LEVENSHULME GOOD NEIGHBOURS

England & Wales · Charity number 1163827

Details

Other names	LGN
Status	Registered
Legal form	CIO
Registered	2015-10-05
Register	View on the Charity Commission register

Contact

Address	Inspire Centre 747 Stockport Road Manchester M19 3AR
Phone	01618501066
Email	ray@levenshulmegoodneighbours.org.uk
Website	www.levenshulmegoodneighbours.org.uk

Activities

Objects: TO RELIEVE THE NEEDS OF THE ELDERLY FOR THE PUBLIC BENEFIT THROUGH THE PROVISION OF SUPPORT SERVICES AND ACTIVITIES TO HELP RELIEVE SOCIAL ISOLATION CAUSED AS A RESULT OF THEIR AGE AND TO ENABLE THEM TO LIVE INDEPENDENTLY IN SOCIETY.

Activities: LEVENSHULME GOOD NEIGHBOURS SUPPORTS OLDER PEOPLE LIVING IN THE LEVENSHULME AREA OF MANCHESTER. OUR WORK INVOLVES RECRUITING VOLUNTEER BEFRIENDERS FROM THE AREA WHO HELP PEOPLE IN A WIDE RANGE OF SOCIAL, EMOTIONAL AND PRACTICAL WAYS. WE ALSO OFFER ACTIVITIES, SOCIAL EVENTS, DAYS OUT AND TRAINING OPPORTUNITIES TO OLDER PEOPLE, SO THEY CAN MAKE THE MOST OF THEIR TIME IN WAYS THAT ARE MEANINGFUL.

Downloaded from opencharities.uk/ew/1163827

Classification

- **How:** Provides Services
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, Disability, Recreation
- **Who:** Elderly/old People

Geography

- Manchester City

Finances

Period end	Income	Expenditure	Assets	Employees
2024-09-30	£40,167	£36,831	-	-
2023-09-30	£26,836	£31,630	-	-
2022-09-30	£25,205	£28,168	-	-
2021-09-30	£41,039	£25,483	-	-
2020-09-30	£28,152	£29,804	-	-

Trustees

Name	Role	Appointed
ELIZABETH CRISP		2025-02-22
Fatiha Bougrassa		2020-03-30
Grantley Vernon		2020-01-01
Louise Such		2018-02-15
Rachel Newton		2025-04-26

Downloaded from opencharities.uk/ew/1163827

LEVENSHULME GOOD NEIGHBOURS

England & Wales - Charity number 1163827

Accounts

LEVENSHULME GOOD NEIGHBOURS CIO

Registered Charity Number: 1163827

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2024

LEVENSHULME GOOD NEIGHBOURS CIO

INDEX

PAGE NUMBER	CONTENTS
1 - 9	TRUSTEES ANNUAL REPORT
10	INDEPENDENT EXAMINERS REPORT
11	STATEMENT OF FINANCIAL ACTIVITIES
12	BALANCE SHEET
13	STATEMENT OF CASH FLOWS
14 - 21	NOTES TO THE ACCOUNTS

Levenshulme Good Neighbours CIO

Report of the trustees for the year ended 30th September 2024

The trustees present their annual report and financial statements of the charity for the year ended 30th September 2024. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's trust deed, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland published (FRS 102) (effective 1 January 2019).

Reference and administrative information

Charity Name: Levenshulme Good Neighbours.
Charity Number: 1163827

Trustees (up to the date of signing the accounts)

Louise Such — Chair of Trustees
Michelle Griffiths
Murtaza Jawed
Grantley Vernon
Fatiha Bougrassa

Principal Office

Inspire Centre
747 Stockport Road
Manchester
M19 3AR

Independent Examiners

Community Accountancy Service Limited
The Grange
Pilgrim Drive
Beswick
Manchester
M11 3TQ

Bankers

Co-Operative Bank
1 Balloon Street
Manchester

Structure, governance and management

The Charity is a registered charitable incorporated organisation and is constituted under a trust deed dated 5th October 2015.

Objectives and activities

The purposes of the charity are to relieve the needs of the elderly for the public benefit through the provision of support services and activities to help relieve social isolation caused as a result of their age and to enable them to live independently in society.

The main activities are the provision of a volunteer befriending service as well as events and activities for older people in the Levenshulme area.

The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the Charity's aims and objectives, in planning future activities, and setting the policies for the year.

The charity has furthered its charitable purposes for the public benefit through improving the lives of vulnerable and isolated older people in the community of Levenshulme. Many of the people we help don't have the support in their area to rely on for the practical things in life, or for companionship. Our work involves recruiting volunteer befrienders from the area who help people in a wide range of social, emotional and practical ways, this includes:

- visiting a housebound person
- helping people with limited mobility get out into the community
- helping older people get online
- helping with odd jobs and errands
- escorting older people to appointments, social events and activities
- having fun days out together

We offer activities, social events, days out and training opportunities to older people, so they can make the most of their time in ways that are meaningful to them.

A review of our achievements and performance: How our activities delivered public benefit:

It has been a successful year, albeit with changes in government, the cost of living, reappraisal of winter fuel payments, and shuffling of personal independent payments and pension credit to combat. Our beneficiaries are one of the most at-risk groups affected by such changes and the overload of mixed messages. Some continue to cling to outmoded, panic-stricken ways of life, harking back to the red alert pandemic phase that the nation experienced at the expense of their sense of feeling pleasure and autonomy in later life. This is where we can make the most impact.

Amidst this upheaval and uncertainty, Levenshulme Good Neighbours has continued to befriend, be a local outlet to the house bound and isolated older people in the M19 area (M12, and M18), advocating on their behalf, ensuring they receive their statutory entitlements, thus alleviating the rigors financial scarcity may have on mental health and well-being.

In the year ending September 2024, LGN (Levenshulme Good Neighbours) saw some work, and seeds sown from previous years that have been going on peripherally, such as: fundraising strategies, volunteer recruitment sourcing, staff appraisals, board-member recruitment, and spearheading of local partnerships, yield optimally during the season. However, the charity, and the regulars, associates, partners, and friends were greatly moved by the loss of three of its long-time beneficiaries (both over between the late 60s and early 90s years of age). There are 19,648 residents in

Levenshulme, a fraction (under 100 are 90 years of age). LGN has been catering to a significant number of this fraction (the over 90s in Levenshulme) for over 12 years.

Many beneficiaries have echoed that they don't know where they'd be without us.

The Achievements for 2024 Were as Follows:

1. Facilitated more than 800 visits to house-bound and older people in 2023/24
2. Improved mental health for more than 17 housebound and 40 mobile service users through social interventions such as neighbourhood befriending and Sunday luncheon programmes
3. These included hospital visits, substituting for patient transport
4. Accompaniment to hospitals, GP surgeries, and A&E, which resulted in almost 2000 hours of volunteer befriending
5. We ran 12 warm space hub communal luncheons as a destination point for those who are more mobile
6. Continued to connect older people online in a safe manner, linking up with members of Sheltered Housing awareness team who work on prevention and training of digital devices for safe use in a tailor-made and in-person manner
7. Handled more than 260 enquiries for befriending, signposting, day centres, volunteers, healthy meals, pantry services, etc.
8. There was a reduction in social isolation and loneliness experienced locally by those aged in their mid-70s and over, and who are housebound in particular, indicated 75% of our service users who reported that they felt less lonely, socially isolated, and more connected than before
9. There was a reported 40% reduction in repeat critical falls experienced by our service users due to the welfare checks, visitations, staff and volunteer call outs to maintain service user safety, and well-being
10. There was also an increase in the number of befrienders from BAME communities, locally influencing South Asian communities to access our and similar support in the area. And a 25% increase in the number of BAME Levenshulme residents accessing LGN's befriending services

<u>Performance, and Community Events for the Year 2023/2024:</u>

Our local network delivery and recruitment remain as streamlined as ever. Since our last review, Manchester Cares (a similar service but city-wide) has become insolvent, leading to increased fragmentation of service provision at a local delivery level, and more enquiries for local befriending companions for everything from home visits to patient transport. Social workers and nurses have approached us to volunteer as befrienders because the state does not have such a service; therefore, the need for our service delivery in the area is even more acute.

We continue to join up with Levenshulme Volunteer Network members through the Lev Vol platform to deliver a joined-up offering of 1) various entertainment activities such as the upcoming Tai Chi sessions, 2) promote age-friendly local radio programs, 3) sign post mobile service users to writing, and craft workshops, 4) sign post and provide volunteer befrienders to day trips, 5) sustaining our one-to-one befriending, peer-to-peer befriending, public-space befriending (as opposed to home-based), 6) weekly shopping, and ad-hoc patient transport, 7) tutorials on IT equipment, 8) sign-posting to choir groups with network partner Inspire Foundation 9) safe IT and digital usage sessions and 10) advocacy

for service users who were struggling with the risks of their social welfare entitlement being stripped from them.

LGN continues to provide feedback to the digital inclusion team on case studies and findings as to the extent to which the tech and device rollouts are for people who are digitally excluded and are older socially isolated, and over 70 years of age. LGN has this captured in both narrative and survey formats.

Last year, the charity informally used the central organising concepts of the Theory of Change model (drawing influence from the case study of the Home Office and the settling of refugees in inner cities) to make the best of well-treaded areas of knowledge the charity has held to be fed back to statutory stakeholders as well as to build campaigns around. This in effect benefits future service users, as the needs of over 60's are becoming more complex in the mental health and cognitive decline area.

That is the theory of being agents of change in such a field as adult social and health care. Change from the status quo, the norm. Change from Nurses and Social Workers echoing each other's sentiment that there isn't enough provision for socially isolated and lonely referrals (SILR) who have mixed cognitive and physical conditions.

Point one from last year was: 1) Having clearly defined perimeters with statutory referral sources, and network organisations on what the problem with socially isolated referrals (SIR) are, the breadth of complexity, and what can or cannot be expected in a given time frame. We addressed this by increasing engagement with the referrers. Meetings with key stakeholders, and internal plans to continue to demystify befriending, feedback aims and updates to the referrers, and maintain that they speak, and act as LGN's agents in their circle of influence, so that Health and Social Care workers are not stretched because they are missing the gap of awareness of befriending services such as what LGN offers.

Point 4 was: (4) Finally, what could be implemented 'hurdle-free,' in terms of joined-up thinking and decision-making between sectors, networks, partners, and within the charity?

This is beyond our bounds, but something that the reigning government and local authorities would have to steer alongside donors, fundholders, especially those that are geared towards ageing in place, ageing comfortably.

This was taken from an interview with a member of the BBC who was interested in communal groups on the A6 road such as Levenshulme Good Neighbours, and its aims in the neighbourhood.

"One of the things I like about Manchester is that it is very centralised in its networks. We use MACC, a volunteer hub and we also get prospective volunteers coming to our website and we do outreach at universities. People are very keen to volunteer, and I love working with students because they are so energetic and want to make a difference, so idealistic, like I was before I became part of the system!

I've had five years in the charity, and during Covid, we did find the 'Blitzkrieg' or 'love thy neighbour' spirit took place. On the volunteer side, we have had a mixture of people, even younger people, saying that they felt socially isolated and lonely, that they needed to get used to speaking to people again. Unfortunately, on the older side, the confidence that they had to come out of their house for a walk

to, say a community centre, was heavily impacted by the news feeds they were getting about infection. This set us back a year or two, especially with the BAME community, regarding coming out of their homes to community centres."

Befriending in the year 2023/24

Our work aims to tackle the root problems experienced by our beneficiaries in many ways.
More than 50 beneficiaries are directly supported through LGN (we are on track at 120). The first chief aim is to have a healthy feedback loop between ourselves and the referrer so that the referred (our beneficiaries) do not feel they are receiving a fragmented statutory service. We are technically a socially prescribed intervention, non-medical. Hence, through discussion as a therapeutic outlet, issues such as loss, finances, loneliness, and their factors can be brought to light rather than their symptoms leading to GP and A+E for someone to talk to because they feel left out.

LGN continues to implement the objectives set out in its responsive plan, which initially foresaw these factors. Thus, LGN was effectively but cautiously able to continue to alleviate social isolation and loneliness experienced by older (over 55-year-olds) who are suffering from bereavement, have had a recent fall, or are reported to suffer from mental illness of some kind and have been referred to LGN for befriending, companionship and practical help.

One of the areas of the plan that has proved instrumental is where LGN has altered its model to allow for more change in people's lives. This can help our volunteers reach more service users in less time. Intended to increase the contact hours that some of our high-priority and complex needs clients can get if they desire it. It could have one service user be matched to two different befrienders and vice versa. Increasing choice and enabling less dependency, again, reflects the big changes in people's lives at the moment.

Our longest befriending companionship is 5 years. The average age of our volunteer befriender is 48.

And the average age of our service users is 75. This displays our intergenerational reach that creates a platform for sharing, learning, connecting, and mutual exchange of lived experiences.

Our cohort of volunteers come from mixed social and cultural backgrounds and as such languages other than English can be communicated if it is more effective to support and assist service users in booking appointments, or other areas of advocacy, a focus on reflecting more of the BAME (census 2021 shows that more than 45% of the ward Levenshulme identify as Asian) cohort proportionally is also a key driver for the charity.

Some case studies and feedback from one of our befriending matched companionships Jimmy 74 and Felix 79:
- "He was just waking up when I visited him (4pmish) and expecting Jo Felix
- He had already had his meal prepared by his carer Ann
- I asked about his tablet device and if he had been browsing or using it recently, to which he answered he had

- I asked about his former carer, Julie and if they have been in touch, but he said that she doesn't return his messages, and so I consoled him that some people need to make a clean break when they move on and that its nothing personal (she lives in Wales now)
- James was waxing lyrical about how delightful it was to see properly as he had finally had the laser eye procedure done. He described how the telly is brighter and can see things a lot better, including reading and signs on the road
- Everyone at Rose Court has had new entry doors to the flats fitted and James was happy with his. I did not ask him about if the housing association wanted to use the opportunity to give him a bespoke width because of his large mobility scooter, in case this triggered his emotions, the width looked the same as before to me."

We would like to thank our volunteer Felix for his longstanding support to James, who lives in a community sheltered scheme. Felix has presented everything from board games, to how to navigate a Samsung tablet to keep James's arthritic fingers functional. Together they have bonded well over the last year and a half, share St Paddy's days (Sunday March 2024), in their own way and also catch up on the scores on the doors with Gaelic football. Not the most self-said techy Felix has also attempted to boost James' TV to be smart so that James may watch his Western Films, favourite Irish musicians from the 70s and 80s (so we aren't talking Boyzone here).

Financial review

The long-term fundraising strategy of Levenshulme Good Neighbours has seen the organisation celebrate its 12th consecutive year. This year, we further aligned with local community groups such as Inspired Taskforce, Inspire Community Centre, 422 Hub Stockport Road, and the associated Good Neighbours groups in South Manchester towards the joint goals of improving the lives of older and socially isolated lonely people. We continue to diffuse the negative impact from the pandemic into new opportunities to consolidate our mission for older people in M19.

a) We are still making tracks with our relatively new portal for donations via the website Just Giving in terms of the demographics of the donors, and how to boost the visibility of our cause to be more prolific, buzzing around in areas where potential donors remain dormant, to awaken their altruistic inclinations.

b) LGN was grateful for the funding amount of £13,500 to meet the operational expenses of the charity, and provide outcomes in the areas of reducing critical falls amongst the aged, as well as usage of more warm spaces, hopefully reducing energy bills, engaging, shimmering more with the BAME community, and alleviating social isolation, and loneliness amongst our service users by 75% by the 2nd year of funding.

c) We were delighted to have worked with 10GM Salford CVS's Walking and Wheeling Campaign, a seasonal initiative to bridge the gaps, plug the holes in provision, and secure safe, yet necessary, means for older people who need or use walking aids to get out and about during the winter months. The £2,000 had an immediate impact at the turn of the new year when daylight is scarce.

d) Quote from 10GM: "Thanks for sharing your end-of-project report for the GMWWC's grant you received. That was amazing to know the progress you made in this project."

e) The surprise sum of £2,000 from the amazing Social Enterprise John Lewis partnership went a long way to brightening up the pre-Christmas nights of 18 of our service users on December 18 as we did the rounds, meeting and greeting on the doorsteps, and delivering, useful winter information, gifts, and hampers to clients in the neighbourhood, including and especially to those who reside in Sheltered Accommodation, whereby some weren't having relatives over for Christmas.

f) Our successful funding strategy which saw us awarded grants from the National Lottery (£20,000), for our befriending project, gardening services, boosting the mental health of older service users in the area and providing an overall hands-on social prescription package as an intervention to those who are housebound (or residing in Independent Living Schemes), with little no links or access to public services or community centres. With the National Lottery funds, we were able to train our staff members with emergency first aid training at work, recruit a new fleet of multi-lingual volunteers, and continue to meet the needs of patients in the M19 area who have been recently released from hospital but have low mobility or confidence to use their limbs, get some exercise or desire to go out for fresh air.

Our Financial Strategy for the Next 12 Months Includes:

- To increase the amount in the reserve account to be in line with inflation, as it hasn't been increased for more than 5 years. Thus, serving as a contingency to fortify LGN in case there are any operational threats to the charity that incurs a financial burden

- To future-proof the charity's operational costs against external financial threats such as increased cost of living and inflation. These include subscription fees, as well as third-party service provider costs

- To ensure that staff salaries are not only commensurate with horizontal workers at similar organisations but also in line with the rise of the Living Wage, the cost of living, and inflation

- Generate structural funds to ensure the long-term financial sustainability of the charity

- Horizon scan alternative income streams from Trusts and Foundations that are specially geared towards provision for older people, especially in the North of England, and in areas with levels of deprivation, ensuring that the organisation is open and ready for vertically aligned missions and aims, since the new Government has been in post

- To review our individual-donor strategy, which will have us look at more robust ways technology, QR Codes, and viral social media can resonate with willing donors to support our organisation

Investment powers & policy

The trustees, having regard to the liquidity requirements of operating the charity, will keep available funds in an interest-bearing deposit account.

Risk management

The trustees have conducted a review of the major risks to which the charity is exposed, and system have been established to mitigate those risks.

Reserves policy and going concern

The balance held in unrestricted reserves at 30th September 2024 was £33,422 all of which are free reserves after allowing for funds tied up in tangible fixed assets.

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately three months of unrestricted expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that support and governance costs are covered.

