



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

**1. Message From The
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.

1. Message From The Chair of Trustees

2. Our Objectives

3. What We Do

4. Our Impact

5. Partners & Supporters

6. Financial Statement

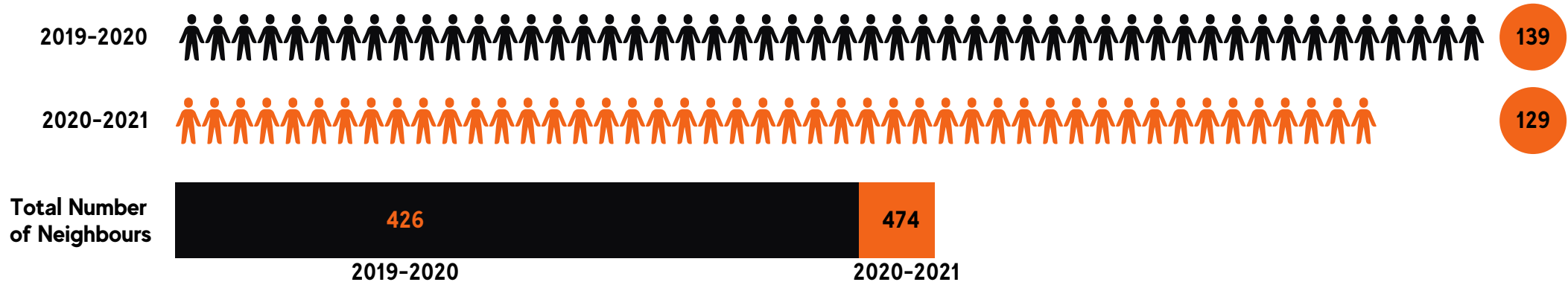


REGISTERING WITH YORK NEIGHBOURS

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



1. Message From The Chair of Trustees

2. Our Objectives

3. What We Do

4. Our Impact

5. Partners & Supporters

6. Financial Statement



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.

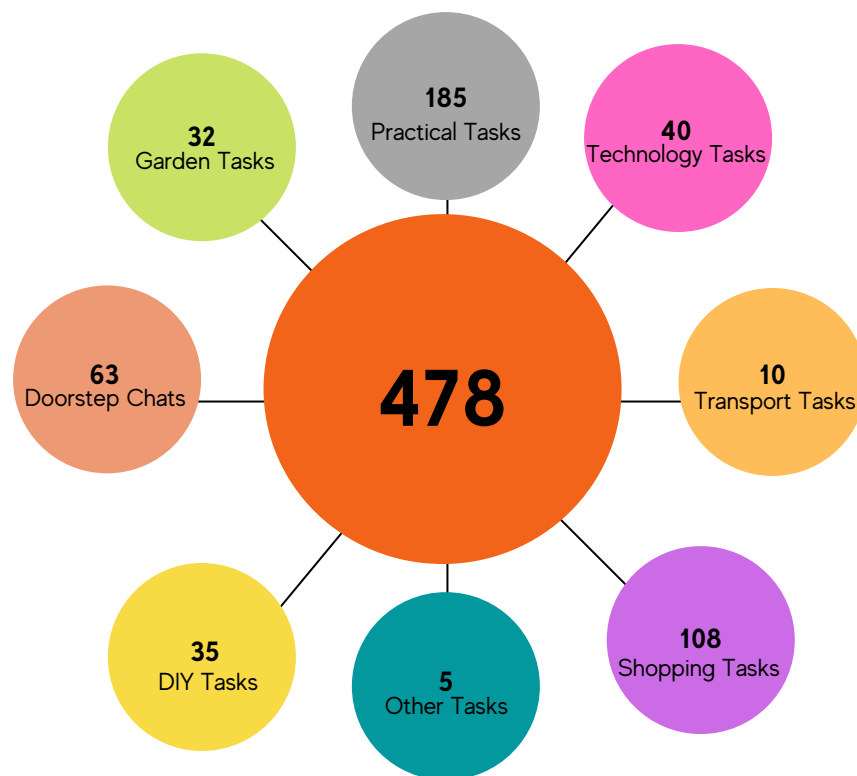
Covid-19 has had an enormous impact on our services. Some services had to be reduced owing to lockdown restrictions, some we could continue, some we adapted but we also found new ways to help. Not only did we continue to offer our social visits, we also provided more assistance to our Neighbours to setup 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. ”



