help vulnerable people and make the world a better place".

“Thank you for being there. It is very reassuring to know help is there if needed. Having a phone call when you are least expecting it when a very pleasant, cheerful person rings for a chat - I really enjoy that.”



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## WHAT OUR VOLUNTEERS SAY - CHRIS



I've enjoyed the satisfaction of doing various volunteering roles over a number of years, but when I joined York Neighbours about 4 years ago I was particularly attracted by the opportunity to do as much or as little as I wanted without being tied to a regular commitment.

I've enjoyed the experience of visiting people in their homes to do a variety of one-off tasks, and also accompanying members on trips out. During Covid, I made phone calls from home to members who receive regular welfare calls, many of whom I have had the opportunity to speak to numerous times.

It's a great pleasure to look back to a call that may have been made some weeks or months previously and then find out how someone is progressing and build up a rapport with them. There are some amazing older people out there in our community with fascinating stories to tell. Some of them show tremendous resilience to difficulties, and most express gratitude to York Neighbours for providing a listening ear. Sometimes it's satisfying to be able, via York Neighbours, to link people up to another local charity who may be able to offer practical help in a specific area, such as offering walking companions. It has amazed and delighted me to find out what a wonderful network of voluntary organisations exist in York to help people in a variety of ways.

*“It is so lovely to have someone to call and know that I will either get help or good advice on help.”*



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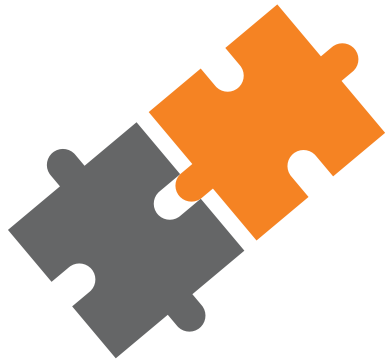
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We are grateful to the following organisations who have collaborated and supported us:

We are stronger together than we are alone



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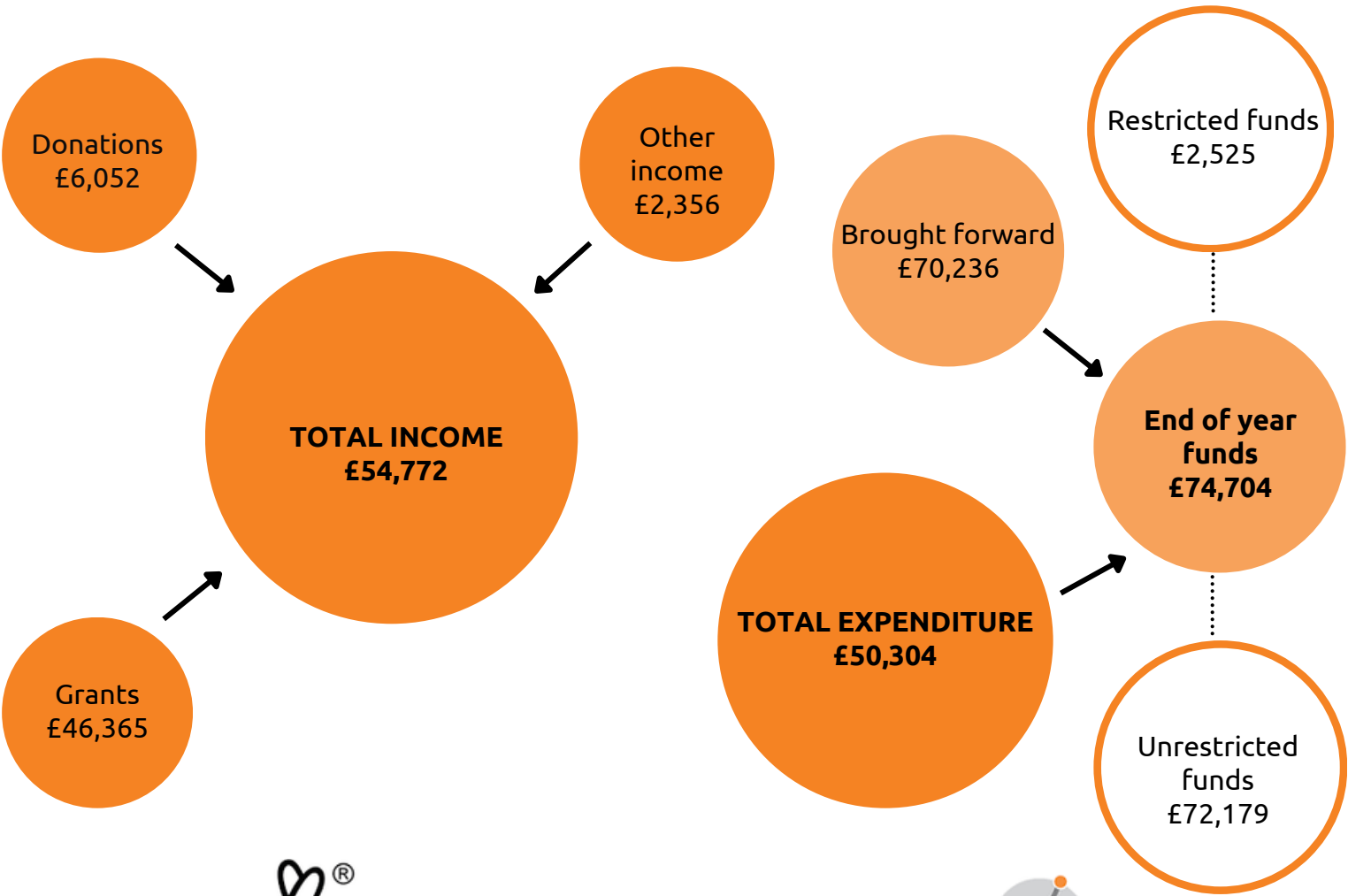
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**A big thank you goes to the following grant providers, trusts and organisations in addition to our many individual supporters.**

- Clifton Parochial Church Council
- Co-Operative Local Community Fund
- National Lottery Community Fund**
- Norman Collinson Charitable Trust
- Persimmon Homes
- Queens Hotel, York
- St Barnabas Parochial Church Council
- St Edward the Confessor Church
- Terracycle
- Two Ridings Community Fund



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# YORK Neighbours

York Neighbours ● The Raylor Centre ● James Street ● York ● YO10 3DW

[www.yorkneighbours.org.uk](http://www.yorkneighbours.org.uk) ● 01904 891 627 ● [info@yorkneighbours.org.uk](mailto:info@yorkneighbours.org.uk)



York Neighbours Accounts  
October 2021 - September 2022

	Unrestricted Funds 2021-2	Restricted Funds 2021-2	Total 2021-2
<b>Receipts</b>			
Donations	£ 6,052		£ 6,052
Grants & larger donations	£ 46,365		£ 46,365
Sponsored Events	£ 50		£ 50
Hotel Envelopes	£ 942		£ 942
Interest	£ 34		£ 34
PayPal Giving & Easy Funding	£ 118		£ 118
Gift Aid Tax Recovered	£ 1,212		£ 1,212
<b>Total Income</b>	<b>£ 54,772</b>		<b>£ 54,772</b>
<b>Payments</b>			
Salaries, NI & Pensions	£ 38,098		£ 38,098
Recruitment & Marketing	£ 1,878		£ 1,878
Room Hire	£ 154		£ 154
Stationery & Postage	£ 1,164		£ 1,164
DBS Checks	£ 39		£ 39
Bank Charges	£ 90		£ 90
PayPal Charges	£ 16		£ 16
Miscellaneous	£ -		£ -
Travel - Volunteers & Staff	£ 745		£ 745
Rent & Rates	£ 5,802		£ 5,802
Insurance & PAT Testing	£ 397		£ 397
Internet & Phones	£ 1,427		£ 1,427
Outings	£ -		£ -
Training	£ 265		£ 265
Gifts to Staff & Volunteers	£ 176		£ 176
Capital Expenditure	£ 52		£ 52
<b>Total Expenditure</b>	<b>£ 50,304</b>		<b>£ 50,304</b>
Net Receipts	£ 4,468	£ -	£ 4,468
Brought Forward			£ 70,236
Carried Forward			<b>£ 74,704</b>
<b>Restricted Funds</b>			
	<b>B/f from 2020-1</b>	<b>Received</b>	<b>Reallocated</b>
Two Ridings (Comic Relief)	£ 130		£ 130
Coop Local Community Fund	£ 2,395		£ 2,395
National Lottery - Training	£ 10,922		£ 10,922
	<b>£ 13,447</b>	<b>£ -</b>	<b>£ 10,922</b>
			<b>£ 2,525</b>
<b>Assets and Liabilities</b>			
Unrestricted Funds	£ 72,179		
Restricted Funds	£ 2,525		
Bank Balance	<b>£ 74,704</b>		

**Independent examiner's report to the trustees of York Neighbours Charitable Incorporated Organisation ('the CIO')**

I report to the charity trustees on my examination of the accounts of the CIO for the year ended 30 September 2022.