Future plans

a) To run slow-moving exercises for over 50s in an open-access venue such as Gorton Hub, where participants can benefit by practicing Tai Chi with our award-winning certified practitioner volunteer instructor, George Shu Lee. Some social benefits include: Community and Connection. Group classes or practice sessions provide opportunities to connect with others, fostering a sense of belonging and shared purpose. Rehabilitation and Longevity. Recovery Support Tai Chi is often used in physical therapy and rehabilitation for its gentle, adaptive nature. 2. Longevity and Aging Gracefully. Many practitioners attribute their vitality and health in later years to consistent Tai chi practice, which promotes holistic well-being.

b) Continue to ensure that volunteer befrienders who are interested in emergency First Aid at work are First Aid trained.

c) Implement our Financial strategy for the next 3-year cycle that considers our reserves, salaries, and other operational expenses in light of increased cost of living, etc.

d) We are looking forward to an equally successful year ahead, where we will continue to improve the mental health of our beneficiaries by the means outlined in our proposed plans last time; as flexibly and fluidly as we can. Therefore, we look forward to more volunteer visits, milestones from our third year being reached, a sustainable financial position, stronger network partnerships, and fulfilling the delivery of our services to meet the needs of our beneficiaries to provide some dignity, fulfilment, and independence, one person at a time.

e) Have more goal-based home from the hospital high-impact befriending programmes, companions locally that continue to motivate service users who have had recent falls that led them.

Appointment of trustees

New trustees are appointed by existing trustees and serve for three years after which they may put themselves forward for re-appointment. The Trust Deed provides for a minimum of three trustees, to a maximum of twelve trustees, with no more than three trustees due for re-appointment in any one year.

At the quarterly trustee meetings, the trustees agree the broad strategy and areas of activity for the Charity, including investment, reserves and risk management policies and performance. The day-to-day administration of the Charity is delegated to the Levenshulme Good Neighbours' Coordinator.

Trustee induction and training

The CIO trains and inducts trustees via a system of mentoring and internal training.

Trustees' responsibilities in relation to the financial statements

The charity trustees are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, of the charity for that period. In preparing the financial statements, the trustees are required to:

- Select suitable accounting principles and then apply them consistently;
- Observe the methods and principles in the applicable Charities SORP;
- Make judgments and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures that must be disclosed and explained in the financial statements;
- Prepare the financial statements on a going concern basis unless it is appropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provision of the Trust deed. They are also responsible for safeguarding the assets of the charity and taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees on 26th April 2025 and signed on their behalf by:

_____

Louise Such
CHAIR OF TRUSTEES

INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF LEVENSHULME GOOD NEIGHBOURS REGISTERED CHARITY NO. 1163827

I report on the accounts of the charity, for the Year Ended 30th September 2024, which are set out on pages 11 to 21.

Respective Responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity is preparing accrued accounts and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

It is my responsibility to:

- Examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- To state whether particular matters have come to my attention.

Basis of Independent Examiners Report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out below.

Independent Examiner's Statement

In connection with my examination, other than listed below, no matter has come to my attention :

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records have in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act,

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: A.M.King.....

AM King FCCA
Date: 26th April 2025

Community Accountancy Service Ltd
The Grange, Pilgrim Drive, Beswick,
Manchester, M11 3TQ

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 30 SEPTEMBER 2024
INCLUDING INCOME AND EXPENDITURE ACCOUNT

	Further Details	Unrestricted Funds £	Restricted Funds £	Total Funds Year Ended 30 September 2024 £	Total Funds Year Ended 30 September 2023 £
Income from:					
Donations and legacies	(3)	2,055	-	2,055	43
Charitable Activities	(4)	-	38,000	38,000	26,750
Investment Income		112	-	112	43
Total		2,167	38,000	40,167	26,836
Expenditure on:					
Raising Funds	(5)	263	-	263	141
Charitable Activities	(5)	3,068	33,500	36,568	31,489
Total		3,331	33,500	36,831	31,630
Net income/(expenditure)		(1,164)	4,500	3,336	(4,794)
Transfers between funds	(12)	-	-	-	-
Net movement in funds		(1,164)	4,500	3,336	(4,794)
Reconciliation of funds					
Total funds brought forward	(12)	34,586	4,750	39,336	44,130
Total funds carried forward	(12)	33,422	9,250	42,672	39,336

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 14 to 21 form part of these accounts.

BALANCE SHEET AS AT 30 SEPTEMBER 2024

	Notes	2024 £	2023 £
Fixed assets:			
Tangible assets	(9)	-	-
Total fixed assets		-	-
Current assets:			
Debtors	(10)	1,167	128
Cash at Bank & in Hand		42,250	39,943
Total current assets		43,417	40,071
Liabilities:			
Creditors: Amounts falling due within one year	(11)	745	735
Net current assets or liabilities		42,672	39,336
Total assets less current liabilities		42,672	39,336
Total net assets or liabilities		42,672	39,336
The funds of the charity:			
Restricted income funds	(12)	9,250	4,750
Unrestricted income funds	(12)	33,422	34,586
Total charity funds		42,672	39,336

Approved on behalf of the Trustees Management Committee

Louise Such (Chair of Trustees)

Grantley Ludlow

Date: 26th April 2025

The notes on pages 14 to 21 form part of these accounts.

Statement of Cash Flows for the year ended 30 September 2024

Reconciliation of net movement in funds to net cash flow from operating activities

	Year Ended 30 September 2024 £	Year Ended 30 September 2023 £
Net movement in funds	3,336	(4,794)
Add back depreciation	-	-
Deduct investment income	(112)	(43)
Decrease/(increase) in debtors	(1,039)	26
Increase/(decrease) in creditors	10	90
Net cash used in operating activities	2,195	(4,721)
Cash flows from investment activities:		
Interest	112	43
Net cash provided by investing activities	112	43
Increase/(decrease) in cash and cash equivalents during the year	2,307	(4,678)
Cash and cash equivalents brought forward	39,943	44,621
Cash and cash equivalents carried forward	**42,250**	**39,943**

Notes to the accounts for the year ended 30 September 2024

1. Accounting policies

(a) Basis of preparation and assessment of going concern

The accounts (financial statements) have been prepared under the historical cost convention with items recognsied at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 1st January 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011. The charity constitutes a public benefit entity as defined by FRS 102.

(b) Funds structure

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed. There are 4 restricted funds.
Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created a fund for a specific purpose.
Further details of each fund are disclosed in note 12.

(c) Income recognition

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.
Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.
Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

(d) Expenditure Recognition

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.
All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings. For more information on this attribution refer to note (g) below.

(e) Irrecoverable VAT

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

(f) Allocation of support and governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to independent examination and legal fees together with an apportionment of overhead and support costs.
Governance costs and support costs relating to charitable activities have been apportioned based on type of expense. The allocation of support and governance costs is analysed in note 6.

(g) Costs of raising funds

Costs associated with raising funds relate to a subscription to Grants Online.

(h) Charitable Activities

Costs of charitable activities include governance costs and an apportionment of support costs as shown in note 6.

Notes to the accounts for the year ended 30 September 2024

(i) Tangible fixed assets and depreciation
All assets costing more than £500 are capitalised and valued at historical cost. Depreciation is charged on the following basis:

Office Equipment	25% on cost

(j) Realised gains and losses
All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their varying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

(k) Pensions
The charity currently does administer contributions to an auto enrolment pension scheme on behalf of individuals. The charity has no liability beyond making its contributions and paying across the deductions for the contributions.

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

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

2. Related party transactions and trustees' expenses and remuneration
The trustees all give freely their time and expertise without any form of remuneration or other benefit in cash or kind (2023: £nil). Expenses paid to the trustees in the period totalled £nil (2023: £nil).

3. Donations and Legacies

	Unrestricted Year Ended 30 September 2024 £	Restricted Year Ended 30 September 2024 £	Total Funds Year Ended 30 September 2024 £
Donations	2,055	-	2,055
	2,055	-	2,055

Previous Year

	Unrestricted Year Ended 30 September 2023 £	Restricted Year Ended 30 September 2023 £	Total Funds Year Ended 30 September 2023 £
Donations	43	-	43
	43	-	43

Notes to the accounts for the year ended 30 September 2024

4. Income from charitable activities

	Unrestricted Year Ended 30 September 2024 £	Restricted Year Ended 30 September 2024 £	Total Funds Year Ended 30 September 2024 £
Restricted grants:			
Salford CVS	-	2,000	2,000
National Lottery Community Fund	-	20,000	20,000
The Albert Hunt Trust	-	2,500	2,500
Manchester City Council	-	13,500	13,500
	-	38,000	38,000

Previous Year

	Unrestricted Year Ended 30 September 2023 £	Restricted Year Ended 30 September 2023 £	Total Funds Year Ended 30 September 2023 £
Unrestricted grants:			
National Lottery Fund	20,000	-	20,000
Restricted grants:			
Manchester City Council	-	6,750	6,750
	20,000	6,750	26,750

Notes to the accounts for the year ended 30 September 2024

5. Expenditure

	Charitable Activities	Year Ended 30 September 2024 £	Year Ended 30 September 2023 £
Expenditure on raising funds:			
Subscriptions	263	263	141
	263	263	141
Expenditure on charitable activities:			
Employment Costs	23,421	23,421	20,285
Trips & Activities	3,496	3,496	3,104
Volunteer Expenses	10	10	300
Staff Travel	420	420	408
DBS Checks	176	176	96
Minor Computer & Software Costs	663	663	645
Training	30	30	510
Advertising & Promotion	104	104	284
Telephone & Internet	456	456	290
Rent	4,800	4,800	3,400
Insurance	329	329	366
Post, Printing & Stationery	1,391	1,391	786
Sundries	210	210	-
Governance	630	630	600
Support Costs	432	432	415
Depreciation	-	-	-
	36,568	36,568	31,489
Total Expenditure		**36,831**	**31,630**

	Year Ended 30 September 2024	Year Ended 30 September 2023
Restricted funds	33,500	15,766
Unrestricted funds	3,331	15,864
	36,831	31,630

6. Allocation of governance and support costs

The breakdown of support costs and how these were allocated between governance and other support costs is shown below:

	Basis of apportionment	General Support	Governance	2024 Total	2023 Total
Accountancy Fees	type of expense	-	630	630	600
Payroll Bureau	type of expense	432	-	432	415
		432	630	1,062	1,015

Notes to the accounts for the year ended 30 September 2024

7. Analysis of staff costs

	Year Ended 30 September 2024 £	Year Ended 30 September 2023 £
Wages and Salaries	23,154	20,007
Social Security Costs	-	-
Pension Costs	267	278
	23,421	20,285
Charitable activities	18,660	17,404
Support costs	-	-
	23,421	20,285

The average number of employees during the year was 2 (previous year: 2) with the full time equivalent of 1. The charity considers its key management personnel comprises the trustees and Senior Manager. The total employment benefits, including employer pension contributions of the key management personnel were £16,165 (previous year: £16,546). No employee has benefits in excess of £60,000 (previous year: none).

8. Independent Examiner Fees

	Year Ended 30 September 2024 £	Year Ended 30 September 2023 £
Independent examination fees	630	600
Other services	432	415
	1,062	1,015

9. Tangible Fixed Assets

	Office Equipment £	Total £
Cost		
At 1 October 2023	1,907	1,907
Additions	-	-
At 30 September 2024	1,907	1,907
Depreciation		
At 1 October 2023	1,907	1,907
Charge for Year	-	-
At 30 September 2024	1,907	1,907
NET BOOK VALUE		
At 30 September 2024	-	-
At 30 September 2023	-	-

Notes to the accounts for the year ended 30 September 2024

10. Analysis of debtors

	Year Ended 30 September 2024	Year Ended 30 September 2023
	£	£
Other Debtors and Prepayments	1,167	128
	1,167	128

Debtors for 2024 and 2023 relate to unrestricted funds .

11. Creditors: amounts falling due within one year

	Year Ended 30 September 2024	Year Ended 30 September 2023
	£	£
Other creditors and accruals	745	735
Deferred income	-	-
	745	735

Deferred income comprises of restricted grant income received in advance.

Balance as at 30th September 2023	-
Amount released to income earned from charitable activities	-
Amount deferred in year	-
Balance at 30th September 2024	-

12. Analysis of charitable funds

Analysis of movements in unrestricted funds

	Balance at 1 October 2023	Incoming Resources	Resources Expended	Transfer	Balance at 30 September 2024
	£	£	£	£	£
General Fund	34,586	2,167	(3,331)	-	33,422
	34,586	2,167	(3,331)	-	33,422

Previous Year

	Balance at 1 October 2022	Incoming Resources	Resources Expended	Transfer In	Balance at 30 September 2023
	£	£	£	£	£
General Fund	30,741	20,086	(15,864)	(377)	34,586
	30,741	20,086	(15,864)	(377)	34,586

Name of unrestricted fund:	Description, nature and purpose of the fund
General Fund	The free reserves.

Notes to the accounts for the year ended 30 September 2024

12. Analysis of charitable funds continued.

Analysis of movements in restricted funds

	Balance at 1 October 2023	Incoming Resources	Resources Expended	Transfers	Balance at 30 September 2024
	£	£	£	£	£
Salford CVS	-	2,000	(2,000)	-	-
National Lottery Community Fund	-	20,000	(20,000)	-	-
The Albert Hunt Trust	-	2,500	-	-	2,500
Manchester City Council	4,750	13,500	(11,500)	-	6,750
	4,750	38,000	(33,500)	-	9,250

Previous Year

	Balance at 1 October 2022	Incoming Resources	Resources Expended	Transfers	Balance at 30 September 2023
	£	£	£	£	£
Legacy - John Saunders	5,981	-	(5,981)	-	-
Garfield Weston Foundation	4,500	-	(4,500)	-	-
Manchester City Council	-	6,750	(2,000)	-	4,750
National Lottery Digital Inclusion	(377)	-	-	377	-
Covid Recovery Fund	3,285	-	(3,285)	-	-
	13,389	6,750	(15,766)	377	4,750

Name of restricted fund:	Description, nature and purpose of the fund
Salford CVS	to get socially isolated locals with limited mobility to get outdoors during the winter period
National Lottery Community Fund	for core funding
The Albert Hunt Trust	for core funding
Manchester City Council	to provide financial support during the cost of living crisis

Notes to the accounts for the year ended 30 September 2024

13. Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total 2024 £
Tangible fixed assets	-	-	-
Cash at bank and in hand	33,000	9,250	42,250
Other net current assets/(liabilities)	422	-	422
Total	33,422	9,250	42,672

Previous Year

	Unrestricted funds £	Restricted funds £	Total 2023
Tangible fixed assets	-	-	-
Cash at bank and in hand	25,954	10,193	36,147
Other net current assets/(liabilities)	(480)	-	(480)
Total	25,474	10,193	35,667

14. Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised on a transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at an amortised cost using the effective interest method.

LEVENSHULME GOOD NEIGHBOURS

England & Wales - Charity number 1163827

Accounts

LEVENSHULME GOOD NEIGHBOURS CIO

Registered Charity Number: 1163827

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2023

LEVENSHULME GOOD NEIGHBOURS CIO

INDEX

PAGE NUMBER	CONTENTS
1 - 9	TRUSTEES ANNUAL REPORT
10	INDEPENDENT EXAMINERS REPORT
11	STATEMENT OF FINANCIAL ACTIVITIES
12	BALANCE SHEET
13	STATEMENT OF CASH FLOWS
14 - 21	NOTES TO THE ACCOUNTS

Levenshulme Good Neighbours CIO

Report of the trustees for the year ended 30th September 2023

The trustees present their annual report and financial statements of the charity for the year ended 30th September 2023. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's trust deed, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland published (FRS 102) (effective 1 January 2019).

Reference and administrative information

Charity Name: Levenshulme Good Neighbours.
Charity Number: 1163827

Trustees (up to the date of signing the accounts)

Louise Such	Chair of Trustees	
Michelle Griffiths		(resigned October 2023)
Murtaza Jawed		
Grantley Vernon		
Fatiha Bougrassa		

Principal Office

Inspire Centre
747 Stockport Road
Manchester
M19 3AR

Independent Examiners

Community Accountancy Service Limited
The Grange
Pilgrim Drive
Beswick
Manchester
M11 3TQ

Bankers

Co-Operative Bank
1 Balloon Street
Manchester

Structure, governance and management

The Charity is a registered charitable incorporated organisation and is constituted under a trust deed dated 5th October 2015.

Objectives and activities

The purposes of the charity are to relieve the needs of the elderly for the public benefit through the provision of support services and activities to help relieve social isolation caused as a result of their age and to enable them to live independently in society.

The main activities are the provision of a volunteer befriending service as well as events and activities for older people in the Levenshulme area.

The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the Charity's aims and objectives, in planning future activities, and setting the policies for the year.

The charity has furthered its charitable purposes for the public benefit through improving the lives of vulnerable and isolated older people in the community of Levenshulme. Many of the people we help don't have the support in their area to rely on for the practical things in life, or for companionship. Our work involves recruiting volunteer befrienders from the area who help people in a wide range of social, emotional and practical ways, this includes:

- visiting a housebound person
- helping people with limited mobility get out into the community
- helping older people get online
- helping with odd jobs and errands
- escorting older people to appointments, social events and activities
- having fun days out together

We offer activities, social events, days out and training opportunities to older people, so they can make the most of their time in ways that are meaningful to them.

A review of our achievements and performance: How our activities delivered public benefit:

In the year 2023, LGN (Levenshulme Good Neighbours) saw some work that has been going on peripherally (such as fundraising, report writing, and research into aging) bear fruit. Whilst at the same time the charity was greatly moved by the loss of two of its longtime service users (both over 93 years of age). There are 19,467 residents in Levenshulme a fraction (under 100 are 90 years of age), LGN has been catering to a significant number of this fraction (the over 90 in Levenshulme) over 10 years.

Last year, the charity informally used the central organising concepts of the Theory of Change model (drawing influence from the case study of the Home Office and the settling of refugees in inner cities) to make the best of well-treaded areas of knowledge the charity has held to be fed back to statutory stakeholders as well as to build campaigns around. This in effect benefits future service users, as the needs of over 60's are becoming more complex in the mental health and cognitive decline area.

Last year we went through 4 precontemplation phase/questions: (1) Having clearly defined perimeters with statutory referral sources, and network organisations on what the problem with socially isolated referrals (SIR) are, the breadth of complexity, and what can or cannot be expected in a given time frame. (2) What needs to change to alleviate the issues faced by complex cases of SIR, and what is blocking these areas that need to change? Are they interlinked? Homogenous or interdependent, heterogeneous, or sparse, and fluid? (3) Joining with some of the initiatives that MACC (Manchester's Local, Voluntary and Community Sector Support Organisation) had in relation to positive aging and Greater Manchester's Age-Friendly 'aging in place initiatives,' we tried to visualise what can be

considered success cases. (4) Finally, what could be implemented 'hurdle-free,' in terms of joined-up thinking and decision-making between sectors, networks, partners, and within the charity?

This led to many threads of self-discovery for LGN's staff, new angles of looking at operational and structural traditions from the past, a drive for new ways of recruiting volunteers, and modes of working. Another result from the first phase our LGN Theory of Change, was to evaluate to update some of our existing policies. The key findings from the University of Edinburgh social researcher on ageing confirmed some of our reasons for organisational and service theory of change. ***Research Into Aging in the UK for Levenshulme Good Neighbours.***

The key priority for our charity continues to be ensuring that no older person registered with us would fall through the cracks if it were avoidable by having access to available community support networks and services.