1. Message From The Chair of Trustees

2. Our Objectives

3. What We Do

4. Our Impact

5. Partners & Supporters

6. Financial Statement



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.”



3700
Calls

“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.”



18
Volunteers & Staff

866
Hours

310
Neighbours

2262
Calls

504
Hours

2019-2020

1. Message From The
Chair of Trustees

2. Our Objectives

3. What We Do

4. Our Impact

5. Partners &
Supporters

6. Financial
Statement



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.”

1. Message From The Chair of Trustees

2. Our Objectives

3. What We Do

4. Our Impact

5. Partners & Supporters

6. Financial Statement



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.”

1. Message From The Chair of Trustees

2. Our Objectives

3. What We Do

4. Our Impact

5. Partners & Supporters

6. Financial Statement



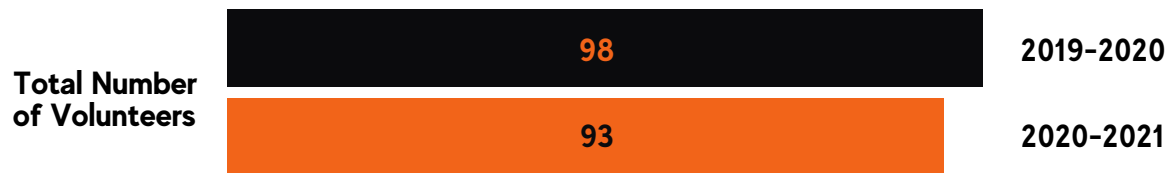
VOLUNTEERING WITH YORK NEIGHBOURS

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



1. Message From The Chair of Trustees

2. Our Objectives

3. What We Do

4. Our Impact

5. Partners & Supporters

6. Financial Statement



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

1. Message From The
Chair of Trustees

2. Our Objectives

3. What We Do

4. Our Impact

5. Partners &
Supporters

6. Financial
Statement





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



1. Message From The Chair of Trustees