**Responsibilities and basis of report**

As the charity trustees of the CIO you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIO's accounts carried out under section 145 of the Act. In carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

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

1. accounting records were not kept as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Name: Lynne Bowser

Relevant professional qualification(s) or membership of professional bodies (if any): AAT

Address:

162A Wains Road  
York  
YO24 2UE

Date: 2 May 2023

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Signed:



Name: Lynne Bowser

Relevant professional qualification(s) or membership of professional bodies (if any): AAT

Address:

162A Wains Road  
York  
YO24 2UE

Date: 2 May 2023

**YORK NEIGHBOURS**

England & Wales - Charity number 1163768

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# Accounts

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# York Neighbours

...for that little bit of help

## **IMPACT REPORT 2020 - 2021**





## David Casswell, Chair of the Trustees

Thank you for reading this report. York Neighbours continues to make a big impact in York - both to our clients - "Neighbours" and to the volunteers.

As with many other groups and organisations York Neighbours has felt the impact of the Covid 19 pandemic. Most of our Neighbours are in the vulnerable group - and have been hit hard. It has also meant that we had to adjust our instructions and advice to our volunteers to keep everyone safe.

One of the areas most affected has been our outings. For such a long time the C19 restrictions meant these just could not happen, and even now there is some hesitancy as we re-consider introducing them again. Due to the creativity of our staff and volunteers we were able to introduce an adjusted service of socially distanced doorstep chats which proved very effective and popular to some of the most isolated Neighbours.

Our two other core functions, assisting with one off jobs, and socialising via the phone have continued apace. We know these are very well appreciated.

As you see in the report our numbers of Neighbours registered fluctuates. We still experience a steady demand for new registrations, and are glad that we have the capacity to welcome them. Referrals come from an ever widening scope of sources - particularly as we relate to many other caring agencies. York Neighbours also has a growing function in sign-posting people to more appropriate resources in order to meet the needs that are presented.

Inevitably, with a charity which serves the retired community, people also come off our books when they move out of the area, into care homes - or pass on.

Our volunteers are diverse in age, stage, skills and availability etc. It is an interesting 'community' because, apart from some outings and occasional jobs, and those who make calls from the office - they do not meet each other. Their volunteering with us, fits into their available time, skills and preferences. We are so grateful for their invaluable service, and we know that they appreciate being able to serve flexibly.

All the work is coordinated through our office staff - and this year we have seen changes there too. Staff turnover is generally slow, but this year just happens to be an exception. Obviously this has caused more pressure on those who remain. They have coped exceptionally well, and we are glad that we have now been able to recruit new staff members to fill the shortfall.

York Neighbours depends on the financial support from a wide range of sources. We are so grateful for this provision and hope that we can continue to provide our vital role in this community.

David Casswell  
Chair of York Neighbours Trustees

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Our **objective** is to **reduce** social isolation for people over the age of 65 within the City of York and to **support** them in retaining their independence in their own home. We work to make a **lasting difference** to people's lives rather than just alleviating the symptoms or solving current problems.

Our **aim** is to complement, not duplicate, other services - so we will refer on/signpost to other provision where possible.



We do this in various ways:



### **Assist**

Help with practical one-off tasks - e.g. changing a light bulb, small repair and maintenance jobs, disposal of broken or unwanted items, shopping during temporary illness, etc.



### **Chat**

A regular phone call to the most isolated who may not speak to anyone for days or even weeks.



### **Socialise**

Individual and group outings - e.g. trips to the coast, garden centre, theatre, exhibitions or other places of interest.

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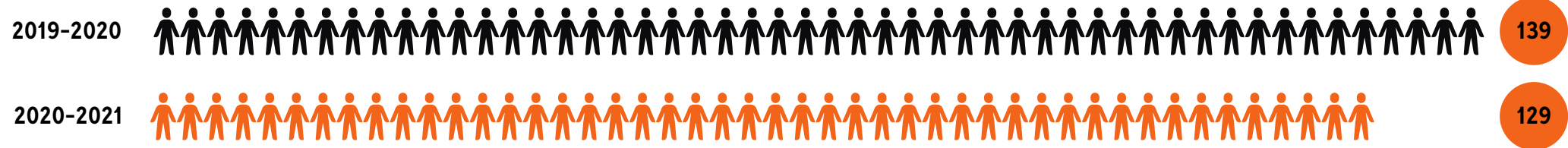


## REGISTERING WITH YORK NEIGHBOURS

Registering with York Neighbours is a comprehensive and holistic process which can either be done over the telephone or we can visit the person in their home.

People register with York Neighbours in two main ways. They can either be referred to us from another organisation or they can self refer.

### Number of New Neighbours



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## ONE-OFF TASKS

York Neighbours offers help in a number of different ways. We offer help with small, practical tasks around the home and garden, transport where additional assistance is required, help with shopping when it is needed and we offer regular phone calls to connect and chat with our Neighbours.

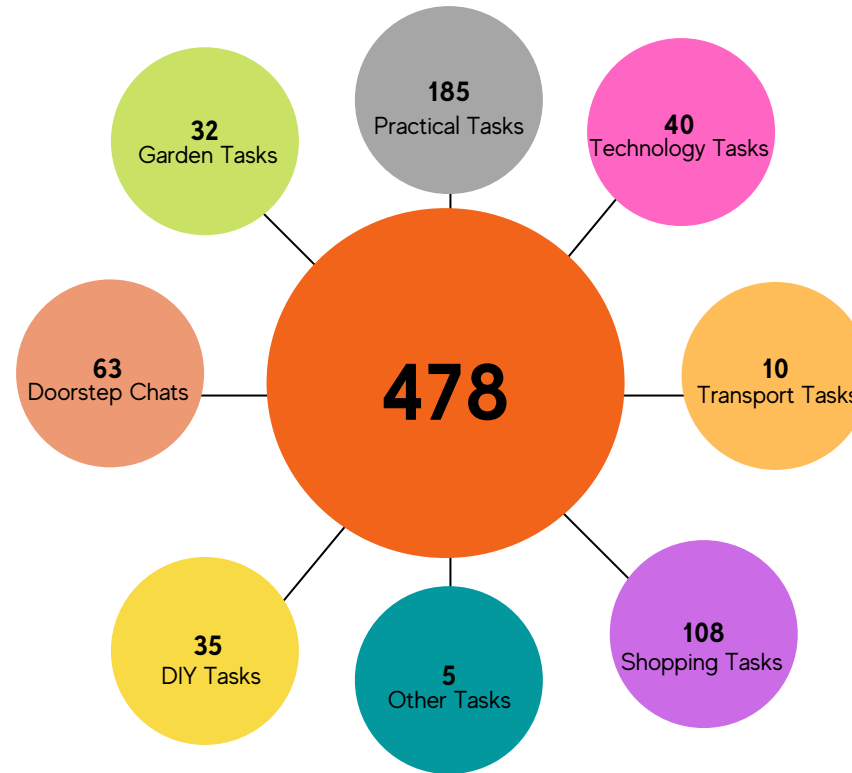
Covid-19 has had an enormous impact on our services. Some services had to be reduced owing to lockdown restrictions, some we could continue, some we adapted but we also found new ways to help. Not only did we continue to offer our social visits, we also provided more assistance to our Neighbours to setup their mobile phones, tablets and computer equipment so that they could feel more connected when lockdown restrictions were enforced.

“It is so lovely to have someone to call and know that I will either get help or good advice on help.”

“The task help was absolutely wonderful. While the task was being done, Karen's dog was giving me pet therapy at the same time. What a bonus - I loved every minute of it!”

“I am so happy with the help given to order and replace some new taps. Your volunteer did a lovely job and I'm thrilled to bits. It's wonderful to have some taps that work and all the help you have given is much appreciated.”

“I'm absolutely delighted. The volunteer was fantastic. He built the table in the kitchen and then took the chairs home to finish and dropped them off the next day. I am very impressed with the service.”