The Achievements for 2023 Were as Follows:

37 applicants on MACC (Manchester Local, And Voluntary & Community Sector Support Organisation) for two key volunteer roles; Music Playlist for Life Maker, and traditional Volunteer Befriender, with applicants having a variety of skills, work experience in the health and social care sector as well as the ability to speak multiple languages.

1. Completion of the LGN's Longitudinal study into aging that looked at; falls, social circles, life expectancy based on geographical region, and control, autonomy, self-realisation, and pleasure.
2. LGN was awarded £26,450 in funding from the National Lottery's Reaching Communities Fund, and Manchester City Council's Supporting Communities Fund, which has helped with longer-term thinking for the charity, its structure, staff development, and offers to service users, volunteers, and locals in the area.
3. 15+ assessed Social Services/NHS contact referrals (complex cases) that looked at the above-mentioned 'theory of change,' methodologies to investigate what needs to change and how if at all future complex cases can be registered for befriending, or have another type of social prescription in place.
4. LGN became a Living Wage Employer, ensuring that the staff members were recognised for their work in the local area and could live in security.
5. The 2nd annual Older People's Day with age-friendly activities in honour to our late member John Saunders, and based on his executors' benevolent fund. LGN populated Manchester Metropolitan's Student Union Volunteer Opportunities scheme on Instagram with our 'Music Playlist Volunteer,' recruitment campaign which generated a lot of interest from would-be intergenerational volunteers who would like to volunteer whilst they complete their degree.
6. LGN became a member of Volunteers of Levenshulme – An online platform for volunteering in Levenshulme. An intended eco system of volunteering provided by organisations located in Levenshulme, which includes: Station South, Levenshulme Inspire, Inspired Taskforce, and more. The goal was to circulate volunteers within the groups to foster a sense of stronger networking between the groups and provide a rounded experience of the communal needs for volunteers to pick from.
7. Successfully met the needs of the cost-of-living crisis taking place in the year, we designed a Sunday Lunch (Sunday Roast) offer once a month where over 55s can meet, save on energy, eat fresh food, and connect with others in similar circumstances in the area. This took place 12 times in the year, on the 3rd Sunday of every month. The average size of older peers dining was 30-something.

8. Our trustee Grantley Ludlow was able to promote the charity on the BBC programme Bargain Hunt.
9. We facilitated training and certification for 9 volunteers across the Levenshulme volunteer network in Emergency First Aid at Work.

Performance, and Community Events for the Year 2022/23:

We continue to join up with Levenshulme Volunteer Network members through the Lev Vol platform to deliver a joined-up offering of 1) various entertainment activities, 2) radio programs, 3) writing, and craft workshops, 4) day trips, 5) one-to-one befriending, peer-to-peer befriending, public-space befriending (as opposed to home-based), 6) weekly food delivery drop-offs, 7) tutorials on IT equipment, 8) weekly choir groups, 9) safe IT and digital usage sessions and 10) advocacy for service users who were struggling with the risks of their social welfare entitlement being stripped from them.

LGN continues to feedback to the digital inclusion team on case studies and findings as to the extent to which the tech and device rollouts are for people who are digitally excluded and are older socially isolated, and over 70 years of age. LGN has this captured in both narrative and survey formats.

An average of 12 beneficiaries of our weekly Computer Buddies sessions were designed to tackle digital exclusion amongst older people (over 50s) and were tailor-made to suit their personal, practical, utility-based requirements. The learning and development of all attendees was self-paced, thus everything from paying bills to pension credit applications, council letter follow-ups or socially connecting online was offered as well as the repair of faulty devices and identification of how to best use them. 612 hours per person was available throughout the year to meet their digital needs. MP Afzal Kahn was pleased to visit one of our sessions, speak to the beneficiaries, and go into the residences of one to observe how older service users of ours are using digital technologies.

LGN made up the Southern Manchester contingent of Care Group Associated organisations in the Manchester City Council, Our Manchester, Supporting Communities Fund alongside Burnage Good Neighbours, Lady Barn, Withington Assist, and others. Celebrating the council's retrospective achievements from the last round of 5-year funding in the VSCE sector, and the roadmap ahead.

LGN successfully rolled out phase one of the Garden Project Delivery. LGN did so by first utilising the services of some local volunteer gardeners from our board members' circle of family and friends to help service users whose untended gardens were affecting their mental health. The gardeners were willing to train volunteers to create a 'volunteer gardeners army.'

Befriending in the Year 2022/23:

We have seen demand for our vital services surge as more older people in our community found themselves isolated, as well as an increase in needs from those we already support, who have had to close off the social networks that we helped facilitate due to the personally felt effects of the global pandemic on their lives. As a result of this, LGN continues to implement the objectives set out in its responsive plan which initially foresaw these factors. Thus, LGN was effectively but cautiously able to continue to alleviate social isolation and loneliness experienced by older (over 55-year-olds) who are suffering from bereavement, have had a recent fall, or are reported to suffer from mental illness of some kind and have been referred to LGN for befriending, companionship and practical help.

One of the areas of the plan which has proved instrumental is where LGN has altered its model to allow for more change in people's lives. This can see our volunteers reach more service users in less

time. Intended to increase the contact hours some of our high-priority and complex needs clients can get if they desired it. It could have one service user be seen by two different befrienders and vice versa. Increasing more choice and enabling less dependency, again reflects the big changes in people's lives at the moment.

Our longest befriending companionship is 7yrs to date. The average age of our volunteers is 44.

And the average age of our service users is 77. This displays our intergenerational reach that creates a platform for sharing, learning, connecting, and mutual exchange of lived experiences.

Our cohort of volunteers come from mixed social and cultural backgrounds and as such languages other than English can be communicated if it is more effective to support and assist service users in booking appointments, or other areas of advocacy, a focus on reflecting more of the BAME (census 2021 shows that more than 45% of the ward Levenshulme identify as Asian) cohort proportionally is also a key driver for the charity.

Organisational Performance for the Year 2022/23:

Benchmarks in the year include continual liaising with the Independent Age Winter Wise packages to alleviate those who would be hardest hit during the winter. Liaising with *Gorton Central* to see if there are any areas of joint service that would help older vulnerable people between the wards.

In our initial plans for a warm hub, we described 422 Stockport Road, as a destination point for walkers and wheelers to eat, feel safe, warm and save on gas (cost of living) not to mention to eat healthy freshly cooked meals where peers (of same age range) with similar situations can get together and bond.

Feedback and quotes from the successful Sunday Lunch destination point for walkers and volunteer companions:

SUNDAY LUNCH FEEDBACK & COST OF LIVING AND SOCIAL EFFECT:

a) I like to get out and see friends and not feel lonely at home – P.B (Local resident)
b) From the good quality food to the company it positively impacts all! Cost of living included – B.
c) It's a great money saver, we turn off our heating in the morning, go out to the Sunday lunch, and won't have to turn the heating back on until much later that day.
d) It is far too expensive now to heat your own home! – J.A (A board member of Inspired Taskforce).

One area of self-discovery was unlocking the once-a-month over 50s book club to become fully peer-ran. LGN's over 50s book club began as an offshoot of a Monday discussion group at the local Blue Bells pub. The literary tastes of certain members of the group emanated from the midday talks, and thus LGN helped facilitate a space with the support of Arcadia Library (Manchester City Council's) Age Friendly space and Inspired Taskforce coordinating. The group averaged 8 members, and genres ranged from horror, and autobiographical to whodunnits. A points system was put in place to score how well the book was written and what made the book significant. Irla (in her late 60s) was a beneficiary who found her voice within this group while at the same time taking flight with her digital

gadgets and making social connections in tow. Our book club featured in the Age Friendly bulletin over the spring/summer of 2023 and generated interest from writers to researchers.

Genres are open to voting. So far, The Respectable Trade by Philippa Gregory has been the most well-received, but detective and thrillers are also in the ranks for possibly taking that spot. When members meet on the 1st Wednesday of the month, they would normally vote on how 'interesting,' and 'well written,' the previous month's book was. Comments on The Woman in Black were, 'better than the film', 'glad I didn't watch the film first with its Hollywood twist,' and 'genuinely enjoyed it and its twist.' Irene (a Blue Bell Talk Group regular) gave it a 10/10, she seems to be enjoying the group.

The goal all along was to have it run by the members for the members, co-produced, and delivered by the very service users themselves, and this was duly achieved in the year.

Case study 1, feedback from a volunteer befriender, CB.: "August time was more successful, we went to Sainsburys in Fallowfield which she enjoyed. Another time I brought my sister's dog around to visit and last week we went down to the garden and played dominoes. Tomorrow, I might take her to Station South for a coffee as the weathers looking nice. I received the booklet on activities in the area, thank you for that. I'll discuss trying one or two out with her tomorrow."

CB was matched with service user M, who has memory issues, had a recent stint at the hospital and is prone to falls in her flat. M, used to go out pre-pandemic but had gone into her shell since her friend passed away. CB's goals were to remind M, of the chair exercise from the physio, motivate M, to go outdoors for shopping, and try and pique the interest of M to meet other people at the community scheme, 2/3 were achieved.

Case study 2, achievements of a volunteer befriender: Jeanette was able to see our late member of LGN (aforementioned) Joan in her last days and even on the day of her passing. She always brought a smile to Joan's face and offered many instrumental ideas to tackle social isolation such as broadband, and healthy eating, and even shared her professional experience with the professional carers as to how to rotate and balance Joan so that her posture and sleeping position did not aggravate pain but alleviated it. In the end, it was not just Joan but Joan's family that appreciated Jeanette's volunteering and they made this clear on the day of the funeral and wake at the Woodstock Barlow Moor Road.

Financial review

a) The long-term fundraising strategy of Levenshulme Good Neighbours has seen the organisation celebrate its 11th consecutive year. This year we further aligned with local community groups such as Inspired Taskforce, Inspire Community Centre, 422 Hub Stockport Road, and the associated Good Neighbours groups in South Manchester towards the joint goals of improving the lives of older and socially isolated lonely people.

b) A financially instrumental gain from such above-mentioned partnerships has been a further collaboration of the groups that has resulted in the formation of Cost of Living-ready activities and services such as Sunday Lunch, and Computer Buddies with Inspired Taskforce. Our legacy with our service users has been very moving. This year our charity celebrated stage 2 of the

National Older People's Day with the £6,701.81 given to LGN by the executors of one of our beloved members (from the Irish community) who passed away last year. As a result of this benevolent fund, we continue to develop our yearly National Older People's Day event on the 1st of October every year for the next 8 years, utilising this fund - he would be proud.

c) Our successful funding strategy saw us awarded grants from the National Lottery (£20,000), for our befriending project, gardening services, boosting the mental health of older service users in the area and providing an overall hands-on social prescription package as an intervention to those who are housebound (or residing in Independent Living Schemes), with little to no links or access to public services or community centres. With the National Lottery funds, we were able to train our staff members with emergency first aid training at work, recruit a new fleet of multi-lingual volunteers, and continue to meet the needs of patients in the M19 area who have been recently released from hospital but have low mobility or confidence to use their limbs, get some exercise or desire to go out for fresh air.

d) Another funding stream we were able to acquire was from Manchester City Council, Supporting Communities Fund. This went towards outcomes such as integrating more BAME members as beneficiaries of our service, monitoring and where possible reducing the amount of crucial falls experienced amongst those over 60 years old (the ratio of which is more weighted towards females), and facilitating warmer spaces as destination centres that service users can come to, to eat, share, chat, or take part in an activity of some kind. The future will see LGN work closer with the National Lottery for a 2-3 year fund with their Reaching Communities objectives, and Supporting Communities Fund to sustain these gains and goals, whilst opening the door to other grantors who are equally keen to tackle social isolation experienced amongst the house bound over 70s who on top of these two factors continually face the financial burdens of the rising cost of living.

Investment powers & policy

The trustees, having regard to the liquidity requirements of operating the charity, will keep available funds in an interest-bearing deposit account.

Risk management

The trustees have conducted a review of the major risks to which the charity is exposed, and system have been established to mitigate those risks.

Reserves policy and going concern

The balance held in unrestricted reserves at 30th September 2023 was £34,586 all of which are free reserves after allowing for funds tied up in tangible fixed assets.

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately three months of unrestricted expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that support and governance costs are covered.

Future plans

Levenshulme Good Neighbours aims to develop a full-cycle referral system. A system of referrals that covers the mental, physical and other needs of our clients. Through this, the charity aims to reduce

the age of new registrants. Last year we highlighted how we aimed to boost our safe-guarding training and knowledge post-pandemic and would develop a permanent place-based activity with one of our network partners. These two objectives have been fulfilled. Our plan now is to align these gains towards more depth of service, quality of care, attention and personal engagement and using long-term funding to keep our companionships sustainable, not too affected by the cost-of-living crisis and developing towards a mutual benefit for both the befriender and their match.

The Next 12 months Would See LGN

1. To continue local outreach campaigns making religious, cultural, local government, and community partners aware of the ways in which they can support LGN in alleviating social isolation within the area of Manchester where the organisation is most active. The retraining of volunteers and staff in key areas of functionality including Emergency First Aid Training at Work, among other areas of professional development.

2. For the foreseeable future, LGN intends to incorporate messages regarding Climate Change and the cause for concern about it in our bi-monthly newsletters to volunteers and service users as an awareness-building instrument.

3. To review our internal policies concerning safeguarding where pets, and going to certain venues for befriending is concerned.

4. To welcome and liaise with public service corporations like BBC Radio Manchester highlighting the work that LGN does for more awareness raising of the charity's cause, and the asset-based community development advantages working on the A6, public route for bus 192.

5. To appear and promote activities for older people in more published outlets via electronic media such as the *Loads to Do* directory of activities and Age Friendly bulletin on a monthly basis.

6. Looking to make more use of the Inspire Community Centre to capture older people's memories by way of a heritage group, and looking at the feasibility of drop-in mental health support group predominately for the over 50s.

Appointment of trustees

New trustees are appointed by existing trustees and serve for three years after which they may put themselves forward for re-appointment. The Trust Deed provides for a minimum of three trustees, to a maximum of twelve trustees, with no more than three trustees due for re-appointment in any one year.

At the quarterly trustee meetings, the trustees agree the broad strategy and areas of activity for the Charity, including investment, reserves and risk management policies and performance. The day-to-day administration of the Charity is delegated to the Levenshulme Good Neighbours' Coordinator.

Trustee induction and training

The CIO trains and inducts trustees via a system of mentoring and internal training.

Trustees' responsibilities in relation to the financial statements

The charity trustees are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, of the charity for that period. In preparing the financial statements, the trustees are required to:

- Select suitable accounting principles and then apply them consistently;
- Observe the methods and principles in the applicable Charities SORP;
- Make judgments and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures that must be disclosed and explained in the financial statements;
- Prepare the financial statements on a going concern basis unless it is appropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provision of the Trust deed. They are also responsible for safeguarding the assets of the charity and taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees on 24th June 2024 and signed on their behalf by:

LaSuch

Louise Such
CHAIR OF TRUSTEES

INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF LEVENSHULME GOOD NEIGHBOURS REGISTERED CHARITY NO. 1163827

I report on the accounts of the charity, for the Year Ended 30th September 2023, which are set out on pages 11 to 21.

Respective Responsibilities of Trustees and Examiner
The charity's trustees are responsible for the preparation of the accounts. The charity trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity is preparing accrued accounts and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

It is my responsibility to:

- Examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- To state whether particular matters have come to my attention.

Basis of Independent Examiners Report
My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out below.

Independent Examiner's Statement
In connection with my examination, other than listed below, no matter has come to my attention :
(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records have in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act,

have not been met; or
(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: A.M.King

AM King FCCA
Date: 24th June 2024

Community Accountancy Service Ltd
The Grange, Pilgrim Drive, Beswick,
Manchester, M11 3TQ

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 30 SEPTEMBER 2023
INCLUDING INCOME AND EXPENDITURE ACCOUNT

	Further Details	Unrestricted Funds £	Restricted Funds £	Total Funds Year Ended 30 September 2023 £	Total Funds Year Ended 30 September 2022 £
Income from:					
Donations and legacies	(3)	43	-	43	7,935
Charitable Activities	(4)	20,000	6,750	26,750	17,268
Investment Income		43	-	43	2
Total		20,086	6,750	26,836	25,205
Expenditure on:					
Raising Funds	(5)	141	-	141	-
Charitable Activities	(5)	15,723	15,766	31,489	28,168
Total		15,864	15,766	31,630	28,168
Net income/(expenditure)		4,222	(9,016)	(4,794)	(2,963)
Transfers between funds	(12)	(377)	377	-	-
Net movement in funds		3,845	(8,639)	(4,794)	(2,963)
Reconciliation of funds					
Total funds brought forward	(12)	30,741	13,389	44,130	47,093
Total funds carried forward	(12)	34,586	4,750	39,336	44,130

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 14 to 21 form part of these accounts.

BALANCE SHEET AS AT 30 SEPTEMBER 2023

	Notes	2023 £	2022 £
Fixed assets:			
Tangible assets	(9)	-	-
Total fixed assets		-	-
Current assets:			
Debtors	(10)	128	154
Cash at Bank & in Hand		39,943	44,621
Total current assets		40,071	44,775
Liabilities:			
Creditors: Amounts falling due within one year	(11)	735	645
Net current assets or liabilities		39,336	44,130
Total assets less current liabilities		39,336	44,130
Total net assets or liabilities		39,336	44,130
The funds of the charity:			
Restricted income funds	(12)	4,750	13,389
Unrestricted income funds	(12)	34,586	30,741
Total charity funds		39,336	44,130

Approved on behalf of the Trustees Management Committee

Louise Such (Chair of Trustees)

Grantley Ludlow

Date: 24th June 2024

The notes on pages 14 to 21 form part of these accounts.

Statement of Cash Flows for the year ended 30 September 2023

Reconciliation of net movement in funds to net cash flow from operating activities

	Year Ended 30 September 2023 £	Year Ended 30 September 2022 £
Net movement in funds	(4,794)	(2,963)
Add back depreciation	-	278
Deduct investment income	(43)	(2)
Decrease/(increase) in debtors	26	(143)
Increase/(decrease) in creditors	90	(2,412)
Net cash used in operating activities	(4,721)	(5,242)
Cash flows from investment activities:		
Interest	43	2
Net cash provided by investing activities	43	2
Increase/(decrease) in cash and cash equivalents during the year	(4,678)	(5,240)
Cash and cash equivalents brought forward	44,621	49,861
Cash and cash equivalents carried forward	**39,943**	**44,621**

Notes to the accounts for the year ended 30 September 2023

1. Accounting policies

(a) Basis of preparation and assessment of going concern

The accounts (financial statements) have been prepared under the historical cost convention with items recognsied at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 1st January 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011. The charity constitutes a public benefit entity as defined by FRS 102.

(b) Funds structure

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed. There are 5 restricted funds.
Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created a fund for a specific purpose.
Further details of each fund are disclosed in note 12.

(c) Income recognition

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.
Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.
Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

(d) Expenditure Recognition

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.
All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings. For more information on this attribution refer to note (g) below.