2. Our Objectives

3. What We Do

4. Our Impact

5. Partners & Supporters

6. Financial Statement



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



1. Message From The Chair of Trustees

2. Our Objectives

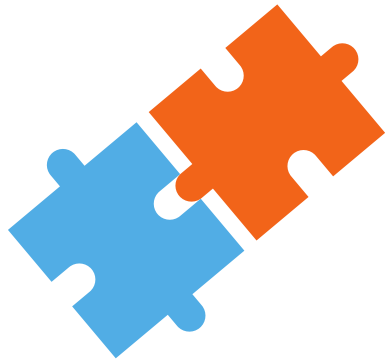
3. What We Do

4. Our Impact

5. Partners & Supporters

6. Financial Statement





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

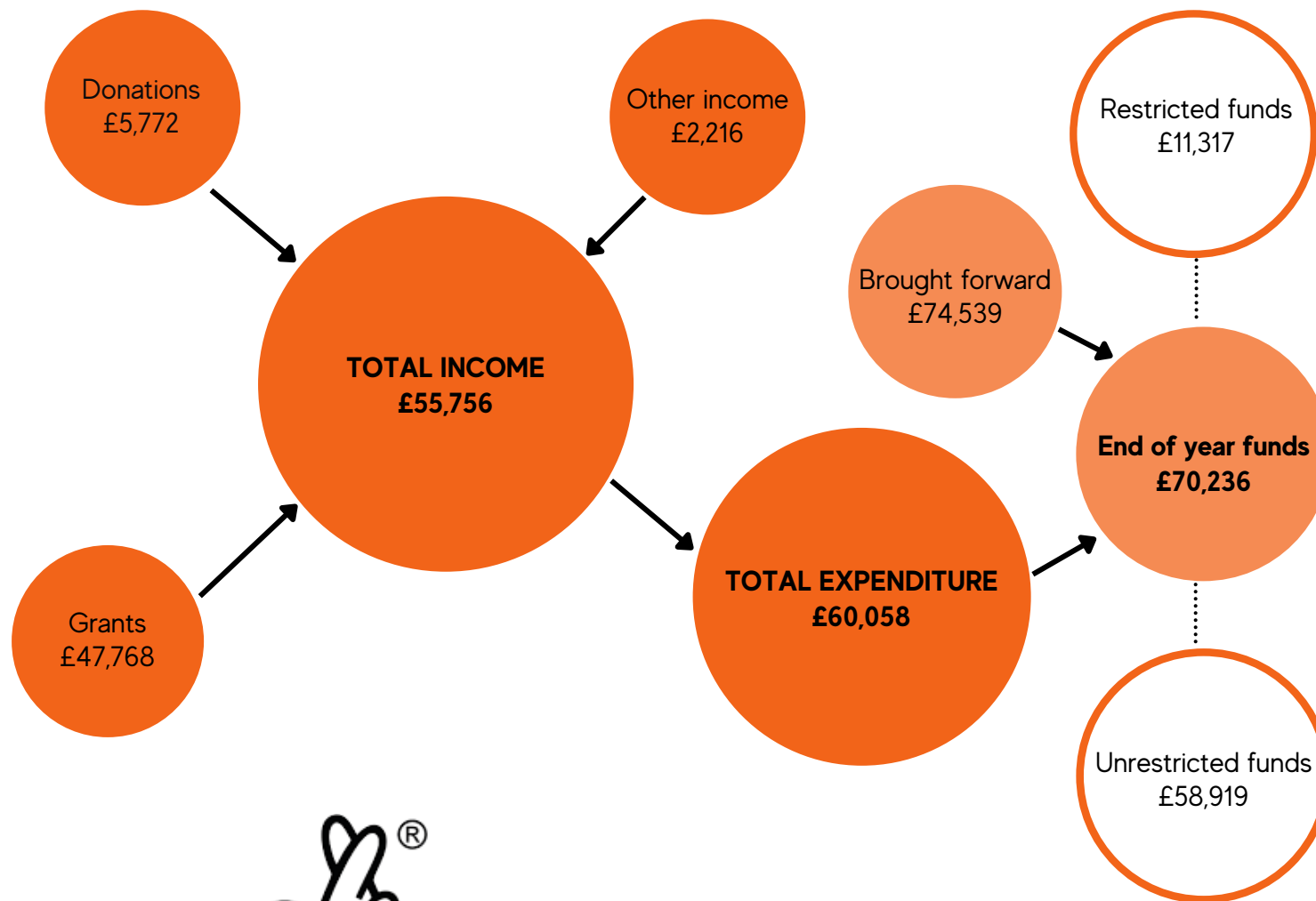
2. Our Objectives

3. What We Do

4. Our Impact

5. Partners & Supporters

6. Financial Statement



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



- 1. Message From The Chair of Trustees
- 2. Our Objectives
- 3. What We Do
- 4. Our Impact
- 5. Partners & Supporters
- 6. Financial Statement



York Neighbours

...for that little bit of help

www.yorkneighbours.org.uk

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

01904 891 627 • info@yorkneighbours.org.uk



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	
	Total Income	£	55,756	£ 55,756
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	
	Total Expenditure	£	60,058	£ 60,058
	Bank Balance			<u>£ 70,236</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

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	
	Total Income	£	55,756	£ 55,756
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	
	Total Expenditure	£	60,058	£ 60,058
	Bank Balance			<u>£ 70,236</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