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## REGULAR CALLS

Some people can go for days, or even weeks, without talking or chatting socially with someone. Regular phone calls from York Neighbours make a lasting difference, helping people to feel less isolated and lonely and more part of the local community. Our team of volunteers, many of them students, make fortnightly or monthly calls as requested. Neighbours tell us they really look forward to this contact. These calls are a lifeline for some of our Neighbours as they know we will follow up if we are unable to make contact with them. For those that find it hard to ask for help, the regular phone calls provide an opportunity for them to reach out.

Our regular phone support can also be crucial support for those who are going through transitions in their life. This could be due to a change in health or discharge from hospital, or due to the responsibilities of their caring role. It is also a good support for those who may have lost a loved one and are coping with bereavement.

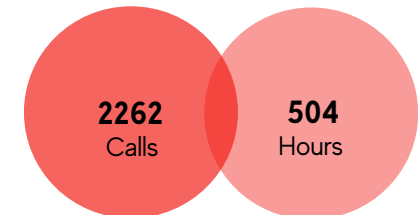
“Thank you for calling. You have made a tremendous difference to my life. Without York Neighbours I'm not sure where I'd be. My life has turned around so much since knowing you.”

“Your calls give me something to look forward to.”

“I feel very lonely living on my own and it is nice to know someone checks in on me.”



“I really appreciate the phone calls and the call this week was well timed. I had not spoken to anyone for a few days and it really lifted my spirits.”



2019-2020

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## OUTINGS

We organise individual and group outings for people with consideration for their various needs and difficulties. These needs often prevent them from taking part in other organised trips, maybe because they have poor mobility, are wheelchair users, have continence issues, dementia, mental health or confidence problems. Volunteers use their own cars in order to tailor arrangements to each person's need. The trips might include helping someone with limited mobility to shop for items other than general household goods, offering transport for appointments and at the same time providing support in what might be a stressful situation, or perhaps assisting someone to place flowers on a loved one's grave.

We aim to help Neighbours feel at ease and supported. We also arrange group outings, meeting up at such venues as a garden centre or travel further afield to walk around beautiful gardens and enjoy lunch and a chat.

Owing to the Covid-19 crisis, all our group trips were cancelled but we hope we will be able to start organising them again soon. In lieu of this, we offered more one-to-one social visits.

“I really enjoyed the social distance walk with Jane. It made me feel more confident having someone alongside me.”

“Thank you so much for yesterday, I really enjoyed it. It was the first time I have been out in a month.”

“I'm so happy with Martin's help. He is a very kind gentleman and we had also had a good chat.”

“It was really nice to have a visit and chat and the volunteer was easy to talk to.”

“The visit from your volunteer, Heather was lovely and I really enjoyed her company - it has been the best part of my week. I enjoyed walking in the park and listening to the birds singing. It made me feel more confident having someone with me.”

“Really happy with Pauline's visit, she had brought a railway magazine, which I really enjoyed.”

“Thank you for the wonderful magazines your volunteer dropped off to me. I especially loved "Women's Weekly" which was filled with short stories which I thoroughly enjoyed reading. In fact, I liked the magazine so much I am thinking of subscribing to it. These were the best magazines ever!!”

“I enjoyed chatting with Ellie. I can't explain how much I appreciate it after the lockdown.”

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## MAKING A DIFFERENCE

Our model appears to address many of the issues covered by the Care Act 2014 by offering a community response to some of the problems of an ageing population. We have seen that our service works, is low cost and avoids duplication with other agencies. Feedback shows that we offer just what is needed to fill gaps in services, and our 'can do' attitude is much appreciated.

The advent of Covid-19 reaffirmed the need for services such as ours. We have seen a large increase in older adults who need a little support to continue to live as independently as possible.

“You are absolutely wonderful at York Neighbours. I don't know how I would manage without you at the moment.”

“I'm really happy that you helped to move my bed and assemble my shoe rack. The volunteer was a lovely gentleman and the help has made a big difference to me.”

“This help was brilliant. It may look like a small thing to some but it was a big thing for me as I am not able to manage it myself.”

“We are so pleased and grateful for the excellent job Chris did of cleaning our garage and removing the debris. It is a great weight off our minds.”

“It was wonderful to see your volunteer and we had a nice chat. I'm over the moon with the contact.”

“Thank you so much for the birthday card I received today. It really means so much especially since I lost my partner a few months ago.”

“I am absolutely delighted with Trevor's help. It has made such a difference to me. I can now open the bathroom door without it banging. Trevor was the perfect gentleman and good company.”

“I don't know what I would have done without you. Please pass on my thanks to all at York Neighbours.”

“A chat in person really lifted my mood.”

“Thank you for your help with the timing on her security light above front door. You have made things easier for me and given me piece of mind.”

“I was so delighted with your volunteer's help. It's wonderful to have the strip light fixed in the kitchen and I can now see what I'm doing.”

“I was so happy with Pauline's help. Not only was she good company but also helped me tidy up my husband's grave.”

“Thank you for your help to put a bulb in my security light. I feel a lot happier and more secure for having this done. It is reassuring know I can trust the person visiting.”

“Your help is much needed and appreciated.”

“Your kindness and support has really made my day. Thank you once again.”

“I think it's marvellous that people give up their time to help. You all deserve medals for what you do.”

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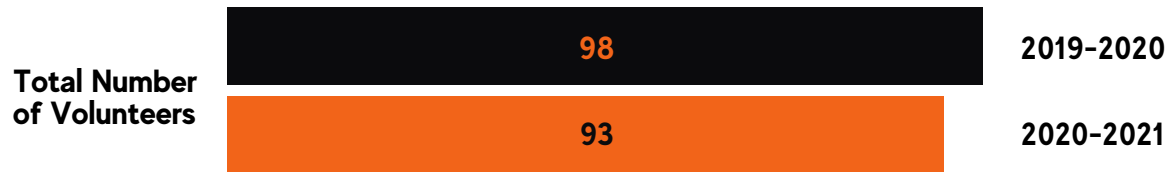
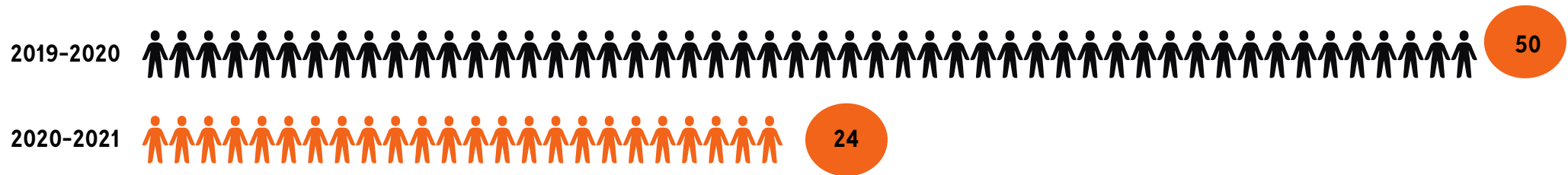
## VOLUNTEERING WITH YORK NEIGHBOURS

York Neighbours volunteers contribute their time, energy and skills to help make a real difference to some of the most vulnerable older people in York. Our volunteers come from all walks of life, some working, some retired, some students, all sharing a desire to contribute to their community.

Volunteers who are new to York, or have just retired, or parents working at home or caring for young children have found working with York Neighbours has been a great way of meeting new people (other volunteers and Neighbours) and gaining a sense of purpose and fulfilment.

Covid-19 brought about an increased interest in volunteering and we were lucky enough to have a large number of volunteers enquire and, in turn, register to volunteer with us.

### Number of New Volunteers



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## WHAT OUR VOLUNTEERS SAY - MOLLY

I became a volunteer for York Neighbours towards the end of my first year at the University of York and began making calls at the start of my second year. I was keen to find a way to engage with the local community and make the most of my time here, which York Neighbours has allowed me to do.

I have been making calls for a year and nine months alongside my studies. With the pandemic and lockdowns having occupied much of this period, I have really noticed how important our calls are. From April 2020 to July 2021, I made around 475 telephone calls. Call topics include bereavement, physical and mental health issues, and loneliness. Some calls are brief, but others last for almost an hour, during which time neighbours can share amazing anecdotes from their life but also their day-to-day goings on. We joke and talk about current events, or sometimes they simply want to hear from me what university has been like, for example. This experience has been invaluable to me and allowed me to talk to and meet so many interesting and lovely people, both charity users and staff at York Neighbours.