(e) Irrecoverable VAT

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

(f) Allocation of support and governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to independent examination and legal fees together with an apportionment of overhead and support costs.
Governance costs and support costs relating to charitable activities have been apportioned based on type of expense. The allocation of support and governance costs is analysed in note 6.

(g) Costs of raising funds

Costs associated with raising funds relate to a subscription to Grants Online.

(h) Charitable Activities

Costs of charitable activities include governance costs and an apportionment of support costs as shown in note 6.

Notes to the accounts for the year ended 30 September 2023

(i) Tangible fixed assets and depreciation
All assets costing more than £500 are capitalised and valued at historical cost. Depreciation is charged on the following basis:

Office Equipment	25% on cost

(j) Realised gains and losses
All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their varying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

(k) Pensions
The charity currently does administer contributions to an auto enrolment pension scheme on behalf of individuals. The charity has no liability beyond making its contributions and paying across the deductions for the contributions.

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

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

2. Related party transactions and trustees' expenses and remuneration
The trustees all give freely their time and expertise without any form of remuneration or other benefit in cash or kind (2022: £nil). Expenses paid to the trustees in the period totalled £nil (2022: £nil).

3. Donations and Legacies

	Unrestricted Year Ended 30 September 2023 £	Restricted Year Ended 30 September 2023 £	Total Funds Year Ended 30 September 2023 £
Donations	43	-	43
	43	-	43

Previous Year

	Unrestricted Year Ended 30 September 2022 £	Restricted Year Ended 30 September 2022 £	Total Funds Year Ended 30 September 2022 £
Donations	1,234	-	1,234
Legacy - John Saunders	-	6,701	6,701
	1,234	6,701	7,935

Notes to the accounts for the year ended 30 September 2023

4. Income from charitable activities

	Unrestricted Year Ended 30 September 2023 £	Restricted Year Ended 30 September 2023 £	Total Funds Year Ended 30 September 2023 £
Unrestricted grants:			
National Lottery Fund	20,000	-	20,000
Restricted grants:			
Manchester City Council	-	6,750	6,750
	20,000	6,750	26,750

Previous Year

	Unrestricted Year Ended 30 September 2022 £	Restricted Year Ended 30 September 2022 £	Total Funds Year Ended 30 September 2022 £
Restricted grants:			
OPeNS Fund	9,468	-	9,468
Covid Recovery Fund	3,900	3,900	7,800
	13,368	3,900	17,268

Notes to the accounts for the year ended 30 September 2023

5. Expenditure

	Charitable Activities	Year Ended 30 September 2023 £	Year Ended 30 September 2022 £
Expenditure on raising funds:			
Subscriptions	141	141	-
	141	141	-
Expenditure on charitable activities:			
Employment Costs	20,285	20,285	18,629
Trips & Activities	3,104	3,104	2,763
Volunteer Expenses	300	300	231
Staff Travel	408	408	294
DBS Checks	96	96	112
Minor Computer & Software Costs	645	645	668
Training	510	510	-
Advertising & Promotion	284	284	375
Telephone & Internet	290	290	274
Rent	3,400	3,400	2,400
Insurance	366	366	347
Post, Printing & Stationery	786	786	816
Sundries	-	-	4
Governance	600	600	552
Support Costs	415	415	425
Depreciation	-	-	278
	31,489	31,489	28,168
Total Expenditure		**31,630**	**28,168**

	Year Ended 30 September 2023	Year Ended 30 September 2022
Restricted funds	15,766	18,900
Unrestricted funds	15,864	9,268
	31,630	28,168

6. Allocation of governance and support costs

The breakdown of support costs and how these were allocated between governance and other support costs is shown below:

	Basis of apportionment	General Support	Governance	2023 Total	2022 Total
Accountancy Fees	type of expense	-	600	600	552
Payroll Bureau	type of expense	415	-	415	425
		415	600	1,015	977

Notes to the accounts for the year ended 30 September 2023

7. Analysis of staff costs

	Year Ended 30 September 2023	Year Ended 30 September 2022
	£	£
Wages and Salaries	20,007	18,429
Social Security Costs	-	-
Pension Costs	278	200
	20,285	18,629
Charitable activities	18,660	17,404
Support costs	-	-
	20,285	18,629

The average number of employees during the year was 2 (previous year: 2) with the full time equivalent of 1. The charity considers its key management personnel comprises the trustees and Senior Manager. The total employment benefits, including employer pension contributions of the key management personnel were £16,546 (previous year: £13,101). No employee has benefits in excess of £60,000 (previous year: none).

8. Independent Examiner Fees

	Year Ended 30 September 2023	Year Ended 30 September 2022
	£	£
Independent examination fees	600	552
Other services	415	425
	1,015	977

9. Tangible Fixed Assets

	Office Equipment	Total
Cost	£	£
At 1 October 2022	1,907	1,907
Additions	-	-
At 30 September 2023	1,907	1,907
Depreciation		
At 1 October 2022	1,907	1,907
Charge for Year	-	-
At 30 September 2023	1,907	1,907
NET BOOK VALUE		
At 30 September 2023	-	-
At 30 September 2022	-	-

Notes to the accounts for the year ended 30 September 2023

10. Analysis of debtors

	Year Ended 30 September 2023	Year Ended 30 September 2022
	£	£
Other Debtors and Prepayments	128	154
	128	154

Debtors for 2023 and 2022 relate to unrestricted funds .

11. Creditors: amounts falling due within one year

	Year Ended 30 September 2023	Year Ended 30 September 2022
	£	£
Other creditors and accruals	735	645
Deferred income	-	-
	735	645

Deferred income comprises of restricted grant income received in advance.

Balance as at 30th September 2022	-
Amount released to income earned from charitable activities	-
Amount deferred in year	-
Balance at 30th September 2023	-

12. Analysis of charitable funds

Analysis of movements in unrestricted funds

	Balance at 1 October 2022	Incoming Resources	Resources Expended	Transfer	Balance at 30 September 2023
	£	£	£	£	£
General Fund	30,741	20,086	(15,864)	(377)	34,586
	30,741	20,086	(15,864)	(377)	34,586

Previous Year

	Balance at 1 October 2021	Incoming Resources	Resources Expended	Transfer In	Balance at 30 September 2022
	£	£	£	£	£
General Fund	25,405	14,604	(9,268)	-	30,741
	25,405	14,604	(9,268)	-	30,741

Name of unrestricted fund:	Description, nature and purpose of the fund
General Fund	The free reserves.

Notes to the accounts for the year ended 30 September 2023

13. Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total 2023 £
Tangible fixed assets	-	-	-
Cash at bank and in hand	35,193	4,750	39,943
Other net current assets/(liabilities)	(607)	-	(607)
Total	34,586	4,750	39,336

Previous Year

	Unrestricted funds £	Restricted funds £	Total 2022
Tangible fixed assets	-	-	-
Cash at bank and in hand	25,954	10,193	36,147
Other net current assets/(liabilities)	(480)	-	(480)
Total	25,474	10,193	35,667

14. Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised on a transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at an amortised cost using the effective interest method.

LEVENSHULME GOOD NEIGHBOURS

England & Wales - Charity number 1163827

Accounts

LEVENSHULME GOOD NEIGHBOURS CIO

Registered Charity Number: 1163827

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2022

LEVENSHULME GOOD NEIGHBOURS CIO

INDEX

PAGE NUMBER	CONTENTS
1 - 8	TRUSTEES ANNUAL REPORT
9	INDEPENDENT EXAMINERS REPORT
10	STATEMENT OF FINANCIAL ACTIVITIES
11	BALANCE SHEET
12	STATEMENT OF CASH FLOWS
13 - 20	NOTES TO THE ACCOUNTS

Levenshulme Good Neighbours CIO

Report of the trustees for the year ended 30th September 2022

The trustees present their annual report and financial statements of the charity for the year ended 30th September 2022. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's trust deed, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland published (FRS 102) (effective 1 January 2019).

Reference and administrative information

Charity Name: Levenshulme Good Neighbours.
Charity Number: 1163827

Trustees (up to the date of signing the accounts)

Louise Such — Chair of Trustees
Michelle Griffiths
Murtaza Jawed
Grantley Vernon
Fatiha Bougrassa

Principal Office

Inspire Centre
747 Stockport Road
Manchester
M19 3AR

Independent Examiners

Community Accountancy Service Limited
The Grange
Pilgrim Drive
Beswick
Manchester
M11 3TQ

Bankers

Co-Operative Bank
1 Balloon Street
Manchester

Structure, governance and management

The Charity is a registered charitable incorporated organisation and is constituted under a trust deed dated 5th October 2015.

Objectives and activities

The purposes of the charity are to relieve the needs of the elderly for the public benefit through the provision of support services and activities to help relieve social isolation caused as a result of their age and to enable them to live independently in society.

The main activities are the provision of a volunteer befriending service as well as events and activities for older people in the Levenshulme area.

The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the Charity's aims and objectives, in planning future activities, and setting the policies for the year.

The charity has furthered its charitable purposes for the public benefit through improving the lives of vulnerable and isolated older people in the community of Levenshulme. Many of the people we help don't have the support in their area to rely on for the practical things in life, or for companionship. Our work involves recruiting volunteer befrienders from the area who help people in a wide range of social, emotional and practical ways, this includes:

- visiting a housebound person
- helping people with limited mobility get out into the community
- helping older people get online
- helping with odd jobs and errands
- escorting older people to appointments, social events and activities
- having fun days out together

We offer activities, social events, days out and training opportunities to older people, so they can make the most of their time in ways that are meaningful to them

A review of our achievements and performance: How our activities delivered public benefit: In the year 2022, LGN (Levenshulme Good Neighbours) saw some work that has been going on peripherally (such as fundraising, report writing, and research into aging) bear fruit. Whilst at the same time the charity was greatly moved by the loss of one of its members whose executors granted the charity £6,7081 for a legacy-based yearly event in his honour. There are 19,467 residents in Levenshulme and of those few who are over 90 years of age, LGN has been catering to over 10 years.

Informally the charity used the central organising concepts of the Theory of Change methodology (drawing influence from the case study of the Home Office and the settling of refugees in inner cities) to make the best of well-treaded areas of knowledge the charity has held to be fed back to statutory stakeholders as well as to build campaigns around. This in effect benefits future service users, as the needs of over 60's are becoming more complex in the mental health and cognitive decline area.

LGN's *theory of change model*, went as follows: (1) Having clearly defined perimeters with statutory referral sources, and network organisations on what the problem with socially isolated referrals (SIR) are, the breadth of complexity, and what can or cannot be expected in a given time frame. Part of this process was the acceptance that we are an aging society and interventions that prolong a person's lifespan should also bear in mind, quality of life, control, autonomy, pleasure, and self-realisation. (2) Secondly, the charity looked at what needs to change to alleviate the issues faced by complex cases of SIR, and what is blocking these areas that need to change. Are interlinked? Homogenous or interdependent, heterogeneous, or sparse, and fluid? (3) Joining with some of the initiatives that MACC (Manchester's Local, Voluntary and Community Sector Support Organisation) had in relation to positive aging and Greater Manchester's Age-Friendly 'aging in place initiatives,' we tried to visual

what can be considered success cases. (4) Finally, we looked what could be implemented 'hurdle free,' in terms of joined-up thinking and decision-making between sectors, networks, partners, and within the charity.

The key priority for our charity continues to be ensuring that no older person registered with us would fall through the cracks if it is avoidable by having access to available community support networks and services. As such the balancing act for LGN maintains its local functioning resilience to remain open and offer an effective service to the older vulnerable people in the M19 area.

The achievements for 2022 were as follows:

1. 60 applicants on MACC (Manchester Local, And Voluntary & Community Sector Support Organisation) for two key volunteer roles; Movie Night Coordinator, and traditional Volunteer Befriender, with applicants having a variety of skills, work experience in the health and social care sector as well as the ability to speak multiple languages.
2. Successful utilisation of COVID Recovery Fund on our long-term *fundraising strategy* and administration functions within the charity.
3. Success of the Garden Project Partnership. LGN and Highway Hope New Covenant Church (a local charity and network partner) utilised some volunteer gardeners from the church to help service users whose untended gardens were affecting their mental health. The gardeners were willing to train volunteers to create a 'volunteer gardeners army.'
4. Responsive Contribution and feedback towards the Independent Age Group, who were responsible for the creation of Winter Wise kits for older people in anticipation of the cost of living and the fallback that the invasion of Ukraine on February 24th, 2022 will have on fuel prices and older people in particular.
5. 22 assessed Social Services/NHS contact referrals (complex cases) that looked at the above-mentioned 'theory of change,' methodologies to investigate what needs to change and how if at all future complex cases can be registered for befriending, or have another type of social prescription in place.
6. We took on a placement, an intern from the University of Edinburgh (studying Geography & Statistics BSc) to look at older people's data, quality of life at latter stages, and how this can help the charity's focus when making informed decisions, advocacy, early interventions and campaigns for older people regionally
7. The development of an annual Older People's Day with age-friendly activities in honour to our late member John Saunders, and based on his executors' benevolent fund. The first event saw more than 40 people partake and had live bands, DJ'ing of old records and prizes.
8. LGN's posts, updates, campaigns, and notices were published on our regular social media platform which maintains 1,300 followers to date.

Performance, and Community Events: Part of the successes of the resilience this year, continued to come from the fruits, and results from the previous year that came from the sharing of resources and agreements with local partner organisations in the form of a COVID Recovery Project, Covid Resilience Fund, and Older People in Neighbourhoods grants with the Manchester City Council (OPENS Fund).

Whereby collectively we were able to deliver a joined-up offering of 1) various entertainment activities, 2) radio programs, 3) writing, and craft workshops, 4) day trips, 5) one-to-one befriending, peer-to-peer befriending, public-space befriending (as opposed to home-based), 6) weekly food delivery drop-offs, 7) tutorials on IT equipment, 8) weekly choir groups, 9) safe IT and digital usage

sessions and 10) advocacy for service users who were struggling with the risks of their social welfare entitlement being stripped from them.

We had all this collaboration with our special partners whilst retaining the charity's unique function and identity to the locals - over 70-year-olds who have limited physical mobility and a mixture of psychological conditions – we mainly serve. We were able to supply ample data and support to Manchester City council about the demographics, use of funds, activities, and other vital information to help support and make the case for future funding of this sort. The last installments of the OPENS fund ended in September 2022, and the charity is immensely grateful to Manchester City Council and the charity's network partners for the fund and its outcomes during difficult years.

The arcs of development for our digital inclusion beneficiaries is ever so motivating. On the one hand, we have seen one of our service users Irma (late 70s), go from shy, inhibited (2019), and without digital social inclusion, to accessing and operating a smartphone for the first time (2021/22) finding a friend whom she knew when she was five years old, and making connections online. The bounce from such progress has seen Irma take more control of her life, as she actively engages in 'talking groups,' led by our over 55s Book Club facilitator Ria, and attends our monthly book club, where her literary and artistic tastes are tacitly explored.

Another beneficiary was James (mid-70s, lives in a communal housing scheme), who had never used the internet before, had no bank account (2019) had been referred to LGN after being at Gorton Parks Rehabilitation Centre, and whose fingers are suffering from arthritis. Over the years James has been given donated tablet devices, as well as upscaled his personal mobiles, and now he can contact his sisters in Ireland, watch Gaelic football with his befriender Jo, and understand the new panels given to him by the sheltered housing group for his and other residents security.

These case studies, and the survey feedback from members, LGN purposes to feed to the *digital-inclusion-team* at Manchester City Council.

Befriending:

We have seen demand for our vital services surge as more older people in our community found themselves isolated, as well as an increase in needs from those we already support, who have had to close off the social networks that we helped facilitate due to the personally felt effects of the global pandemic on their lives. As a result of this, LGN continues to implement the objectives set out in its responsive plan which initially foresaw these factors. Thus, LGN was effectively but cautiously able to continue to alleviate social isolation and loneliness experienced by older (over 55-year-olds) who are suffering from bereavement, have had a recent fall, or are reported to suffer from mental illness of some kind and have been referred to LGN for befriending, companionship and practical help.

One of the areas of the plan which has proved instrumental is where LGN has altered its model to allow for more change in people's lives. This can see our volunteers reach more service users in less time. Intended to increase the contact hours some of our high-priority and complex needs clients can get if they desired it. It could have one service user be seen by two different befrienders and vice versa. Increasing more choice and enabling less dependency, again reflects the big changes in people's lives at the moment.

Our longest befriending companionship is 9yrs to date. The average age of our volunteers is 38.

And the average age of our service users is 77. This displays our intergenerational reach that creates a platform for sharing, learning, connecting, and mutual exchange of lived experiences.

Our cohort of volunteers come from mixed social and cultural backgrounds and as such languages other than English can be communicated if it is more effective to support and assist service users in booking appointments, or other areas of advocacy, a focus on reflecting more of the BAME (census 2021 shows that more than 45% of the ward Levenshulme identify as Asian) cohort proportionally is also a key driver for the charity.

Organisational Performance:

Benchmarks in the year include continual liaising with the Independent Age Winter Wise packages to alleviate those who would be hardest hit during the winter. Liaising with *Gorton Central* to see if there are any areas of joint service that would help older vulnerable people between the wards.

In continuity with LGN's drive to effectively make gains on the potentially new arena that has resulted from COVID in relation to statutory services giving voluntary organisations more autonomy, and empowerment to deliver and design service areas, LGN produced promotional informative material specifically for patient-waiting areas in GP services displaying the charity's befriending approach and benefits to both new service users and volunteers. This was produced with the hope that new patients of an older age can be encouraged to receive 'social-prescriptions' to tackle their mental health needs if they are experiencing debilitating effects of loneliness on their well-being.

Essentially assisting, and prompting potential older would-be service users to view befriending not as something negative or hard to reach but as easily accessible and for their own good. The production could also appeal to carers who are overworked with caring for their dependents by demystifying the approach to befriending and seeing it as a safe option for their relatives. The overall goal is also to tackle any negative perceptions of befriending that hinder older people from accessing it, such as 'I don't want to be a burden to anyone,' 'this is only for weak people,' 'I like company but I cannot ask for it,' etc. This was steered by Dr. D Hyland of the Gorton GP Practice with the hope to enable more social prescription of the befriending kind across the board and patient referrals through added promotional leaflet distribution across the practices.

Financial review

The management committee have reviewed the accounts and consider them to be satisfactory.

a) The long-term fundraising strategy of LGN has seen the organisation celebrate its 10th consecutive year by further aligning with local community groups; Debdale Bowling (for physical activities), Gorton Visual Arts (for crafts), Inspire People's Project (for older people's rights) and Inspire Community Centre (for community engagement). The project in development is entitled OPeNS or Older People's Neighbourhood Support or The OPeNS Fund for the Levenshulme and Gorton area (M19, and M18 areas). The monitoring and feedback on the use of the grant has been largely positive, the effect of the partnership in the community has been incalculable in some respects (speaking to individual beneficiaries) and the practice and exchange of resources noteworthy. LGN is proud to have with other networks been granted an extension of

this fund to meet the demand in the next financial year.

b) An instrumentally financial gain from such above-mentioned partnerships has been further collaboration of the groups to develop other COVID ready and responsive partnerships such as COVID – Resilience and COVID-Recovery partnerships with four of the above-mentioned partners: Debdale Bowlers, Inspired Taskforce, Gorton Visual Arts and All FM. The COVID Resilience and Recovery funds were supplied through Manchester City Council for the purpose of mitigating the mental health toll on older people locally and helping organisations reinforce and develop their capacities more effectively.

Investment powers & policy

The trustees, having regard to the liquidity requirements of operating the charity, will keep available funds in an interest bearing deposit account.

Risk management

The trustees have conducted a review of the major risks to which the charity is exposed and system have been established to mitigate those risks.

Reserves policy and going concern

The balance held in unrestricted reserves at 30th September 2022 was £30,741 all of which are free reserves after allowing for funds tied up in tangible fixed assets.
The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately three months of unrestricted expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that support and governance costs are covered.

Future plans

Levenshulme Good Neighbours aims to develop a full-cycle referral system. A system of referrals that covers the mental, physical and other needs of our clients. Through this, the charity aims to reduce the age of new registrants. Last year we highlighted how we aimed to boost our safe-guarding training and knowledge post-pandemic and would develop a permanent place-based activity with one of our network partners. These two objectives have been fulfilled. Our plan now is to align these gains towards more depth of service, quality of care, attention and personal engagement and using long-term funding to keep our companionships sustainable, not too affected by the cost-of-living crisis and developing towards a mutual benefit for both the befriender and their match.

The Next 12 months Would See LGN;

1. Develop a *Music of Life Volunteer Befriender* – befriending scheme that would meet the demand we are receiving from members of sheltered housing that have unused communal areas. Liaising with wardens and ensuring safety in the space. Working towards means to support older people with the aims of Ageing In Place. The Music of Life befriender would be tasked to use Play List (by Sally Magnusson) of Life templates to capture the music from good memories of the service user and compile it into a playlist via a CD or other media. The

rationale behind this is based on music staving off some effects of dementia and its benefits towards mental health.

2. To continue local outreach campaigns making religious, cultural, local government, and community partners aware of the ways in which they can support LGN in alleviating social isolation within the area of Manchester where the organisation is most active. The retraining volunteers and staff in key areas of functionality including Emergency First Aid Training At Work, among other areas of professional development.

3. Development and sustainability of the *cost of living,* warm hub safe space, *Sunday Lunches* at an accessible building. To distribute and train on smart projects concerning for less energy consumption in older people's homes. The prioritisation of the climate crisis in our circular newsletters.

4. Present a report from the University of Glasgow graduate Jason on his findings on older people quality of life, life expectancy and factors regarding falls in females over 60 and how this can help for informed organisational decision making as well as awareness building and campaigning regionally and beyond.

5. Invite Members of Parliament to engage with our users and events for more awareness building especially within the aged population in the Asian community within the ward (which amounts to more than 45% in the last census).

6. To appear and promote activities for older people in more published outlets via electronic media such as loads to do directory of activities and Age Friendly bulletin on a monthly basis.

Appointment of trustees

New trustees are appointed by existing trustees and serve for three years after which they may put themselves forward for re-appointment. The Trust Deed provides for a minimum of three trustees, to a maximum of twelve trustees, with no more than three trustees due for re-appointment in any one year.

At the quarterly trustee meetings, the trustees agree the broad strategy and areas of activity for the Charity, including investment, reserves and risk management policies and performance. The day to day administration of the Charity is delegated to the Levenshulme Good Neighbours' Coordinator.

Trustee induction and training

The CIO trains and inducts trustees via a system of mentoring and internal training.

Trustees responsibilities in relation to the financial statements

The charity trustees are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, of the charity for that period. In preparing the financial statements, the trustees are required to:

- Select suitable accounting principles and then apply them consistently;
- Observe the methods and principles in the applicable Charities SORP;
- Make judgments and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures that must be disclosed and explained in the financial statements;
- Prepare the financial statements on a going concern basis unless it is appropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provision of the Trust deed. They are also responsible for safeguarding the assets of the charity and taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees on 19th June 2023 and signed on their behalf by:

_____

Louise Such
CHAIR OF TRUSTEES

INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF LEVENSHULME GOOD NEIGHBOURS REGISTERED CHARITY NO. 1163827

I report on the accounts of the charity, for the Year Ended 30th September 2022, which are set out on pages 10 to 20.

Respective Responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity is preparing accrued accounts and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

It is my responsibility to:

- Examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- To state whether particular matters have come to my attention.

Basis of Independent Examiners Report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out below.

Independent Examiner's Statement

In connection with my examination, other than listed below, no matter has come to my attention :

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records have in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act,

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: A.M.King

AM King FCCA
Date: 19th June 2023

Community Accountancy Service Ltd
The Grange, Pilgrim Drive, Beswick,
Manchester, M11 3TQ

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 30 SEPTEMBER 2022
INCLUDING INCOME AND EXPENDITURE ACCOUNT

	Further Details	Unrestricted Funds £	Restricted Funds £	Total Funds Year Ended 30 September 2022 £	Total Funds Year Ended 30 September 2021 £
Income from:					
Donations and legacies	(3)	1,234	6,701	7,935	261
Charitable Activities	(4)	13,368	3,900	17,268	40,769
Investment Income		2	-	2	9
Total		14,604	10,601	25,205	41,039
Expenditure on:					
Raising Funds	(5)	-	-	-	162
Charitable Activities	(5)	9,268	18,900	28,168	25,321
Total		9,268	18,900	28,168	25,483
Net gains/(losses) on investments		-	-	-	-
Net income/(expenditure)		5,336	(8,299)	(2,963)	15,556
Transfers between funds	(12)	-	-	-	-
Net movement in funds		5,336	(8,299)	(2,963)	15,556
Reconciliation of funds					
Total funds brought forward	(12)	25,405	21,688	47,093	31,537
Total funds carried forward	(12)	30,741	13,389	44,130	47,093

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 13 to 20 form part of these accounts.

BALANCE SHEET AS AT 30 SEPTEMBER 2022

	Notes	2022 £	2021 £
Fixed assets:			
Tangible assets	(9)	-	278
Total fixed assets		-	278
Current assets:			
Debtors	(10)	154	11
Cash at Bank & in Hand		44,621	49,861
Total current assets		44,775	49,872
Liabilities:			
Creditors: Amounts falling due within one year	(11)	645	3,057
Net current assets or liabilities		44,130	46,815
Total assets less current liabilities		44,130	47,093
Total net assets or liabilities		44,130	47,093
The funds of the charity:			
Restricted income funds	(12)	13,389	21,688
Unrestricted income funds	(12)	30,741	25,405
Total charity funds		44,130	47,093

Approved on behalf of the Trustees Management Committee

Louise Such (Chair of Trustees)

Murtaza Jawed

Date: 19th June 2023

The notes on pages 13 to 20 form part of these accounts.

Statement of Cash Flows for the year ended 30 September 2022

Reconciliation of net movement in funds to net cash flow from operating activities

	Year Ended 30 September 2022 £	Year Ended 30 September 2021 £
Net movement in funds	(2,963)	15,556
Add back depreciation	278	277
Deduct investment income	(2)	(9)
Decrease/(increase) in debtors	(143)	1,051
Increase/(decrease) in creditors	(2,412)	(3,170)
Net cash used in operating activities	(5,242)	13,705
Cash flows from investment activities:		
Interest	2	9
Net cash provided by investing activities	2	9
Increase/(decrease) in cash and cash equivalents during the year	(5,240)	13,714
Cash and cash equivalents brought forward	49,861	36,147
Cash and cash equivalents carried forward	**44,621**	**49,861**

Notes to the accounts for the year ended 30 September 2022

1. Accounting policies

(a) Basis of preparation and assessment of going concern

The accounts (financial statements) have been prepared under the historical cost convention with items recognsied at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 1st January 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011. The charity constitutes a public benefit entity as defined by FRS 102.

(b) Funds structure

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed. There are 8 restricted funds.
Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created a fund for a specific purpose.
Further details of each fund are disclosed in note 12.

(c) Income recognition

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.
Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.
Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

(d) Expenditure Recognition

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.
All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings. For more information on this attribution refer to note (g) below.

(e) Irrecoverable VAT

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

(f) Allocation of support and governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to independent examination and legal fees together with an apportionment of overhead and support costs.
Governance costs and support costs relating to charitable activities have been apportioned based on type of expense. The allocation of support and governance costs is analysed in note 6.

(g) Costs of raising funds

Costs associated with raising funds relate to a subscription to Grants Online.

(h) Charitable Activities

Costs of charitable activities include governance costs and an apportionment of support costs as shown in note 6.

Notes to the accounts for the year ended 30 September 2022

(i) Tangible fixed assets and depreciation
All assets costing more than £500 are capitalised and valued at historical cost. Depreciation is charged on the following basis:

Office Equipment	25% on cost

(j) Realised gains and losses
All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their varying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

(k) Pensions
The charity currently does administer contributions to an auto enrolment pension scheme on behalf of individuals. The charity has no liability beyond making its contributions and paying across the deductions for the contributions.

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

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

2. Related party transactions and trustees' expenses and remuneration
The trustees all give freely their time and expertise without any form of remuneration or other benefit in cash or kind (2021: £nil). Expenses paid to the trustees in the period totalled £nil (2021: £nil).

3. Donations and Legacies

	Unrestricted Year Ended 30 September 2022 £	Restricted Year Ended 30 September 2022 £	Total Funds Year Ended 30 September 2022 £
Donations	1,234	-	1,234
Legacy - John Saunders	-	6,701	6,701
	1,234	6,701	7,935

Previous Year

	Unrestricted Year Ended 30 September 2021 £	Restricted Year Ended 30 September 2021 £	Total Funds Year Ended 30 September 2021 £
Donations	261	-	261
	261	-	261

Notes to the accounts for the year ended 30 September 2022

4. Income from charitable activities

	Unrestricted Year Ended 30 September 2022 £	Restricted Year Ended 30 September 2022 £	Total Funds Year Ended 30 September 2022 £
Restricted grants:			
OPeNS Fund	9,468	-	9,468
Covid Recovery Fund	3,900	3,900	7,800
	13,368	3,900	17,268

Previous Year

	Unrestricted Year Ended 30 September 2021 £	Restricted Year Ended 30 September 2021 £	Total Funds Year Ended 30 September 2021 £
Restricted grants:			
Independent Age	-	12,000	12,000
Foyle Foundation	-	2,000	2,000
Duchy of Lancaster	-	500	500
Garfield Weston Foundation	-	5,000	5,000
OPeNS Fund (includes £2,367 deferred to 2022)	-	9,469	9,469
We Love Manchester	-	2,000	2,000
Covid Resilience	-	2,000	2,000
National Lottery	-	5,723	5,723
NHS Manchester CCG	-	2,077	2,077
	-	40,769	40,769

Notes to the accounts for the year ended 30 September 2022

5. Expenditure

	Charitable Activities	Year Ended 30 September 2022 £	Year Ended 30 September 2021 £
Expenditure on raising funds:			
Subscriptions	-	-	162
	-	-	162
Expenditure on charitable activities:			
Employment Costs	18,629	18,629	18,660
Trips & Activities	2,763	2,763	105
Volunteer Travel & Refreshments	231	231	-
Staff Travel	294	294	70
DBS Checks	112	112	32
Minor Computer & Software Costs	668	668	1,027
Minor Equipment	-	-	172
Advertising & Promotion	375	375	100
Telephone & Internet	274	274	465
Rent	2,400	2,400	2,050
Insurance	347	347	347
Post, Printing & Stationery	816	816	944
Sundries	4	4	108
Governance	552	552	540
Support Costs	425	425	424
Depreciation	278	278	277
	28,168	28,168	25,321
Total Expenditure		**28,168**	**25,483**

	Year Ended 30 September 2022	Year Ended 30 September 2021
Restricted funds	18,900	25,144
Unrestricted funds	9,268	339
	28,168	25,483

6. Allocation of governance and support costs

The breakdown of support costs and how these were allocated between governance and other support costs is shown below:

	Basis of apportionment	General Support	Governance	2022 Total	2021 Total
Accountancy Fees	type of expense	-	552	552	540
Payroll Bureau	type of expense	425	-	425	422
		425	552	977	962

Notes to the accounts for the year ended 30 September 2022

7. Analysis of staff costs

	Year Ended 30 September 2022 £	Year Ended 30 September 2021 £
Wages and Salaries	18,429	18,470
Social Security Costs	-	-
Pension Costs	200	190
	18,629	18,660
Charitable activities	18,660	17,404
Support costs	-	-
	18,629	18,660

The average number of employees during the year was 2 (previous year: 2) with the full time equivalent of 1. The charity considers its key management personnel comprises the trustees and Senior Manager. The total employment benefits, including employer pension contributions of the key management personnel were £13,101 (previous year: £5,191). No employee has benefits in excess of £60,000 (previous year: none).

8. Independent Examiner Fees

	Year Ended 30 September 2022 £	Year Ended 30 September 2021 £
Independent examination fees	552	540
Other services	425	422
	977	962

9. Tangible Fixed Assets

	Office Equipment £	Total £
Cost		
At 1 October 2021	1,907	1,907
Additions	-	-
At 30 September 2022	1,907	1,907
Depreciation		
At 1 October 2021	1,629	1,629
Charge for Year	278	278
At 30 September 2022	1,907	1,907
NET BOOK VALUE		
At 30 September 2022	-	-
At 30 September 2021	278	278

Notes to the accounts for the year ended 30 September 2022

10. Analysis of debtors

	Year Ended 30 September 2022	Year Ended 30 September 2021
	£	£
Other Debtors and Prepayments	154	11
	154	11

All debtors for 2022 and 2021 relate to unrestricted funds .

11. Creditors: amounts falling due within one year

	Year Ended 30 September 2022	Year Ended 30 September 2021
	£	£
Other creditors and accruals	645	690
Deferred income	-	2,367
	645	3,057

Deferred income comprises of restricted grant income received in advance.

Balance as at 30th September 2021	2,367
Amount released to income earned from charitable activities	(2,367)
Amount deferred in year	-
Balance at 30th September 2022	-

12. Analysis of charitable funds

Analysis of movements in unrestricted funds

	Balance at 1 October 2021	Incoming Resources	Resources Expended	Transfer	Balance at 30 September 2022
	£	£	£	£	£
General Fund	25,405	14,604	(9,268)	-	30,741
	25,405	14,604	(9,268)	-	30,741

Previous Year

	Balance at 1 October 2020	Incoming Resources	Resources Expended	Transfer In	Balance at 30 September 2021
	£	£	£	£	£
General Fund	25,474	270	(339)	-	25,405
	25,474	270	(339)	-	25,405

Name of unrestricted fund:	Description, nature and purpose of the fund
General Fund	The free reserves.

Notes to the accounts for the year ended 30 September 2022

12. Analysis of charitable funds continued.

Analysis of movements in restricted funds

	Balance at 1 October 2021	Incoming Resources	Resources Expended	Transfer In	Balance at 30 September 2022
	£	£	£	£	£
Independent Age	12,000	-	(12,000)	-	-
Legacy - John Saunders	-	6,701	(720)	-	5,981
Duchy of Lancaster	500	-	(500)	-	-
Garfield Weston Foundation	5,000	-	(500)	-	4,500
Covid Recovery Fund	-	3,900	(615)	-	3,285
National Lottery Digital Inclusion	795	-	(1,172)	377	-
Wooton Charitable Trust	278	-	(278)	-	-
NHS Manchester CCG	3,115	-	(3,115)	-	-
	21,688	10,601	(18,900)	377	13,766

Previous Year

	Balance at 1 October 2020	Incoming Resources	Resources Expended	Transfer In	Balance at 30 September 2021
	£	£	£	£	£
Independent Age	-	12,000	-	-	12,000
Foyle Foundation	-	2,000	(2,000)	-	-
Duchy of Lancaster	-	500	-	-	500
Garfield Weston Foundation	-	5,000	-	-	5,000
OPeNS Fund	-	9,469	(9,469)	-	-
We Love Manchester	-	2,000	(2,000)	-	-
Covid Resilience	-	2,000	(2,000)	-	-
The Charity Service	2,750	-	(2,750)	-	-
National Lottery Digital Inclusion	1,720	5,723	(6,648)	-	795
Wooton Charitable Trust	555	-	(277)	-	278
NHS Manchester CCG	1,038	2,077	-	-	3,115
	6,063	40,769	(25,144)	-	21,688

Name of restricted fund:	Description, nature and purpose of the fund
Independent Age	towards core costs
Legacy - John Saunders	to cover National Older People's Day celebrations for a 10 year period
Duchy of Lancaster	towards core costs
Garfield Weston Foundation	towards core costs
Covid Recovery Fund	towards core costs
National Lottery Digital Inclusion	towards core costs
NHS Manchester CCG	towards befriending & social eating programme
Wooton Charitable Trust	towards core costs, balance represents future depreciation

Notes to the accounts for the year ended 30 September 2022

13. Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total 2022 £
Tangible fixed assets	-	-	-
Cash at bank and in hand	30,855	13,766	44,621
Other net current assets/(liabilities)	(491)	-	(491)
Total	30,741	13,766	44,130

Previous Year

	Unrestricted funds £	Restricted funds £	Total 2021
Tangible fixed assets	-	278	278
Cash at bank and in hand	25,954	10,193	36,147
Other net current assets/(liabilities)	(480)	(2,367)	(2,847)
Total	25,474	8,104	33,578

14. Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised on a transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at an amortised cost using the effective interest method.

LEVENSHULME GOOD NEIGHBOURS



REVIEW 2022

LGN

Levenshulme
Good Neighbours

CONTENTS

ABOUT US & GOVERNANCE	**2-3**
COORDINATOR'S REPORT	**4**
BEFRIENDING & ISOLATION	**5-7**
PARTNERSHIPS /ACTIVITIES	**8-12**
FEEDBACK FROM MEMBERS	**13**
CAMPAIGNS	**14**
AGM & GRATITUDE	**15**
FUTURE PLANS (3 YEARS)	**16-18**
SPONSORS	**19**

About Us

Levenshulme Good Neighbours is a registered charity that works with volunteers to offer practical, social and emotional support to over 300 older people living in the Levenshulme area of Manchester. We do this by recruiting volunteer befrienders from the local community who support older people in a wide range of social, emotional and practical ways. This might include: helping people with limited mobility get out into the community; visiting a housebound person or escorting people to a range of local community events, fun activities and necessary appointments that they would otherwise be unable to attend.We also offer a range of activities for older people and provide information and support.