The support from the charity has been great, such as when I undertook a supplementary bereavement training awareness course. Stemming from this experience I have participated in several other opportunities. Last summer I undertook a similar position in a 'Call to Connect' campaign for my old school as well as collaborating in a presentation for other students discussing volunteering opportunities around York.

Neighbours have told me how much they look forward to our calls and I feel much the same each week when I receive my list of people to call.

“Alone we can do so little; together we can do so much.” - Helen Keller

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## WHAT OUR VOLUNTEERS SAY - LYNN

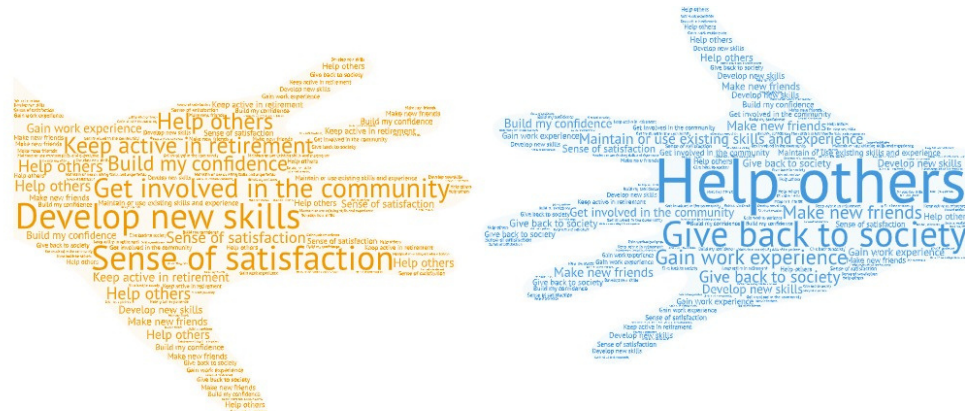
I think I joined YN as Covid was taking a hold so it was rather a remote process but I had wanted to volunteer when I retired as I had been so grateful for the occasion when YN helped me out when I was caring for my late father and couldn't be in two places at once. I couldn't believe that there was an agency so Can-Do, willing to help with so little red-tape and so helpful just when needed.

I have been offering support to people local to me, shopping, collecting prescriptions, helping with phones, tablets, (IT), putting out washing and doing the odd bit of gardening. I also made a couple of welfare calls when support with this was needed though my preference is for practical jobs as my career was spent talking to people with difficulties and I enjoy doing something different.

I have enjoyed being able to make a small difference during the past difficult 18 months and when people expressed appreciation for me braving the supermarket, I would always say that I would rather be able to shop for them than to have to worry about who would shop for me. It was also nice to have a chat with people who might not see anyone while isolating and it also gave me a sense of purpose during Lockdown.

I like the variety of tasks and also some of the regular errands and I value the lack of commitment required so that I can volunteer if I am available when a task pops up local to me at a time I can manage.

“The best way to find yourself is to lose yourself in the service of others.” – Gandhi



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## WHAT OUR VOLUNTEERS SAY - BARBARA

I was first introduced to York Neighbours over five years ago by a friend who was also a volunteer for the organisation. I knew immediately that this was a type of charity and service that was needed in our community to complement and to work, as far as we are able, alongside formal care and that I wanted to be part of it.

Often we come into contact with older people who live alone, who sometimes have no family or friends. By receiving regular phone calls from us either just for a chat or to ask if they are ok, can really break their day up and make a difference. Sometimes people ask us for advice or tell us their problems which they may not want to discuss with their family. It often helps just to have someone to listen to them.

I feel that the benefit of these calls is reciprocal. It gives me an opportunity to chat with interesting people and to hear more about their lives. I often find that we have many things in common, including a shared sense of humour, and so often these calls can be filled with laughter.

I get a real satisfaction from supporting these members of our community and have enjoyed meeting them when I help with any practical tasks. These tasks are often small but can make a big difference in someone's life. A little assistance often enables someone to retain their independence and self-confidence.

I feel very supported by the Charity and know that should I ever have any of concerns, that these will be listened to and acted on if necessary.

“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.” – Leo Buscaglia



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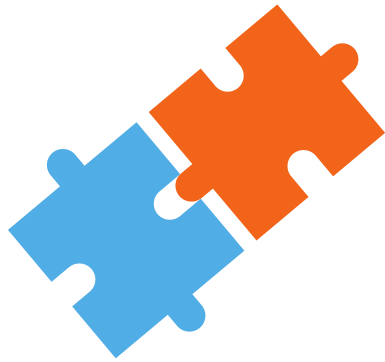
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We are grateful to the following organisations who have collaborated and supported us:

We are stronger together than we are alone



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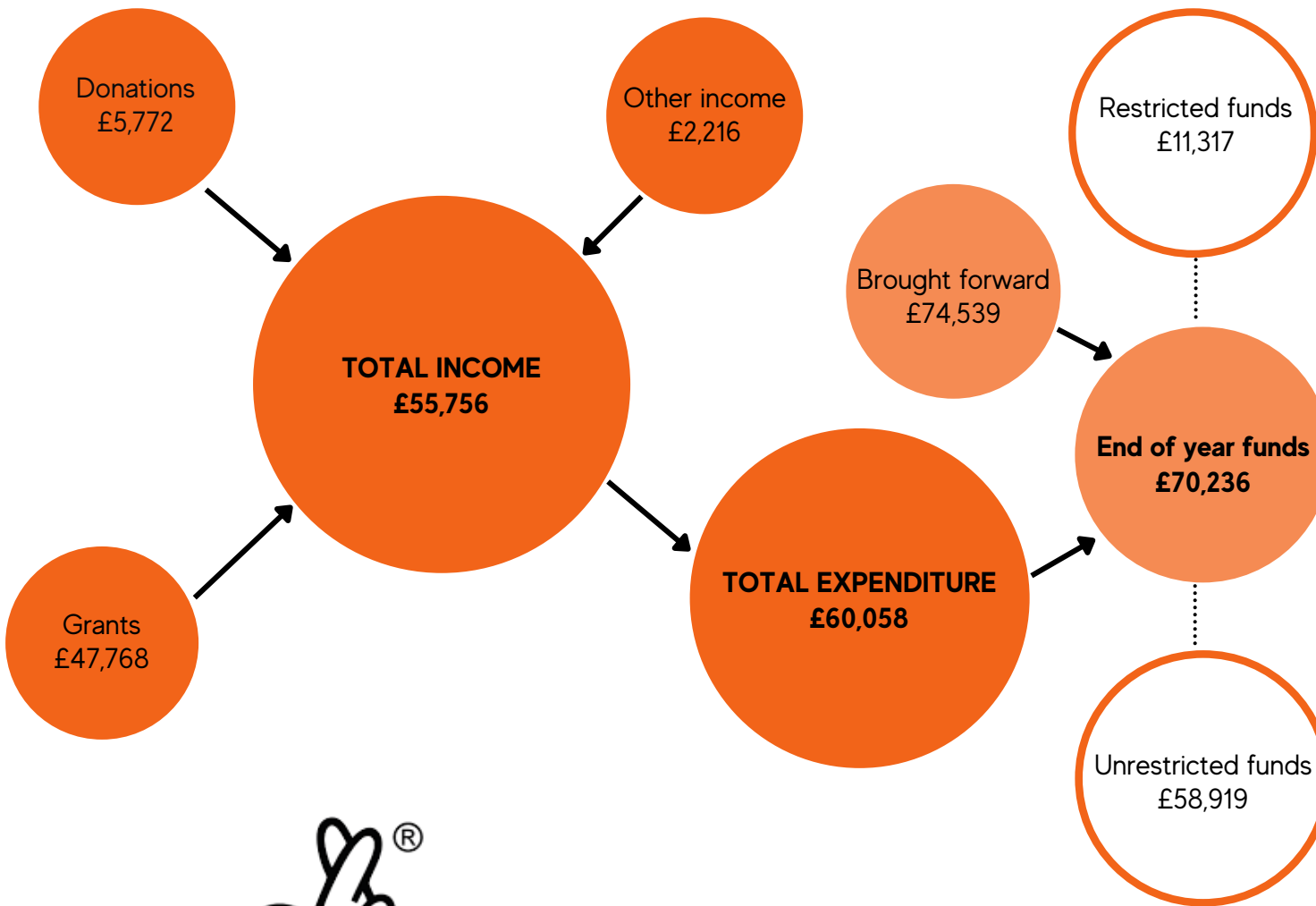
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**A big thank you goes to the following grant providers, trusts and organisations in addition to our many individual supporters.**