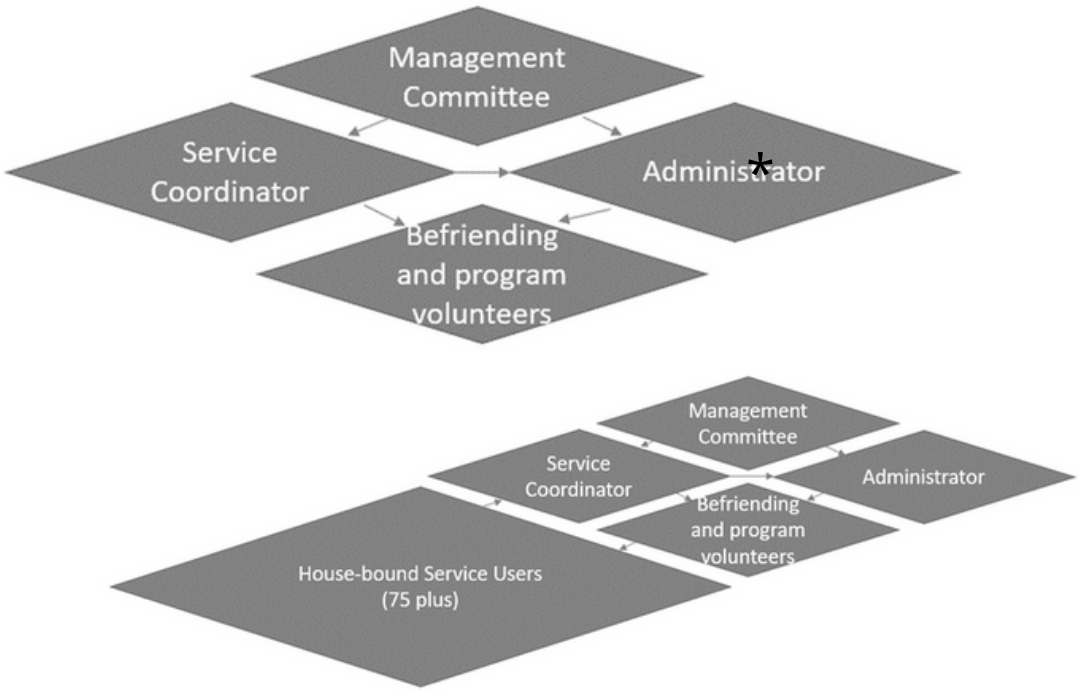
Levenshulme Good Neighbours was established in 2012 with the support of Burnage Good Neighbours in response to frequent request for befriending support from older people from the Levenshulme area. Following a successful pilot project Levenshulme Good Neighbours became a Constituted Community Organisation in 2013 and registered as a Charitable Incorporated Organisation (CIO) in 2015.

We are run by a Management Committee of people from Levenshulme with a wide range of skills and experiences and employ a Coordinator who oversees the delivery of the project. Levenshulme Good Neighbours are active members of Manchester Neighbourhood Care Groups Association (MNCGA), which acts as an umbrella organisation for Care Groups across the city. Our administrative base is the Inspire Community Centre, a fully accessible community building in the centre of Levenshulme.



How LGN is Governed

We are run by a Management Committee of people from Levenshulme with a wide range of skills and experiences and employ a Coordinator who oversees the delivery of the project. Levenshulme Good Neighbours are active members of Manchester Neighbourhood Care Groups Association (MNCGA), which acts as an umbrella organisation for Care Groups across the city. Our administrative base is the Inspire Community Centre, a fully accessible community building in the centre of Levenshulme.





Coordinator's Report 2021 - 2022

In the year 2022, LGN (Levenshulme Good Neighbours) saw some work that has been going on peripherally (such as fundraising, report writing, and research into aging) bear fruit. Whilst at the same time the charity was greatly moved by the loss of one of its members whose executors granted the charity £6,7081 for a legacy-based yearly event in his honour. There are 19,467 residents in Levenshulme and of those few who are over 90 years of age, LGN has been catering to over 10 years.

Informally the charity used the central organising concepts of the Theory of Change methodology (drawing influence from the case study of the Home Office and the settling of refugees in inner cities) to make the best of well-treaded areas of knowledge the charity has held to be fed back to statutory stakeholders as well as to build campaigns around. This in effect benefits future service users, as the needs of over 60's are becoming more complex in the mental health and cognitive decline area.

LGN's theory of change model, went as follows: (1) Having clearly defined perimeters with statutory referral sources, and network organisations on what the problem with socially isolated referrals (SIR) are, the breadth of complexity, and what can or cannot be expected in a given time frame. (2) Secondly, the charity looked at what needs to change to alleviate the issues faced by complex cases of SIR, and what is blocking these areas that need to change. Are interlinked? Homogenous or interdependent, heterogeneous, or sparse, and fluid? (3) Joining with some of the initiatives that MACC (Manchester's Local, Voluntary and Community Sector Support Organisation) had in relation to positive aging and Greater Manchester's Age-Friendly 'aging in place initiatives,' we tried to visual what can be considered success cases. (4) Finally, we looked what could be implemented 'hurdle free,' in terms of joined-up thinking and decision-making between sectors, networks, partners, and within the charity.

The key priority for our charity continues to be ensuring that no older person registered with us would fall through the cracks if it is avoidable by having access to available community support networks and services.





Befriending

Our longest befriending companionship is 8yrs to date. The average age of our volunteers is 38. And the average age of our service users is 77. This displays our intergenerational reach that creates a platform for sharing, learning, connecting, and mutual exchange of lived experiences.
Our cohort of volunteers come from mixed social and cultural backgrounds and as such languages other than English can be communicated if it is more effective to support and assist service users in booking appointments, or other areas of advocacy.









About Levenshulme

There are just over 21,600 households in the Gorton and Levenshulme Neighbourhood. Around three-quarters of households (>75%) in both Gorton North and Gorton South wards contain people whose social circumstances suggest that they may need high or very high levels of support to help them manage their own health and prevent them becoming high users of acute healthcare services in the future. According to the Index of Multiple Deprivation, the area we operate in is listed amongst the 10% most deprived neighbourhoods in the country.

The name of the township of Levenshulme has been traced back to the 1320 name of 'Lyvenis-holme'. This probably means a tract of land belonging to Leven, which may be a derivation of the Saxon word 'Leofne' meaning Lord or Master. Levenshulme was primarily a working class suburb of Manchester.



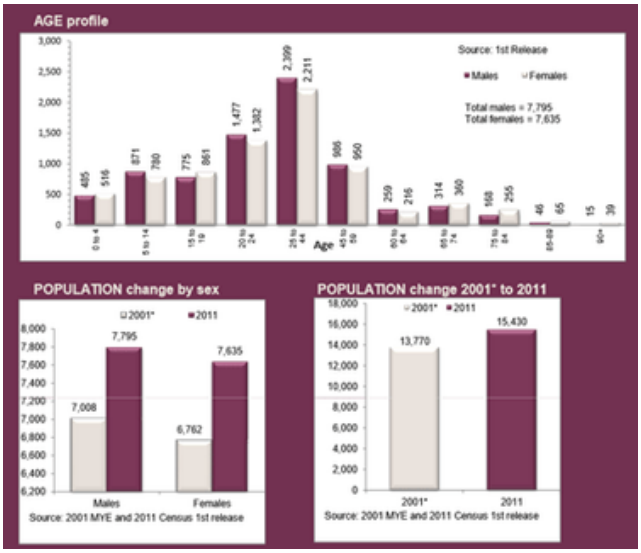


About Social Isolation

Even though Manchester is an age friendly city, the hard facts are that more and more elderly persons are feeling left behind due to structural, social, and economical changes in society. The key three areas where social isolation affects older persons are:
- Poor transport links to public services/shops
- No available and prolonged companions
- Lack of engagement with communal activities

Older persons are referred to care group organisations like Levenshulme Good Neighbours mainly due to these:
- Accidents and falls causing loss of confidence to be seen in public
- Bereavement and loss of loved ones
- Cognitive and mood decline

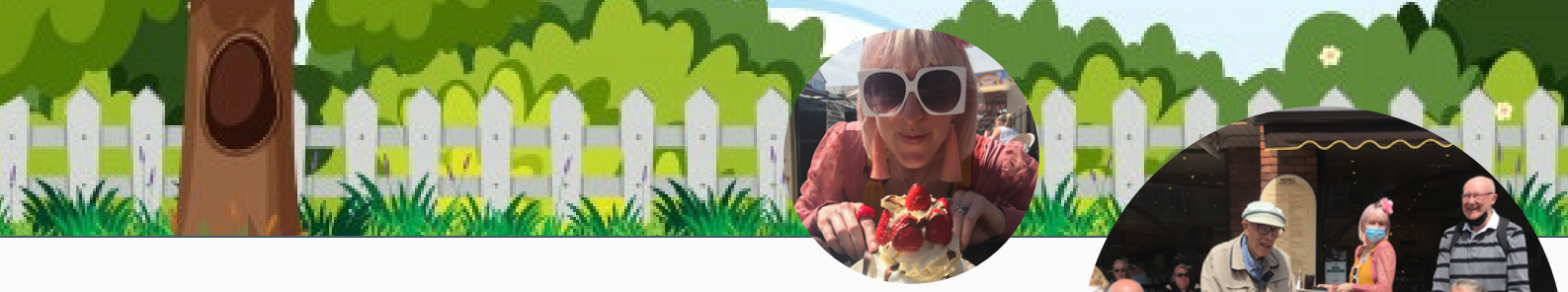
Amidst these factors for social isolation the transient nature of city environments is not helping the memories, feeling of connection, and sense of community that healthy ageing requires. As society continues to live longer, combating social isolation will be one of the key determinants to alleviating the limited supply of NHS and medical treatment as a clinical solution to an underlying social problem.





How do loneliness and social isolation differ?
"Loneliness is a subjective feeling about the gap between a person's desired levels of social contact and their actual level of social contact.
Social isolation is an objective measure of the number of contacts that people have. It is about the quantity and not quality of relationships. People may choose to have a small number of contacts."
AGE UK

"According to Age UK, more than 2 million people in England over the age of 75 live alone, and more than a million older people say they go for over a month without speaking to a friend, neighbour or family member.."





Activities begin again!

It's been a long time coming, but finally our service users were able to get out and enjoy the sunshine on a day out. They particularly enjoyed a visit to Cleveleys this year, and we hope to have plenty more days out to come.



Amazing Local Support

We have been touched by the positive support LGN has received from the local community over the last year. As well as individual donations, we were humbled that a newly opened local restaurant "CIBUS" donated their profits from opening night to LGN, in memory of their late father. Here's us paying a visit to say thank you!



Special Gifts for Christmas

This year we put together some wonderful Christmas hampers for our older people to ensure they felt loved and remembered during the holidays. The contents were kindly provided by Asda (biscuits and mince pies), the Sock Shop (who provided an amazing selection of warm bed socks) and grant funding, which allowed us to buy some Christmas-themed quiz books to keep everyone busy over the festive period. These were wrapped up and distributed to our service users around Levenshulme.













Welcome back to our Choir!

Weekly "computer buddies" sessions continues to provide support for older people looking for more confidence using technology or getting online.

One of our most successful projects this year was our "Inspire Choir." Formed in partnership with the Inspired Taskforce, this weekly singing session aimed to get older people singing, dancing, and enjoying group activities again. At Christmas we were even treated to a full concert by the performers, along with mince pies and some festive drinks!

Choir Session Feedback:

Being together and singing, is lovely!

I love the good company and the cheer of singing carols.

It's something I really look forward to, and it gives me structure in my week

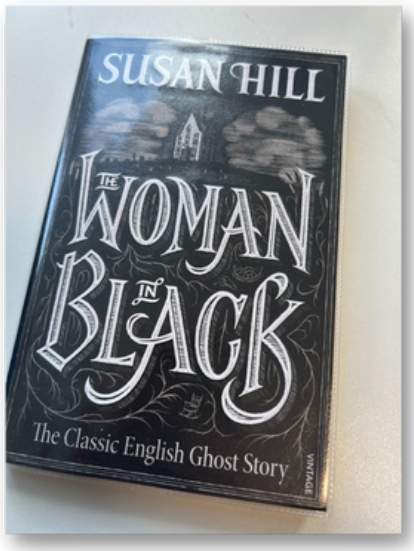
I like Meeting up with other people. The company. And singing of course. I like the Friendship and laughter.





Levy Over 55s Monthly Book Club @ Arcadia

Our successful 'Age Friendly,' Levy book club run by Ria at Arcadia is now almost 8 months in and growing from strength to strength. We are delighted to see how Ria's weekly Monday talking group at the Blue Bell pub has now blossomed into a mid-week once-a-month readathon with like-minded members. The membership crossover is astounding, and personally, it has been great to see the likes of some members who were looking aghast and cocooned during the height of covid now wax lyrical about the bits they loved about the novel they read and to witness their prosaic and literate tastes.







Genres are open to voting. So far, The Respectable Trade by Philippa Gregory has been the most well-received but detective and thrillers are also in the ranks for possibly taking that spot. When members meet on the 1st Wednesday of the month, they would normally vote on how 'interesting,' and 'well written,' the previous month's book was. Comments on The Woman in Black were, 'better than the film', 'glad I didn't watch the film first with its Hollywood twist,' and 'genuinely enjoyed it and its twist.' Irene (a Blue Bell Talk Group regular) gave it a 10/10, she seems to be enjoying the group, if you know anyone interested in joining a reading club, you are most welcome to come along.

LGN's inaugural NOPD (National Older People's Day)

We held our inaugural Older People's Day in conjunction with the Inspired Taskforce. Activities included disco (70s, 80s, and 90s) music through DJ Ged, a long-time collaborator who also exudes the good vibes through his musical choices and uplifts the spirits in communal housing schemes around Manchester.





There was also a circus display courtesy of Danielle De Wok, and in it, she was able to involve local participants Muriel and a nice balancing act with Lindsay. In the middle, we had a touching tribute to our benefactor the late John Saunders, and Muriel (again) was able to present how much he meant to her, the charity Levenshulme Good Neighbours, and the community at large.

The day ended with some tombolas, 7-piece live music band, and nice desserts to mark the occasion. See you at the same time and place next year, 1st of October 2023. This ticketed 'pay on the door,' event yielded more than 40 people. This is why we love the Levenshulme community!



Partnerships

Over the last couple of years, we've made some amazing connections with local people and places. Here are a few!



Debdale Bowling and Gorton Visial arts

Through the OPeNS Fund, we've been establishing fantastic relationships with Debdale Bowling and Gorton Visual arts, who are both committed to improving the quality of life for older people in our area. We are looking forward to holding our next AGM at Debdale, and seeing how good our bowling arms are!





Inspired Taskforce

We have been working with our partners Inspired Taskforce on events and trips, and learning activities. A LGN volunteer kindly offered computer security classes for service users of both projects, with useful safety tips for browsing online.

Digital Inclusion

Working with the Inspired Taskforce, we have continued to provide phones and internet to older people who want to get online. This has also included uploading Whatsapp on to devices so that service users can regularly connect with relatives who may live far away. We have also been following these up with training sessions to help our service get the most out of their new devices, and stay safe.



Feedback from our Activities

This month we've been collating some of the feedback we've received from our most recent projects, our choir club and our digital distribution project. Here's what our service users had to say when they were asked what they most liked about the choir.



"It's something I really look forward to, and it gives me structure in my week"

"It's good company!!"

"Meeting up with other people. The company. And singing of course. Friendship and laughter."



"I love the singing, friendship and laughter"

"We all have a good time!"

"We have fun!"





Campaigns: Winterwise

Independent Age are an organisation who support people aged over 65 to get involved in things they enjoy. They campaign and give advice on issues like health and care, money and housing. They have produced a leaflet called Winterwise, which is a guide to keeping well during winter. Here are a few of their top tips!



Staying warm

People are worried about the cost of putting the heating on, but it is important to stay warm. Being cold is uncomfortable and bad for health.



- Keep the temperature when you are home to at least 18° C (64°F) day and night.



- Keep warm in bed at night. Put extra blankets or clothes on top and use a hot water bottle or an electric blanket – but not both at the same time as that is dangerous.
- Make sure you know how to use your electric blanket. Get it checked every 3 years.



- Get your boiler checked every year to make sure it works safely and does not break down when you really need it.

If you rent your home, check your landlord has had your boiler checked and serviced.

Contact the Gas Safe Register to find an engineer:

Website: **www.gassaferegister.co.uk**

Phone: **0800 408 5500**

LGN were delighted to be supported by Independent Age in the last 2 years and giving feedback to actively affect their steering and direction for the needs of older people.

AGM, Thanks & Farewell!

Our close-of-year Annual General Meeting was a touching one as we were saying our goodbyes to our longtime volunteer and fantastic administrator Naomi Smith. Overall, Naomi has contributed 8 years of staff service and more than 1000 hours in volunteering for the charity, and one particular individual in the form of our late service user and former chairwoman Carol Moore. Naomi brought a lot of zest, a can-do attitude, and integrity to the charity and will duly be missed. Her words to go by were: 'I'm optimistic about the future, I love the Age Friendly initiative in Manchester - but there's always more work to be done. Above all, I believe you should feel equally welcome, valued, and at home in your community, whether you are 1, 21, or 101'.

The visions and values of LGN stated in the meeting were: 'tailor-made matches,' and 'sharing lived experiences.' Some facts about older people in Manchester are that there are around 90 people over 90 in the Levenshulme (and partially Gorton in the old ward border area), and that LGN has registered and served at least 30 of them since the last census in 2011.



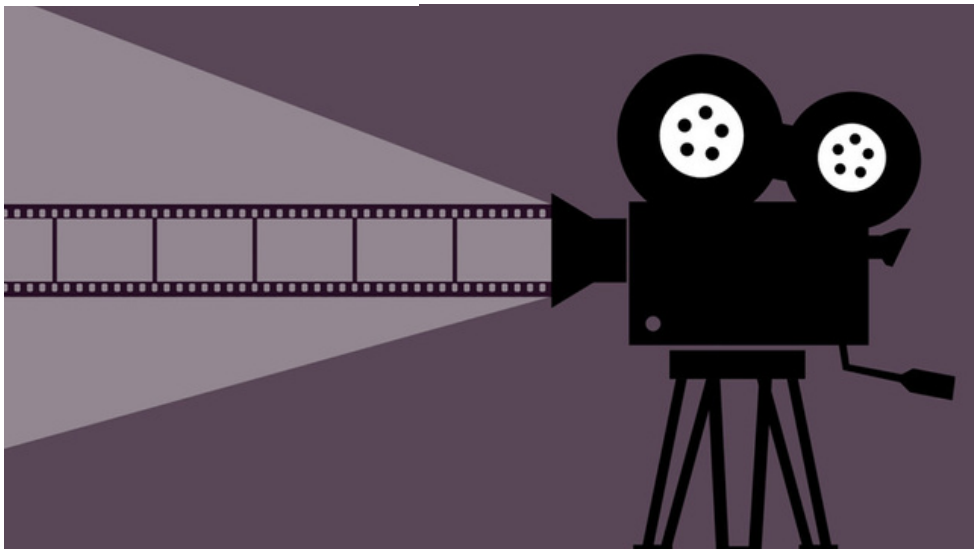
Other aspects of our AGM that we covered were how sustainable we plan to be financially from 2023 onwards. Our dynamic befriending plans would see one volunteer see up to 2 people during the week and change hands with other volunteers after a six-month review. Our volunteer meetups to catch up on what had been a memorable year personally and nationally. As well as other key updates involving the orientation of the charity.

Upcoming News - What's next

Movie Night & Playlist For Life Volunteers

We're looking to host a regular movie afternoon for the residents of Pullman Close assisted living facility. We're looking for a friendly volunteer to host these afternoons for us, helping us choose a film and ensuring that the residents have a good time! The volunteer would need to be available on a regular day for 2.5 hours every week, and be DBS checked. If you or someone you know would like to give this a go, please let us know!

Because we were successful with more than 60 applications from our MACC campaigns last year we are looking to train up and integrate our volunteer offer to include Playlist Volunteers who use music from older service users' memories to engage with them. This would be backed up using the platform and evidence from the Playlist For Life Charity





LGN's 3 Year Local Interventions Delivery Plan

Over 75s centred neighbourhood intervention programmes with LGN Coordinator

1. Sheltered Housing Activities Program by Vols

- Film Club every 2 weeks for the 1st year can increase in 2nd year
- Expanding to musical performances in the 2nd and 3rd years
- Potential for cancer and dementia talks/workshops
- 1 LGN Befriender at all times
- Rolled out in One Manchester Rose Court, Pullman Close (Great Places), and Anchor
- Communal residences

2. Neighbourhood Gardening project delivered by Volunteer Gardener

- Rolled out 4 months every year for 3 years for older people in M19 area who cannot afford to mow their gardens
- Training up to 4 volunteer gardeners who befriend too
- Potential older person volunteer coordinator
- Residential based

3. High Impact Befrienders Programme

- Up to 25+ Matches in 1st year
- 40 Matches by 3rd year
- Intergenerational volunteers
- To reflect the BAME composition of Levenshulme M19
- Languages: Urdu, Punjabi, and Eastern European based on volunteers backgrounds
- Trained to refer critical mental health service users with consent
- To accompany to shops, GPs, and venues if possible
- Mainly day-time based for maximum impact

4. Digital Inclusion for Older People Volunteer Befrienders

- Up to 4 volunteers specifically trained to help older people connect via tablets, devices
- Potential older person trainer peer for older people
- Befriend through Whatsapp
- Residential based



Medically guided hand exercises and unique porcelain decor with our trailblazer Joanne W

Our Future Plans & 3 Year Model

Levenshulme Good Neighbours aims to develop a full-cycle referral system. A system of referrals that covers the mental, physical and other needs of our clients. Through this, the charity aims to reduce the age of new registrants.

Last year LGN stated that it would: keep in close contact with our service users and volunteers by phone, mail, and newsletter, we are able to respond quickly to changes as necessary. ***This year we are proposing a 3-year delivery plan that would focus on the cost of living crisis, making warm spaces, our tailor made digital inclusion narratives, garden volunteering, and volunteer entertainers such as movie night, and playlist facilitators.***

The Next 12 Months

1) Development and sustainability of the cost of living, warm hub safe space, Sunday Lunches at an accessible building. To distribute and train on smart projects concerning for less energy consumption in older people's homes. The prioritisation of the climate crisis in our circular newsletters

2) To continue local outreach campaigns making religious, cultural, local government, and community partners aware of the ways in which they can support LGN in alleviating social isolation within the area of Manchester where the organisation is most active.

3) To continue local outreach campaigns making religious, cultural, local government, and community partners aware of the ways in which they can support LGN in alleviating social isolation within the area of Manchester where the organisation is most active. The retraining volunteers and staff in key areas of functionality including Emergency First Aid Training At Work, among other areas of professional development

4) Digital Inclusion and the 3 year delivvery plan







advice and support for older age
Independent Age

DUCHY of LANCASTER

to our funders...!

THANK YOU

INSPIRED people



Wootton Charitable Trust

COMMUNITY FUND

LEVENSHULME GOOD NEIGHBOURS

England & Wales - Charity number 1163827

Accounts

LEVENSHULME GOOD NEIGHBOURS CIO

Registered Charity Number: 1163827

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021

LEVENSHULME GOOD NEIGHBOURS CIO

INDEX

PAGE NUMBER	CONTENTS
1 - 8	TRUSTEES ANNUAL REPORT
9	INDEPENDENT EXAMINERS REPORT
10	STATEMENT OF FINANCIAL ACTIVITIES
11	BALANCE SHEET
12	STATEMENT OF CASH FLOWS
13 - 20	NOTES TO THE ACCOUNTS

Levenshulme Good Neighbours CIO

Report of the trustees for the year ended 30th September 2021

The trustees present their annual report and financial statements of the charity for the year ended 30th September 2021. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's trust deed, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland published (FRS 102) (effective 1 January 2019).

Reference and administrative information

Charity Name: Levenshulme Good Neighbours.
Charity Number: 1163827

Trustees (up to the date of signing)

Louise Such	Chair of Trustees
Michelle Griffiths	
Murtaza Jawed	
Grantley Vernon	
Fatiha Bougrassa	
Zobia Saleem	(resigned September 2021)

Principal Office

Inspire Centre
747 Stockport Road
Manchester
M19 3AR

Independent Examiners

Community Accountancy Service Limited
The Grange
Pilgrim Drive
Beswick
Manchester
M11 3TQ

Bankers

Co-Operative Bank
1 Balloon Street
Manchester

Structure, governance and management

The Charity is a registered charitable incorporated organisation and is constituted under a trust deed dated 5th October 2015.

Objectives and activities

The purposes of the charity are to relieve the needs of the elderly for the public benefit through the provision of support services and activities to help relieve social isolation caused as a result of their age and to enable them to live independently in society.

The main activities are the provision of a volunteer befriending service as well as events and activities for older people in the Levenshulme area.

The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the Charity's aims and objectives, in planning future activities, and setting the policies for the year.

The charity has furthered its charitable purposes for the public benefit through improving the lives of vulnerable and isolated older people in the community of Levenshulme. Many of the people we help don't have the support in their area to rely on for the practical things in life, or for companionship. Our work involves recruiting volunteer befrienders from the area who help people in a wide range of social, emotional and practical ways, this includes:

- visiting a housebound person
- helping people with limited mobility get out into the community
- helping older people get online
- helping with odd jobs and errands
- escorting older people to appointments, social events and activities
- having fun days out together

We offer activities, social events, days out and training opportunities to older people, so they can make the most of their time in ways that are meaningful to them

A review of our achievements and performance: How our activities delivered public benefit:

2021 was a landmark strategic year for Levenshulme Good Neighbours (LGN). This was mainly in response to the social effects of the pandemic and the legal rulings that followed. Our charity was successful in remaining open throughout the period of the 2nd national lockdown as well as when the locally restrictive tier-based measures were applied. It was a period where we found that organisations in general and charities in particular had to be 'resilient,' 'recovering,' and carry with them an indomitable spirit of 'we will do what we can while we can, however we still can' in order to keep running.

The key priority for our charity was ensuring that no older person registered with us would fall through the cracks if it was avoidable by accessing available community support networks and services. As such the balancing act for LGN was recovering from the logistical and practical impact of the COVID crisis as well as being resilient to remain open and offer an effective service to the older vulnerable people in the M19 area.

Part of the success of this resilience came from sharing resources and agreements with local partner organisations in the form of a COVID Recovery Project, Covid Resilience Fund, and Older People in Neighbourhoods grants with the Manchester City Council to deliver a joined-up offering of 1) various entertainment activities, 2) radio programs, 3) writing, and craft workshops, 4) day-trips, 5) one-to-one befriending, peer-to-peer befriending, public-space befriending (as opposed to home-based), 6)

weekly food delivery drop-offs, 7) tutorials on IT equipment, 8) weekly choir groups, 9) safe IT and digital usage sessions and 10) advocacy for service users who were struggling with the risks of their social welfare entitlement being stripped from them. We had all this collaboration with our special partners whilst retaining the charity's unique function and identity to the locals - over 70-year-olds who have limited physical mobility and a mixture of psychological conditions – we mainly serve.

The achievements for 2021 were as follows:
The acquisition of COVID-19 mental health crisis funding, and grants to support our organisational requirements enabled us to implement local programs to tackle, intervene and address the increasing mental health issues which surged during the pandemic. This was achieved in a strong but local VCSE capacity while reaching our organisations' realistic targets on operational sustainability.

The running of face-to-face weekly community centre-based sessions and workshops that offered physical exercise, artistic expression, choir singing, and computer development classes to the ages 55plus members of the local community. This was rolled out in a staged and safeguarded manner that maintained a lateral flow testing policy for all attendees. The creation of digital development and accessibility (inclusion) packages for the older non-IT proficient locals in the M19 area. This involved the acquisition of donated laptops from Manchester University in the region of £2000 for more than 15 users who could attend the classes.
The distribution of mini wifi devices to older members of the community in partnership with Manchester City council's digital inclusion drive.

The development of timely evaluative reports that captured and assessed the risks that new users to online devices faced when they were newly connected. The information collated was fed back to the local council and partners in the form of feedback both directly from LGN beneficiaries as well as from the charity in the form of recommendations and findings.
LGN's posts, updates, campaigns, and notices that were published on our regular social media platform reached 7457 people this year.

Performance, and Community Events: Using data from the Department of Health, University of York and Oxford Brookes University, LGN initiated place-based chair and seating exercise for the autumn of 2021 as part of the physical public space reopening outreach to older members of the public. The feedback was very positive and such activities will remain at the communal centre for the foreseeable future. Positive remarks from the event included: 'I like all of it, please continue,' 'friendship and laughter (is what) I enjoyed the most.' The oldest attendant was 88 years old. And the uniting sentiment expressed by our service users was that of 'company.' We noticed that as our service users expressed that they were enjoying, embracing, and connecting with others and being in good company as a substitute to lacking access and being on one's own at that time- it made all difference to and positively impacted their self-reported sedentary daily routines.

Befriending: We have seen demand for our vital services surge as more older people in our community found themselves isolated, as well as an increase in needs from those we already support, who have had to close off the social networks that we helped facilitate due to the personally felt effects of the global pandemic on their lives. There has also been an increased need for practical support such as shopping and medical deliveries. As a result of this, LGN continues to

implement the objectives set out in its responsive plan which initially foresaw these factors. Thus, LGN was effectively but cautiously able to continue to alleviate social isolation and loneliness experienced by older (over 55-year-olds) who are suffering from bereavement, have had a recent fall, or are reported to suffer from mental illness of some kind and have been referred to LGN for befriending, companionship and practical help.

In the last 18 months, we witnessed a great amount of goodwill from members of the community. Numerous amounts of older people in the area were cordially visited by their next-door neighbours or by well-meaning members from across the road who felt a sense of civic duty. The downside to this – we observed – was in the area of vulnerable adults potentially being defrauded or sought after for unsavoury purposes. Thus, LGN has been keen to take in calls and information whereby a member of the public was concerned about an older neighbour's contact with someone who attracted their suspicion for any reason whether valid or not.

However, the attention that older people received in certain areas in the country such as in Levenshulme has waned due to younger working-age locals who were previously furloughed returning to their jobs. Thus, the urgency, novelty, and sense of duty to check on the person next door who could be shielding are no longer as impactful or as reaching as it was during the pandemic. And this is where the work of LGN in such wards as Levenshulme becomes vital as all our volunteers are all DBS checked and the benefit of having a charitable service manage these relationships is to ensure that safeguards are always maintained.

The companionship matches between LGN volunteers and service users normally last for 3 years on average. One of the areas of the plan which has proved instrumental is where LGN has altered its model to allow for more change in people's lives. This can see our volunteers reach more service users in less time. Intended to increase the contact hours some of our high priority and complex needs clients can get if they desired it. It could have one service user be seen by two different befrienders and vice versa. Increasing more choice and enabling less dependency, again reflects the big changes in people's lives at the moment.

Our longest befriending companionship is 8yrs to date. The average age of our volunteers is 38.

And the average age of our service users is 77. This displays our intergenerational reach that creates a platform for sharing, learning, connecting, and mutual exchange of lived experiences.

Our cohort of volunteers come from mixed social and cultural backgrounds and as such languages other than English can be communicated if it is more effective to support and assist service users in booking appointments, or other areas of advocacy.

Performance:

In 2021 LGN went through some general consultation as to the key areas concerning campaign messages, presentation, look/feel as well as ease of access and user experience concerning our website. The consultation process took feedback from student placement volunteers, long-established volunteers, and service users. We also received some advice from external sources. The result of this was phasing in changes that reflected the partners we are working with, posting of up-

and-coming events, call to action info-graphics to inform potential partners, or potential donors as well as integration with social media for exposure to new audiences. The look and feel state underwent user experience testing across most browser platforms and screen sizes. As a result of this, the new website has managed to blend the new direction of branding that reflects the tone that the charity is aiming to establish both to the known audience as well as future network organisations and members of the public. The website also captured the pre-covid 19 success and landmarks such as the award-winning volunteers, volunteer work, as well as projects that LGN recently obtained.

Other benchmarks in the year include continual liaising with the NHS mental health designated Buzz network for packages to alleviate those who would be hardest hit during the winter, Home Instead for up-and-coming publications to reach the hard-to-reach potential service users who have requirements to make new connections in social spaces, as well as NHS directly through the befriending trial which took place in Gorton via the NHS Clinical Commissioning Group Neighbourhood Well Being Fund.
In continuity with LGN's drive to effectively make gains on the potentially new arena that has resulted from COVID in relation to statutory services giving voluntary organisations more autonomy, and empowerment to deliver and design service areas, LGN produced promotional informative material specifically for patient-waiting areas in GP services displaying the charity's befriending approach and benefits to both new service users and volunteers. This was produced with the hope that new patients of an older age can be encouraged to receive 'social-prescriptions' to tackle their mental health needs if they are experiencing debilitating effects of loneliness on their well-being.

Essentially assisting, and prompting potential older would-be service users to view befriending not as something negative or hard to reach but as easily accessible and for their own good. The production could also appeal to carers who are overworked with caring for their dependents by demystifying the approach to befriending and seeing it as a safe option for their relatives. The overall goal is also to tackle any negative perceptions of befriending that hinder older people from accessing it, such as 'I don't want to be a burden to anyone,' 'this is only for weak people,' 'I like company but I cannot ask for it,' etc. This was steered by Dr. D Hyland of the Gorton GP Practice with the hope to enable more social prescription of the befriending kind across the board and patient referrals through added promotional leaflet distribution across the practices.

Financial review

The management committee have reviewed the accounts and consider them to be satisfactory.
a) The long-term fundraising strategy of LGN has seen the organisation celebrate its 9th consecutive year by further aligning with local community groups; Debdale Bowling (for physical activities), Gorton Visual Arts (for crafts), Inspire People's Project (for older people's rights), and Inspire Community Centre (for community engagement).
The result of this alignment has been recognised by the Manchester City Council which plan to fund such partnerships with £96,000 (£18,000 each aside from the lead partner) for their joint projects.
The project in development is entitled OPeNS or Older People's Neighbourhood Support or The OPeNS Fund for the Levenshulme and Gorton area (M19, and M18 areas). The monitoring and feedback on the use of the grant has been largely positive,

the effect of the partnership in the community has been incalculable in some respects (speaking to individual beneficiaries) and the practice and exchange of resources noteworthy. LGN is proud to have with other networks been granted an extension of this fund to meet the demand in the next financial year.

b) An instrumentally financial gain from such above-mentioned partnerships has been further collaboration of the groups to develop other COVID ready and responsive partnerships such as COVID – Resilience and COVID-Recovery partnerships with four of the above-mentioned partners: Debdale Bowlers, Inspired Taskforce, Gorton Visual Arts and All FM. The COVID Resilience and Recovery funds were supplied through Manchester City Council for the purpose of mitigating the mental health toll on older people locally and helping organisations reinforce and develop their capacities more effectively.

c) Our successful funding strategy which saw us awarded grants from Independent Age last year saw us reach our grant objectives and aims which resulted in an extension of funds (£6000) allowing the charity to plan longer term. Other grants awarded in this time include: Garfield Weston (£5,000), and We Love MCR (£2,000) – which were put to good use to meet the surging demands and after effects of the pandemic on statutory services.

d) The future will see LGN work closer with the National Lottery with their Reaching Communities objectives, of which older people's safety, wellbeing and development is a key priority.

Investment powers & policy

The trustees, having regard to the liquidity requirements of operating the charity, will keep available funds in an interest bearing deposit account.

Risk management

The trustees have conducted a review of the major risks to which the charity is exposed and system have been established to mitigate those risks.

Reserves policy and going concern

The balance held in unrestricted reserves at 30th September 2021 was £25,405 (2020: £25,474) all of which are free reserves after allowing for funds tied up in tangible fixed assets. The balance held in restricted funds at 30th September 2021 was £21,688 (2020: £6,063).

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately three months of unrestricted expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that support and governance costs are covered.

Future plans

Levenshulme Good Neighbours aims to develop a full-cycle referral system. A system of referrals that covers the mental, physical and other needs of our clients. Through this, the charity aims to reduce the age of new registrants.

Last year LGN stated that it would: keep in close contact with our service users and volunteers by phone, mail, and newsletter, we are able to respond quickly to changes as necessary. Following government guidance and feedback from our clients, we will introduce a phased return starting with masked face-to-face befriending, and expanding to group activities when appropriate.

This has been implemented. The next 12 months would see us:

1. Develop a film club that would meet the demand we are receiving from members of sheltered housing that have unused communal areas. Liaising with wardens and ensuring safety in the space. Working towards means to support older people with the aims of Ageing In Place.

2. To continue local outreach campaigns making religious, cultural, local government, and community partners aware of the ways in which they can support LGN in alleviating social isolation within the area of Manchester where the organisation is most active.

3. Work further with Inspires' People's Project (IPP), Gorton Visual Arts, All FM Manchester Radio 96.9, and Debdale Bowling Club in joint activities programs and activities through the OPeNS partnership agreement that has united local organisations within Manchester to pool resources and offer a wholesome delivery that touches on cultural creativity that is inclusive of all creeds, ethnicities in the local neighbourhoods

4. To continue to build upon the safeguarding training of volunteers at the recruitment and induction stage to include COVID-19 guidance to ensure the paramount safety of service users and volunteers last year.

Appointment of trustees

New trustees are appointed by existing trustees and serve for three years after which they may put themselves forward for re-appointment. The Trust Deed provides for a minimum of three trustees, to a maximum of twelve trustees, with no more than three trustees due for re-appointment in any one year.

At the quarterly trustee meetings, the trustees agree the broad strategy and areas of activity for the Charity, including investment, reserves and risk management policies and performance. The day to day administration of the Charity is delegated to the Levenshulme Good Neighbours' Coordinator.

Trustee induction and training

The CIO trains and inducts trustees via a system of mentoring and internal training.