- Co-Operative Local Community Fund
- National Lottery Community Fund**
- Norman Collinson Charitable Trust
- Queens Hotel, York
- St Barnabas Parochial Church Council
- St Edward the Confessor Church
- Terracycle
- Two Ridings Community Fund



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# York Neighbours

...for that little bit of help

[www.yorkneighbours.org.uk](http://www.yorkneighbours.org.uk)

York Neighbours • The Raylor Centre • James Street • York • YO10 3DW

01904 891 627 • [info@yorkneighbours.org.uk](mailto:info@yorkneighbours.org.uk)



## Accounts up to 30 September 2021

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Income			
	Donations	£ 5,772	
	Grants & larger donations	£ 47,768	
	Sponsored Events	£ 683	
	Hotel Envelopes	£ 171	
	Expenses Reimbursed	£ -	
	PayPal Giving & Easy Funding	£ 62	
	Gift Aid Tax Recovered	£ 1,301	
	<b>Total Income</b>	<b>£ 55,756</b>	<b>£ 55,756</b>
Expenditure			
	Salaries, NI & Pensions	£ 44,576	
	Recruitment & Marketing	£ 1,299	
	Room Hire	£ -	
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I report to the charity trustees on my examination of the accounts of the CIO for the year ended 30 September 2021.

**Responsibilities and basis of report**

As the charity trustees of the CIO you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIO's accounts carried out under section 145 of the Act. In carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

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

1. accounting records were not kept as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Name: Lynne Bowser

Relevant professional qualification(s) or membership of professional bodies (if any): AAT

Address:

162A Wains Road  
York  
YO24 2UE

Date:

15.4.22

## Accounts up to 30 September 2021

	Opening Balance		£ 74,539
Income			
	Donations	£ 5,772	
	Grants & larger donations	£ 47,768	
	Sponsored Events	£ 683	
	Hotel Envelopes	£ 171	
	Expenses Reimbursed	£ -	
	PayPal Giving & Easy Funding	£ 62	
	Gift Aid Tax Recovered	£ 1,301	
	<b>Total Income</b>	<b>£ 55,756</b>	<b>£ 55,756</b>
Expenditure			
	Salaries, NI & Pensions	£ 44,576	
	Recruitment & Marketing	£ 1,299	
	Room Hire	£ -	
	Stationery & Postage	£ 1,070	
	DBS Checks	£ 137	
	Bank Charges	£ 87	
	PayPal Charges	£ 31	
	Miscellaneous	£ -	
	Travel - Volunteers & Staff	£ 422	
	Rent & Rates	£ 5,733	
	Insurance & PAT Testing	£ 394	
	Internet & Phones	£ 1,245	
	Outings	£ -	
	Training	£ 2,434	
	Gifts to Staff & Volunteers	£ 206	
	Capital Expenditure	£ 2,424	
	<b>Total Expenditure</b>	<b>£ 60,058</b>	<b>£ 60,058</b>
	Bank Balance		<u><u>£ 70,236</u></u>

**Independent examiner's report to the trustees of York Neighbours Charitable Incorporated Organisation ('the CIO')**

I report to the charity trustees on my examination of the accounts of the CIO for the year ended 30 September 2021.

**Responsibilities and basis of report**

As the charity trustees of the CIO you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIO's accounts carried out under section 145 of the Act. In carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

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

1. accounting records were not kept as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Name: Lynne Bowser

Relevant professional qualification(s) or membership of professional bodies (if any): AAT

Address:

162A Wains Road  
York  
YO24 2UE

Date:

15.4.22

**YORK NEIGHBOURS**

England & Wales - Charity number 1163768

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# Accounts

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# York Neighbours

...for that little bit of help

## **IMPACT REPORT 2019 - 2020**





## David Casswell, Chair of the Trustees

When something affects every area of our lives - you get sick of hearing about it. Sorry. Covid 19 has changed the world and we are just coming to terms with the losses, fears and hopes going forward.

In the Bible there is a woman called Esther. She is chosen as a King's new wife. When disaster threatens her people, her uncle says, "...who knows but that you have come to your royal position for such a time as this?" She is in a position to act.

Covid 19 changed everything - but actually the way York Neighbours had been set up, meant that it was ready with relevant help - even given the extreme circumstances. Our outings could not happen - but the phone calls and other help became even more important. It was ready, 'for such a time as this...'

As you will see in this report the work of York Neighbours has expanded with the growing needs. I hope you will be encouraged to see how the charity has responded.

We are so grateful to our new coordinator Roni Robbins and all the staff for the way they have adapted to the new working arrangements and coped with the increased demands on the service.

We are grateful to our volunteers - including the new ones who have joined us this year - who have wanted to give their time and energy in such a good cause.

We are grateful to the National Lottery Community Fund and other funding groups and individuals who have supported the work financially.

Together - as you will read - we have managed to respond positively to these crazy times.

York Neighbours grows by word of mouth. Please be part of that! We want more people to hear they can register and benefit as Neighbours. And at the same time find those wanting to Volunteer.

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Our **objective** is to **reduce** social isolation for people over the age of 65 within the City of York and to **support** them in retaining their independence in their own home. We work to make a **lasting difference** to people's lives rather than just alleviating the symptoms or solving current problems.

Our **aim** is to complement, not duplicate, other services - so we will refer on/signpost to other provision where possible.



We do this in various ways:



### **Assist**

Help with practical one-off tasks - e.g. changing a light bulb, small repair and maintenance jobs, disposal of broken or unwanted items, shopping during temporary illness, etc.



### **Chat**

A regular phone call to the most isolated who may not speak to anyone for days or even weeks.



### **Socialise**

Individual and group outings - e.g. trips to the coast, garden centre, theatre, exhibitions or other places of interest.

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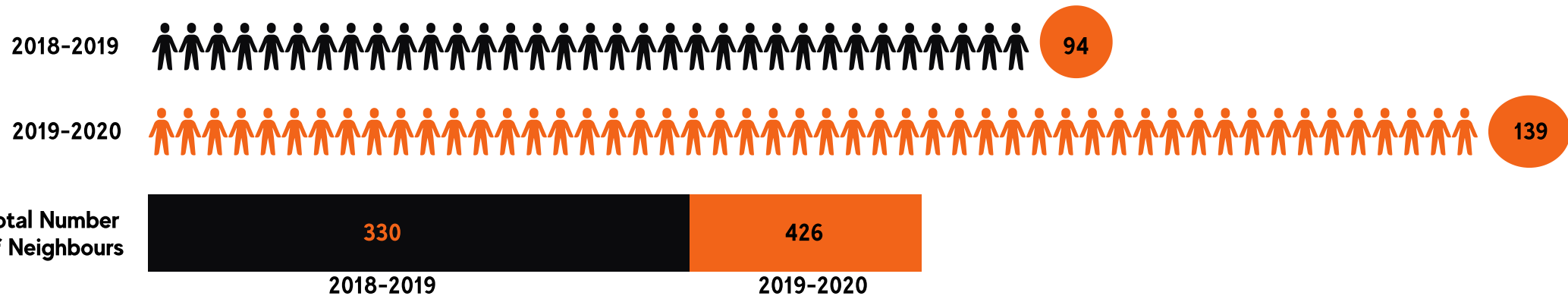


## REGISTERING WITH YORK NEIGHBOURS

Registering with York Neighbours is a comprehensive and holistic process which can either be done over the telephone or we can visit the person in their home.

People register with York Neighbours in two main ways. They can either be referred to us from another organisation or they can self refer.

### Number of New Neighbours



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## ONE-OFF TASKS

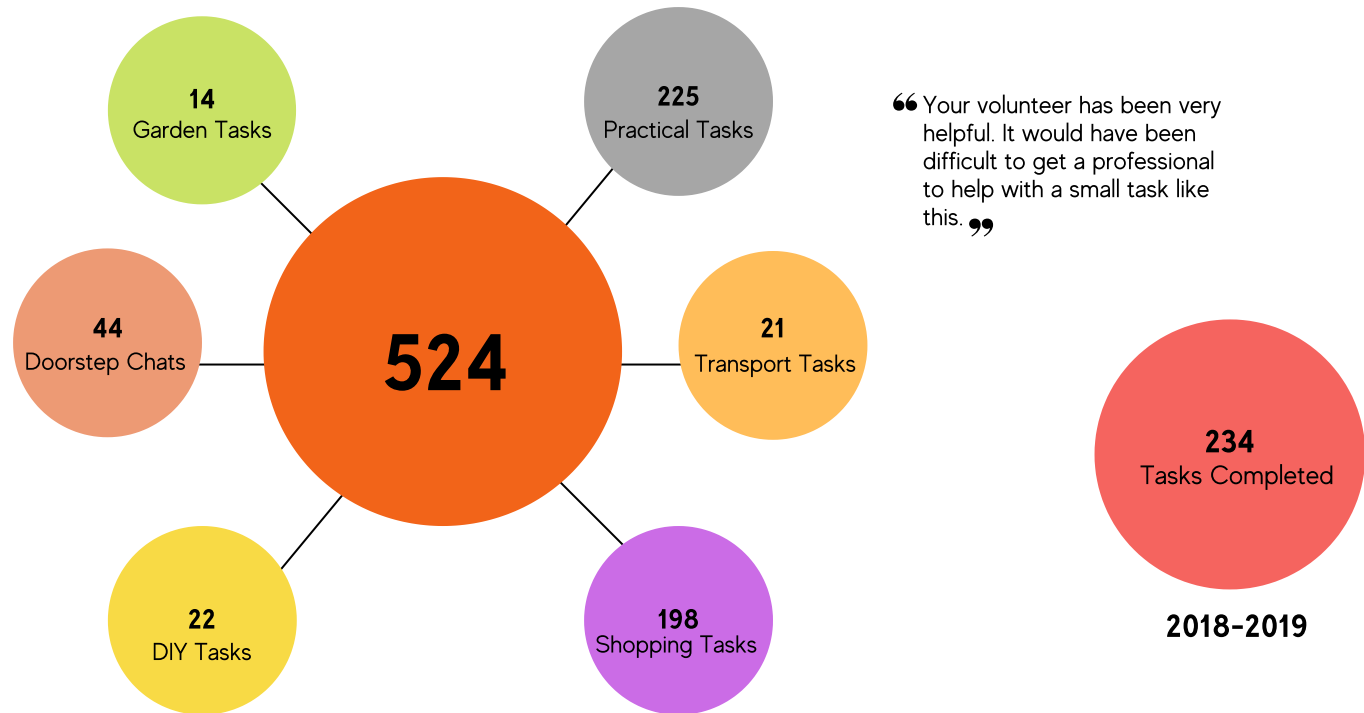
York Neighbours offers help in a number of different ways. We offer help with small, practical tasks around the home and garden, transport where additional assistance is required, help with shopping when it is needed and we offer regular phone calls to connect and chat with our Neighbours.

Covid-19 has had an enormous impact on our services. Some services had to be reduced owing to lockdown restrictions, some we could continue, some we adapted but we also found new ways to help. A lot of our Neighbours commented on how much they missed seeing another human being and so we introduced our "doorstep chats" when some restrictions were lifted which proved a success. We also undertook a number of prescription deliveries to our Neighbours who were shielding and couldn't get to the pharmacy thereby reducing their anxiety that this may have caused.

“ I am so grateful for the help given by York Neighbours volunteers. I would not have been able to manage to organise this myself. ”

“ I thank you from the depth of my heart for helping me and my husband with our shopping. It was also so nice to talk to your volunteer this afternoon as there is hardly anyone to talk to you. Thank you for all this good work which is very much appreciated. ”

“ Your volunteer has been very helpful. It would have been difficult to get a professional to help with a small task like this. ”





## REGULAR CALLS

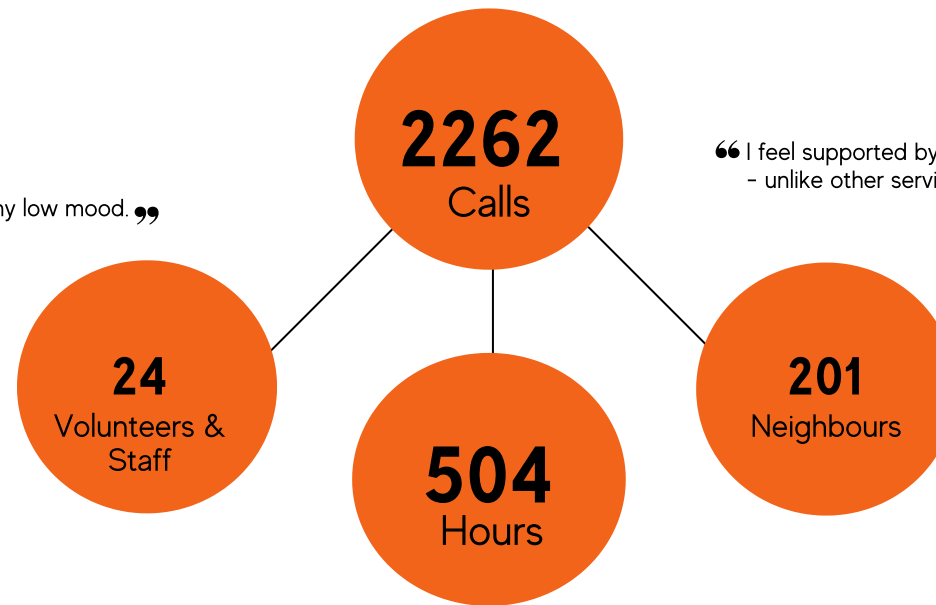
Some people can go for days, or even weeks, without talking or chatting socially with someone. Regular phone calls from York Neighbours make a lasting difference, helping people to feel less isolated and lonely and more part of the local community. Our team of volunteers, many of them students, make fortnightly or monthly calls as requested. Neighbours tell us they really look forward to this contact. These calls are a lifeline for some of our Neighbours as they know we will follow up if we are unable to make contact with them. For those that find it hard to ask for help, the regular phone calls provide an opportunity for them to reach out.

Our regular phone support can also be crucial support for those who are going through transitions in their life. This could be due to a change in health or discharge from hospital, or due to the responsibilities of their caring role. It is also a good support for those who may have lost a loved one and are coping with bereavement.

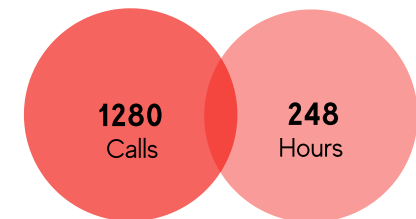
“ You are absolutely wonderful at York Neighbours. I don't know how I would manage without you at the moment. ”

“ This chat was lovely and really helped my low mood. ”

“ I feel very lonely living on my own and it is nice to know someone checks in on me. ”



“ I feel supported by York Neighbours - unlike other services. Thank you. ”



2018-2019

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## OUTINGS

We organise individual and group outings for people with consideration for their various needs and difficulties. These needs often prevent them from taking part in other organised trips, maybe because they have poor mobility, are wheelchair users, have continence issues, dementia, mental health or confidence problems. Volunteers use their own cars in order to tailor arrangements to each person's need. The trips might include helping someone with limited mobility to shop for items other than general household goods, offering transport for appointments and at the same time providing support in what might be a stressful situation, or perhaps assisting someone to place flowers on a loved one's grave.

We aim to help Neighbours feel at ease and supported. We also arrange group outings, meeting up at such venues as a garden centre or travel further afield to walk around beautiful gardens and enjoy lunch and a chat.

Three outings took place before the advent of the Covid-19 crisis. After this, all our planned trips were cancelled but we hope we will be able to start organising them again soon.

“It was just lovely; it was just beautiful. I lost my husband earlier this year, and I was not looking forward to Christmas, but this was a beautiful event. I liked the carols and I felt loved.”

“Thank you so much for yesterday, I really enjoyed it. It was the first time I have been out in a month.”

“It was a lovely afternoon, thank you. It was a nice change as I haven't been out in a while due to a hip operation and my family live away. Good company and conversation.”



“It was exceptional and so generous. The pupils were attentive and credit to the school. I didn't want it to end! York Neighbours were brilliant. The present at the end was a lovely surprise. The best trip by York Neighbours and better than other charity organisational trips! A million thanks.”



“It was a lovely afternoon tea, thank you for all you do. York Neighbours is a wonderful organisation.”

“I had a lovely time and all your staff and volunteers are so lovely and attentive.”



“I really enjoyed the trip - it was very nice to meet other people there. I met two other ladies there and I plan to keep in touch with them through a Facebook group.”

“It was absolutely perfect. I would not change a thing. It was lovely to hear the students sing.”

“I really enjoyed it, and the food was good. I also enjoyed getting to meet and know Pat (another Neighbour).”

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## MAKING A DIFFERENCE

Our model appears to address many of the issues covered by the Care Act 2014 by offering a community response to some of the problems of an ageing population. We have seen that our service works, is low cost and avoids duplication with other agencies. Feedback shows that we offer just what is needed to fill gaps in services, and our 'can do' attitude is much appreciated.

The advent of Covid-19 reaffirmed the need for services such as ours. We have seen a large increase in older adults who need a little support to continue to live as independently as possible.

“You are absolutely wonderful at York Neighbours. I don't know how I would manage without you at the moment.”

“The help was absolutely perfect and having the items taken away has freed up more space.”

“This help was brilliant. It may look like a small thing to some but it was a big thing for me as I am not able to manage it myself.”

“I am so very grateful. Being disabled means that I rely on my TV a lot for entertainment so it's nice that I can sit and watch Corrie again.”

“My number of friends have diminished over the years and therefore so have the number of cards I receive. It was a truly wonderful surprise to receive yours. It has made my day.”

“Thank you so much for the birthday card I received today. It really means so much especially since I lost my partner a few months ago.”

“It made things a lot easier for me knowing that I don't need to go out for my shopping at this current time. It has saved me much anxiety and stress.”

“I don't know what I would have done without you. Please pass on my thanks to all at York Neighbours.”

“A chat in person really lifted my mood.”

“Fantastic job. I was very worried about tripping over the loose carpet.”

“These talks keep me going and connected with the outside world. I am gaining confidence to leave Abbeyfields once allowed.”

“These chats are keeping me going, keeping my brain working and my mind active. They are a lifeline. The residents here have been locked down in these 4 walls for 105 days and it's getting very lonely and depressing. I have no family or friends to chat to and chatting to the volunteers is helping me prepare myself for stepping back out into the real world. It's very scary but I feel less anxious. These chats have brightened my days. Thank you.”

“Your volunteer really went out of his way to fix my wheelchair.”

“Your help is much needed and appreciated.”

“It was a great help since I don't have a car and am still recovering from a stroke.”

“I think it's marvellous that people give up their time to help. You all deserve medals for what you do.”

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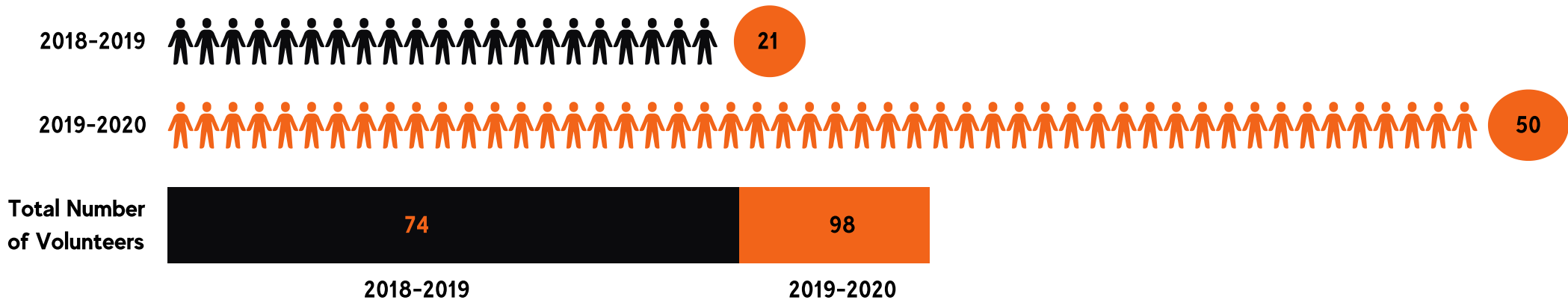
## VOLUNTEERING WITH YORK NEIGHBOURS

York Neighbours volunteers contribute their time, energy and skills to help make a real difference to some of the most vulnerable older people in York. Our volunteers come from all walks of life, some working, some retired, some students, all sharing a desire to contribute to their community.

Volunteers who are new to York, or have just retired, or parents working at home or caring for young children have found working with York Neighbours has been a great way of meeting new people (other volunteers and Neighbours) and gaining a sense of purpose and fulfilment.

Covid-19 brought about an increased interest in volunteering and we were lucky enough to to have a large number of volunteers enquire and, in turn, register to volunteer with us.

### Number of New Volunteers



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## WHAT OUR VOLUNTEERS SAY - LIBBIE

When COVID 19 and the lockdown hit, I was desperate to be able to do something to help the community. I recognised that working from home and being around elderly neighbours limited what I could realistically do, but through some hunting around, I came across York Neighbours and it seemed a perfect fit.

I'd been wanting to find something I could do in the community around my work anyway but many roles are quite tied in terms of only being during working hours or having to go somewhere to volunteer, which just doesn't work for me. Being a call volunteer for York Neighbours is the best of both worlds as I know I'm brightening someone else's day and they know that someone else out there cares for them. But equally I can fit it in around my work life and make the calls when I have a few minutes to spare.

Being a call volunteer means, in a literal sense, working my way through a list of people to call; but on a caring level it's so much more. To me it's an opportunity to remind people they aren't alone and someone else is out there keeping an eye on them. But equally when you get chatting to some of the neighbours you find out some fabulous stories about their lives and where they have come from, what they have been through and many of them have wicked senses of humour, so we can often have a good giggle. It's also someone I can chat to which for me gives me as much as I aim to give them as I can spend so long on my own, working from home, which in itself is fairly isolating. So it's equally nice for me to have the opportunity to speak to them and break up my day as well as theirs. I love the fact that there's so many different personalities, and all with a different story to tell, or different connections and it's about building that rapport. I hope eventually to start recognising names I've called before and get a bit more familiar with people and hopefully they might start to know me.

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## WHAT OUR VOLUNTEERS SAY - PIPPA

Pippa, one of our former student volunteers wrote: "I decided to become a volunteer with York Neighbours because I was looking for a way to help the local community. York Neighbours focus' on support in the community fitted perfectly with my goal in York.

My volunteering experience with York Neighbours lasted approximately a year and 3 months, during which time I was studying and working. The York Neighbours team was welcoming and flexible. My one-off tasks included aiding Neighbours while they went shopping, fixing video players, and accompanying our Neighbours on trips out. I particularly enjoyed the Christmas outing hosted at a local school. I also helped at promotion events.

York Neighbours helped convince me to work in the charity sector. I now work for Plan International UK, a humanitarian charity that focuses on helping children and young people, with a particular focus on girls. Although its focus is different to that of York Neighbours, both roles require safeguarding training, and a desire to help vulnerable people and make the world a better place."



1. Message From The Chair of Trustees

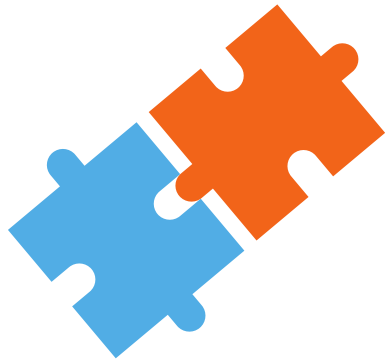
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We are grateful to the following organisations who have collaborated and supported us:

We are stronger together than we are alone



1. Message From The Chair of Trustees

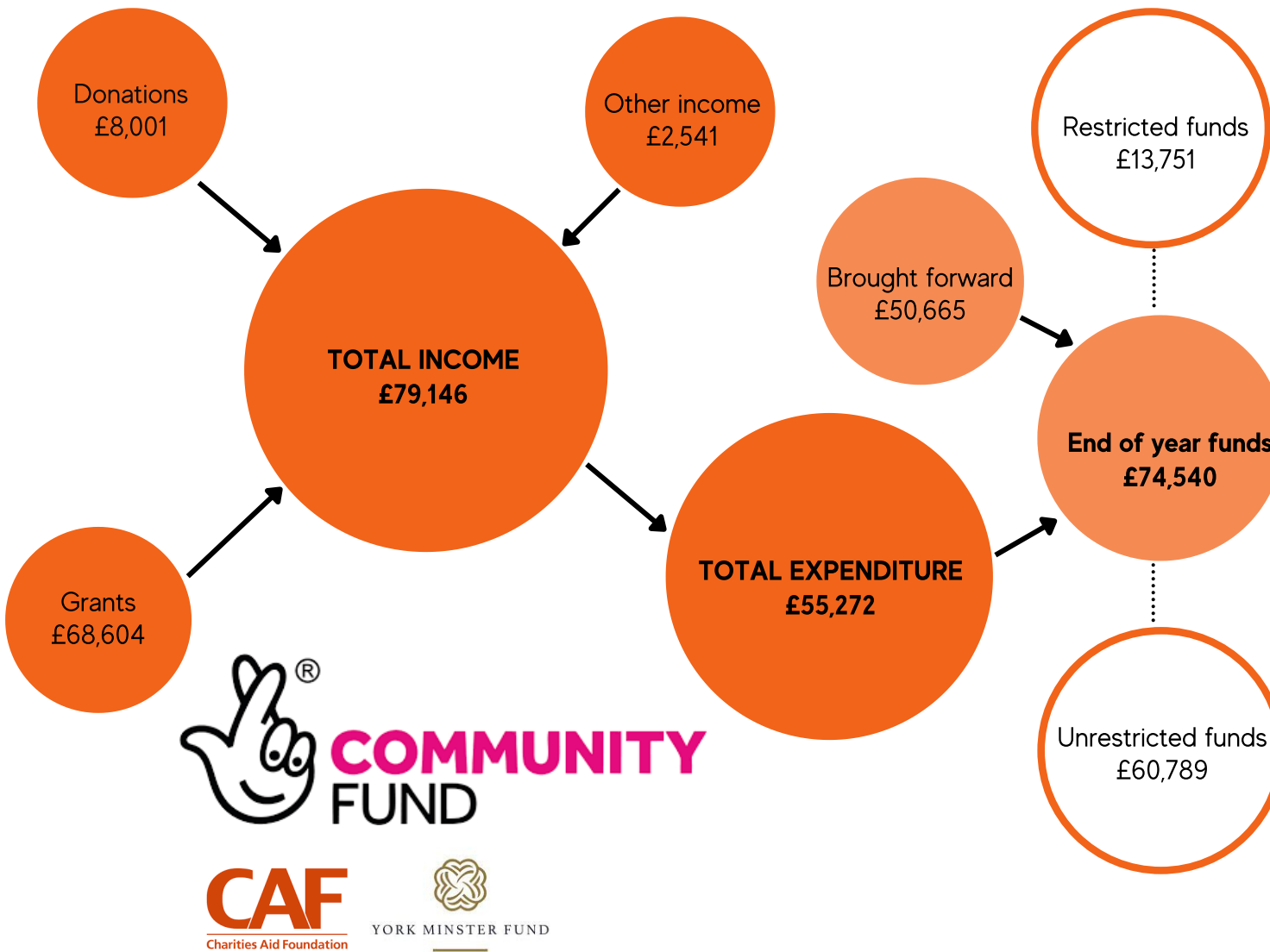
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**A big thank you goes to the following grant providers, trusts and organisations in addition to our many individual supporters.**

- Arlish & Chambers
- Asda Foundation
- CAF Bank Coronavirus Emergency Fund
- Christ Church 70s Group
- Co-Operative Local Community Fund
- Eastholme Drive Post Office
- Fulcrum Foundation
- Greggs
- Heineken Community Fund
- Masonic Charitable Foundation
- National Lottery Community Fund**
- Norman Collinson Charitable Trust
- Persimmon Charitable Fund
- Queens Hotel, York
- St Barnabas Parochial Church Council
- St Edward the Confessor Church
- Tesco Carrier Bags
- York Minster Fund



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# York Neighbours

...for that little bit of help

[www.yorkneighbours.org.uk](http://www.yorkneighbours.org.uk)

York Neighbours • The Raylor Centre • James Street • York • YO10 3DW

01904 891 627 • [info@yorkneighbours.org.uk](mailto:info@yorkneighbours.org.uk)



	Unrestricted Funds 2019-20	Restricted Funds 2019-20	Total 2019-20	Comparative 2018-9
<b>Receipts</b>				
Donations	£ 8,001		£ 8,001	£ 7,892
Sponsored events	£ 770		£ 770	
Grants	£ 61,104	£ 7,500	£ 68,604	£ 44,651
Contributions from Neighbours	£ 493		£ 493	£ 758
Queens Hotel guests	£ 607		£ 607	£ 885
Gift Aid Tax Recovered	£ 671		£ 671	£ 3,305
<b>Total Receipts</b>	<b>£ 71,646</b>	<b>£ 7,500</b>	<b>£ 79,146</b>	<b>£ 57,491</b>
<b>Payments</b>				
Salaries, NI & Pensions	£ 35,434	£ 6,708	£ 42,142	£ 34,154
Training		£ 1,279	£ 1,279	£ 377
Rent & Rates	£ 5,944		£ 5,944	£ 3,984
Stationery & Postage	£ 1,858	£ 548	£ 2,405	£ 1,666
Promotions	£ 227		£ 227	£ 1,227
Phones/Internet	£ 1,056		£ 1,056	£ 774
Room Hire and Insurance	£ 552		£ 552	£ 432
Bank and PayPal Charges	£ 87		£ 87	£ 60
Expenses - Staff & Volunteers	£ 615		£ 615	£ 438
DBS Checks	£ 308		£ 308	£ 170
Miscellaneous	£ 226		£ 226	£ 108
Office Equipment			£ -	£ 341
Outings		£ 431	£ 431	£ 510
<b>Total Payments</b>	<b>£ 46,306</b>	<b>£ 8,965</b>	<b>£ 55,271</b>	<b>£ 44,243</b>
Net Receipts	£ 25,340	-£ 1,465	£ 23,875	£ 13,248
Brought Forward			£ 50,665	£ 37,417
Carried Forward			<b>£ 74,540</b>	<b>£ 50,665</b>

Restricted Funds	B/f from			
	2018-9	Received	Used	Remaining
Two Ridings (Comic Relief)	£ 130			£ 130
York Common Good Trust	£ 428		£ 428	£ -
Skipton Building Society	£ 550		£ 550	£ -
National Lottery - General	£ 6,708		£ 6,708	£ - Note 1
National Lottery - Training	£ 7,400	£ 7,500	£ 1,279	£ 13,621
	<b>£ 15,216</b>	<b>£ 7,500</b>	<b>£ 8,965</b>	<b>£ 13,751</b>

#### Assets and Liabilities

Unrestricted Funds	£ 60,789
Restricted Funds	£ 13,751
Current Account balance	<b>£ 74,540</b>

#### Notes

- 1 All the National Lottery money was treated as restricted in 2018-19. However, this was incorrect. Only the £15,000 designated for training was restricted.



Section A Independent Examiner's Report

Report to the trustees/directors/members of

Company Name: YORK NEIGHBOURS

On accounts for the year ended

30/9/20

Charity no.: 1163768 Company no.:

Set out on pages

I report to the charity trustees on my examination of the accounts of the Company for the year ended 30/9/2020.

Responsibilities and basis of report

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

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 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

[The company's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [ ] if not applicable.

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below \*) which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
• the accounts do not accord with such records; or
• the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
• the accounts have not been prepared in accordance with the Charities SORP (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

\* Please delete the words in the brackets if they do not apply.

Signed:  Date:

Name:

Relevant professional qualification(s) or body (if any):

Address:

**Section B Disclosure**

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

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<b>Receipts</b>				
Donations	£ 8,001		£ 8,001	£ 7,892
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	<b>£ 15,216</b>	<b>£ 7,500</b>	<b>£ 8,965</b>	<b>£ 13,751</b>

#### Assets and Liabilities

Unrestricted Funds	£ 60,789
Restricted Funds	£ 13,751
Current Account balance	<b>£ 74,540</b>

#### Notes

- 1 All the National Lottery money was treated as restricted in 2018-19. However, this was incorrect. Only the £15,000 designated for training was restricted.



Section A Independent Examiner's Report

Report to the trustees/directors/members of

Company Name: YORK NEIGHBOURS

On accounts for the year ended

30/9/20

Charity no.: 1163768 Company no.:

Set out on pages

I report to the charity trustees on my examination of the accounts of the Company for the year ended 30/9/2020.

Responsibilities and basis of report

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

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 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

[The company's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [ ] if not applicable.

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below \*) which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
• the accounts do not accord with such records; or
• the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
• the accounts have not been prepared in accordance with the Charities SORP (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

\* Please delete the words in the brackets if they do not apply.

Signed:  Date:

Name:

Relevant professional qualification(s) or body (if any):

Address:

**Section B**

**Disclosure**

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.