Trustees responsibilities in relation to the financial statements

The charity trustees are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, of the charity for that period. In preparing the financial statements, the trustees are required to:

- Select suitable accounting principles and then apply them consistently;
- Observe the methods and principles in the applicable Charities SORP;
- Make judgments and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures that must be disclosed and explained in the financial statements;
- Prepare the financial statements on a going concern basis unless it is appropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provision of the Trust deed. They are also responsible for safeguarding the assets of the charity and taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees on 6th June 2022 and signed on their behalf by:

_____

Louise Such
CHAIR OF TRUSTEES

INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF LEVENSHULME GOOD NEIGHBOURS REGISTERED CHARITY NO. 1163827

I report on the accounts of the charity, for the Year Ended 30th September 2021, which are set out on pages 10 to 20.

Respective Responsibilities of Trustees and Examiner
The charity's trustees are responsible for the preparation of the accounts. The charity trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity is preparing accrued accounts and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

It is my responsibility to:

- Examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- To state whether particular matters have come to my attention.

Basis of Independent Examiners Report
My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out below.

Independent Examiner's Statement
In connection with my examination, other than listed below, no matter has come to my attention :
(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records have in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act,

have not been met; or
(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: .....

AM King FCCA
Date:6th June 2022

Community Accountancy Service Ltd
The Grange, Pilgrim Drive, Beswick,
Manchester, M11 3TQ

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 30 SEPTEMBER 2021
INCLUDING INCOME AND EXPENDITURE ACCOUNT

	Further Details	Unrestricted Funds £	Restricted Funds £	Total Funds Year Ended 30 September 2021 £	Total Funds Year Ended 30 September 2020 £
Income from:					
Donations and legacies	(3)	261	-	261	4,233
Charitable Activities	(4)	-	40,769	40,769	23,883
Investment Income		9	-	9	36
Total		270	40,769	41,039	28,152
Expenditure on:					
Raising Funds	(5)	-	162	162	323
Charitable Activities	(5)	339	24,982	25,321	29,481
Total		339	25,144	25,483	29,804
Net gains/(losses) on investments		-	-	-	-
Net income/(expenditure)		(69)	15,625	15,556	(1,652)
Transfers between funds	(12)	-	-	-	-
Net movement in funds		(69)	15,625	15,556	(1,652)
Reconciliation of funds					
Total funds brought forward	(12)	25,474	6,063	31,537	33,189
Total funds carried forward	(12)	25,405	21,688	47,093	31,537

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 13 to 20 form part of these accounts.

BALANCE SHEET AS AT 30 SEPTEMBER 2021

	Notes	30 September 2021 £	30 September 2020 £
Fixed assets:			
Tangible assets	(9)	278	555
Total fixed assets		278	555
Current assets:			
Debtors	(10)	11	1,062
Cash at Bank & in Hand		49,861	36,147
Total current assets		49,872	37,209
Liabilities:			
Creditors: Amounts falling due within one year	(11)	3,057	6,227
Net current assets or liabilities		46,815	30,982
Total assets less current liabilities		47,093	31,537
Total net assets or liabilities		47,093	31,537
The funds of the charity:			
Restricted income funds	(12)	21,688	6,063
Unrestricted income funds	(12)	25,405	25,474
Total unrestricted funds		25,405	25,474
Total charity funds		47,093	31,537

Approved on behalf of the Trustees Management Committee

Louise Such (Chair of Trustees)

Murtaza Jawed

Date: 6th June 2022

The notes on pages 13 to 20 form part of these accounts.

Statement of Cash Flows for the year ended 30 September 2021

Reconciliation of net movement in funds to net cash flow from operating activities

	Year Ended 30 September 2021 £	Year Ended 30 September 2020 £
Net movement in funds	15,556	(1,652)
Add back depreciation	277	277
Deduct investment income	(9)	(36)
Decrease/(increase) in debtors	1,051	(1,062)
Increase/(decrease) in creditors	(3,170)	5,308
Net cash used in operating activities	13,705	2,835
Cash flows from investment activities:		
Interest	9	36
Net cash provided by investing activities	9	36
Increase/(decrease) in cash and cash equivalents during the year	13,714	2,871
Cash and cash equivalents brought forward	36,147	33,276
Cash and cash equivalents carried forward	**49,861**	**36,147**

Notes to the accounts for the year ended 30 September 2021

1. Accounting policies

(a) Basis of preparation and assessment of going concern

The accounts (financial statements) have been prepared under the historical cost convention with items recognsied at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 1st January 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011. The charity constitutes a public benefit entity as defined by FRS 102.

(b) Funds structure

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed. There are 11 restricted funds.
Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created a fund for a specific purpose.
Further details of each fund are disclosed in note 12.

(c) Income recognition

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.
Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.
Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

(d) Expenditure Recognition

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.
All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings. For more information on this attribution refer to note (g) below.

(e) Irrecoverable VAT

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

(f) Allocation of support and governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to independent examination ad legal fees together with an apportionment of overhead and support costs.
Governance costs and support costs relating to charitable activities have been apportioned based on type of expense. The allocation of support and governance costs is analysed in note 6.

(g) Costs of raising funds

Costs associated with raising funds relate to a subscription to Grants Online.

(h) Charitable Activities

Costs of charitable activities include governance costs and an apportionment of support costs as shown in note 6.

Notes to the accounts for the year ended 30 September 2021

(i) Tangible fixed assets and depreciation
All assets costing more than £500 are capitalised and valued at historical cost. Depreciation is charged on the following basis:

Office Equipment	25% on cost

(j) Realised gains and losses
All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their varying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

(k) Pensions
The charity currently does administer contributions to an auto enrolment pension scheme on behalf of individuals. The charity has no liability beyond making its contributions and paying across the deductions for the contributions.

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

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

2. Related party transactions and trustees' expenses and remuneration
The trustees all give freely their time and expertise without any form of remuneration or other benefit in cash or kind (2020: £nil). Expenses paid to the trustees in the period totalled £nil (2020: £nil).

3. Donations and Legacies

	Unrestricted Year Ended 30 September 2021 £	Restricted Year Ended 30 September 2021 £	Total Funds Year Ended 30 September 2021 £
Donations	261	-	261
	261	-	261

Previous Year

	Unrestricted Year Ended 30 September 2020 £	Restricted Year Ended 30 September 2020 £	Total Funds Year Ended 30 September 2020 £
Donations	1,233	-	1,233
Donations in Kind	3,000	-	3,000
	4,233	-	4,233

Notes to the accounts for the year ended 30 September 2021

4. Income from charitable activities

	Unrestricted Year Ended 30 September 2021 £	Restricted Year Ended 30 September 2021 £	Total Funds Year Ended 30 September 2021 £
Restricted grants:			
Independent Age	-	12,000	12,000
Foyle Foundation	-	2,000	2,000
Duchy of Lancaster	-	500	500
Garfield Weston Foundation	-	5,000	5,000
OPeNS Fund (includes £2,367 deferred to 2022)	-	9,469	9,469
We Love Manchester	-	2,000	2,000
Covid Resilience	-	2,000	2,000
National Lottery	-	5,723	5,723
NHS Manchester CCG	-	2,077	2,077
	-	40,769	40,769

Previous Year

	Unrestricted Year Ended 30 September 2020 £	Restricted Year Ended 30 September 2020 £	Total Funds Year Ended 30 September 2020 £
Restricted grants:			
Community Soup	-	2,000	2,000
K Laurence Trust	-	2,000	2,000
Albert Hunt Trust	-	1,000	1,000
Tudor Trust	-	2,000	2,000
OPeNS Fund	-	4,734	4,734
Peter Kershaw Trust	-	2,000	2,000
Tesco Bags of Help	-	500	500
National Lottery (includes £5,723 deferred)	-	2,861	2,861
Allen Lane Foundation	-	3,000	3,000
The Charity Service	-	2,750	2,750
NHS Manchester CCG	-	1,038	1,038
	-	23,883	23,883

Notes to the accounts for the year ended 30 September 2021

5. Expenditure

	Charitable Activities	Year Ended 30 September 2021 £	Year Ended 30 September 2020 £
Expenditure on raising funds:			
Subscriptions	162	162	323
	162	162	323
Expenditure on charitable activities:			
Employment Costs	18,660	18,660	17,404
Trips & Activities	105	105	787
Volunteer Travel & Refreshments	-	-	381
Staff Travel	70	70	255
DBS Checks	32	32	256
Minor Computer & Software Costs	1,027	1,027	1,037
Minor Equipment	172	172	2,987
Service User Equipment	-	-	125
Advertising & Promotion	100	100	405
Telephone & Internet	465	465	642
Rent	2,050	2,050	2,400
Insurance	347	347	347
Post, Printing & Stationery	944	944	1,035
Sundries	108	108	217
Governance	540	540	504
Support Costs	424	424	422
Depreciation	277	277	277
	25,321	25,321	29,481
		25,483	29,804

	Year Ended 30 September 2021	Year Ended 30 September 2020
Restricted funds	25,144	29,423
Unrestricted funds	339	381
	25,483	29,804

6. Allocation of governance and support costs

The breakdown of support costs and how these were allocated between governance and other support costs is shown below:

	Basis of apportionment	General Support	Governance	2021 Total	2020 Total
Accountancy Fees	type of expense	-	540	540	504
Payroll Bureau	type of expense	424	-	424	422
		424	540	964	926

Notes to the accounts for the year ended 30 September 2021

7. Analysis of staff costs

	Year Ended 30 September 2021 £	Year Ended 30 September 2020 £
Wages and Salaries	18,518	17,214
Social Security Costs	-	-
Pension Costs	142	190
	18,660	17,404
Charitable activities	18,660	17,404
Support costs	-	-
	18,660	17,404

The average number of employees during the year was 2 (previous year: 2) with the full time equivalent of 1. The charity considers its key management personnel comprises the trustees and Senior Manager. The total employment benefits, including employer pension contributions of the key management personnel were £5,191 (previous year: £3,744), No employee has benefits in excess of £60,000 (previous year: none).

8. Independent Examiner Fees

	Year Ended 30 September 2021 £	Year Ended 30 September 2020 £
Independent examination fees	540	504
Other services	424	422
	964	926

9. Tangible Fixed Assets

	Office Equipment £	Total £
Cost		
At 1 October 2020	1,907	1,907
Additions	-	-
At 30 September 2021	1,907	1,907
Depreciation		
At 1 October 2020	1,352	1,352
Charge for Year	277	277
At 30 September 2021	1,629	1,629
NET BOOK VALUE		
At 30 September 2021	278	278
At 30 September 2020	555	555

Notes to the accounts for the year ended 30 September 2021

10. Analysis of debtors

	Year Ended 30 September 2021 £	Year Ended 30 September 2020 £
Other Debtors	11	1,062
	11	1,062

All debtors for 2021 & 2020 relate to unrestricted funds other than a grant in 2020 of £1,038 owed from NHS Manchester CCG

11. Creditors: amounts falling due within one year

	Year Ended 30 September 2021 £	Year Ended 30 September 2020 £
Other creditors and accruals	690	504
Deferred income	2,367	5,723
	3,057	6,227

All creditors and accruals relate to unrestricted funds. Deferred income relates to restricted grants.

Deferred income comprises of restricted grant income received in advance from OpENs Fund

Balance as at 30th September 2020	5,723
Amount released to income earned from charitable activities	(5,723)
Amount deferred in year	2,367
Balance at 30th September 2021	2,367

12. Analysis of charitable funds

Analysis of movements in unrestricted funds

	Balance at 1 October 2020 £	Incoming Resources £	Resources Expended £	Transfer £	Balance at 30 September 2021 £
General Fund	25,474	270	(339)	-	25,405
	25,474	270	(339)	-	25,405

Previous Year

	Balance at 1 October 2019 £	Incoming Resources £	Resources Expended £	Transfer In £	Balance at 30 September 2020 £
General Fund	21,586	4,269	(381)	-	25,474
	21,586	4,269	(381)	-	25,474

Name of unrestricted fund:	Description, nature and purpose of the fund
General Fund	The free reserves.

Notes to the accounts for the year ended 30 September 2021

12. Analysis of charitable funds continued.

Analysis of movements in restricted funds

	Balance at 1 October 2020 £	Incoming Resources £	Resources Expended £	Transfer In £	Balance at 30 September 2021 £
Independent Age	-	12,000	-	-	12,000
Foyle Foundation	-	2,000	(2,000)	-	-
Duchy of Lancaster	-	500	-	-	500
Garfield Weston Foundation	-	5,000	-	-	5,000
OPeNS Fund	-	9,469	(9,469)	-	-
We Love Manchester	-	2,000	(2,000)	-	-
Covid Resilience	-	2,000	(2,000)	-	-
The Charity Service	2,750	-	(2,750)	-	-
National Lottery Digital Inclusion	1,720	5,723	(6,648)	-	795
Wooton Charitable Trust	555	-	(277)	-	278
NHS Manchester CCG	1,038	2,077	-	-	3,115
	6,063	40,769	(25,144)	-	21,688

Previous Year

	Balance at 1 October 2019 £	Incoming Resources £	Resources Expended £	Transfer In £	Balance at 30 September 2020 £
Community Soup	-	2,000	(2,000)	-	-
K Laurence Trust	-	2,000	(2,000)	-	-
Albert Hunt Trust	-	1,000	(1,000)	-	-
Tudor Trust	-	2,000	(2,000)	-	-
OPeNS Fund	-	4,734	(4,734)	-	-
Peter Kershaw Trust	-	2,000	(2,000)	-	-
Tesco Bags of Help	-	500	(500)	-	-
Allen Lane Foundation	-	3,000	(3,000)	-	-
The Charity Service	-	2,750	-	-	2,750
National Lottery	9,900	-	(9,900)	-	-
National Lottery Digital Inclusion	-	2,861	(1,141)	-	1,720
Wooton Charitable Trust	1,703	-	(1,148)	-	555
NHS Manchester CCG	-	1,038	-	-	1,038
	11,603	23,883	(29,423)	-	6,063

Name of restricted fund:	Description, nature and purpose of the fund
Independent Age	~ towards core costs
Foyle Foundation	~ towards core costs
Duchy of Lancaster	~ towards core costs
Garfield Weston Foundation	~ towards core costs
OPeNS Fund	~ towards core costs
We Love Manchester	~ towards training and recruitment of volunteers
Covid Resilience	~ towards administration, digital strategy and fundraising capacity
The Charity Service	~ towards IT online befriending costs
National Lottery Digital Inclusion	~ towards core costs
NHS Manchester CCG	~ towards befriending & social eating programme
Wooton Charitable Trust	~ towards core costs, balance represents future depreciation

Notes to the accounts for the year ended 30 September 2021

13. Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total 2021 £
Tangible fixed assets	-	278	278
Cash at bank and in hand	26,084	23,777	49,861
Other net current assets/(liabilities)	(679)	(2,367)	(3,046)
Total	25,405	21,688	47,093

Previous Year

	Unrestricted funds £	Restricted funds £	Total 2020
Tangible fixed assets	-	555	555
Cash at bank and in hand	25,954	10,193	36,147
Other net current assets/(liabilities)	(480)	(4,685)	(5,165)
Total	25,474	6,063	31,537

14. Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised on a transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at an amortised cost using the effective interest method.

LGN

Levenshulme
Good Neighbours

Trustee Report 2021

LGN

Levenshulme
Good Neighbours

CONTENTS

ABOUT US 2
COORDINATOR'S REPORT 4
BEFRIENDING 5
COVID 19 RESPONSE 8
PARTNERSHIPS 10
OUR FUTURE PLANS 13

About Us

Levenshulme Good Neighbours is a registered charity that works with volunteers to offer practical, social and emotional support to over 300 older people living in the Levenshulme area of Manchester. We do this by recruiting volunteer befrienders from the local community who support older people in a wide range of social, emotional and practical ways. This might include: helping people with limited mobility get out into the community; visiting a housebound person or escorting people to a range of local community events, fun activities and necessary appointments that they would otherwise be unable to attend.We also offer a range of activities for older people and provide information and support.





Levenshulme Good Neighbours was established in 2012 with the support of Burnage Good Neighbours in response to frequent request for befriending support from older people from the Levenshulme area. Following a successful pilot project Levenshulme Good Neighbours became a Constituted Community Organisation in 2013 and registered as a Charitable Incorporated Organisation (CIO) in 2015.

We are run by a Management Committee of people from Levenshulme with a wide range of skills and experiences and employ a Coordinator who oversees the delivery of the project. Levenshulme Good Neighbours are active members of Manchester Neighbourhood Care Groups Association (MNCGA), which acts as an umbrella organisation for Care Groups across the city. Our administrative base is the Inspire Community Centre, a fully accessible community building in the centre of Levenshulme.

How LGN is Governed

We are run by a Management Committee of people from Levenshulme with a wide range of skills and experiences and employ a Coordinator who oversees the delivery of the project. Levenshulme Good Neighbours are active members of Manchester Neighbourhood Care Groups Association (MNCGA), which acts as an umbrella organisation for Care Groups across the city. Our administrative base is the Inspire Community Centre, a fully accessible community building in the centre of Levenshulme.

10 QUICK STATS & FACTS ABOUT LGN THIS YEAR	
1. Number of **Matches**	**27**
2. Number of **Volunteer hours** per year*	**5000**
3. Number of directly **continual clients/users**	**33**
4. Longest duration of a **match (in years)**	**6**
5. Number of associated or **one-off clients**	**120**
6. Oldest age of Befriendee **(Client)**	**94**
7. Average age of Befriendees **(Clients)**	**86.5**
8. Youngest age of Befriender **(Volunteer)**	**20**
9. Neighbourhood **coverage in miles**	**2**
10. Percentage of clients of **BAME origin**	**14%**

*Representative of the new accounting year so far



Coordinator's Report 2020 - 2021

2021 was a landmark strategic year for Levenshulme Good Neighbours (LGN). This was mainly in response to the social effects of the pandemic and the legal rulings that followed. Our charity was successful in remaining open throughout the period of the 2nd national lockdown as well as when the locally restrictive tier-based measures were applied. It was a period where we found that organisations in general, and charities in particular, had to be 'resilient,' 'recovering,' and carry with them an indomitable spirit of 'we will do what we can while we can, however we still can' in order to keep running.

The key priority for our charity was ensuring that no older person registered with us would fall through the cracks if it was avoidable by accessing available community support networks and services. As such the balancing act for LGN was recovering from the logistical and practical impact of the COVID crisis as well as being resilient to remain open and offer an effective service to the older vulnerable people in the M19 area.

Part of the success of this resilience came from sharing resources and agreements with local partner organisations in the form of a COVID Recovery Project, Covid Resilience Fund, and Older People in Neighbourhoods grants with the Manchester City Council to deliver a joined-up offering of 1) various entertainment activities, 2) radio programs, 3) writing, and craft workshops, 4) day-trips, 5) one-to- one befriending, peer-to-peer befriending, public-space befriending (as opposed to home-based), 6) weekly food delivery drop-offs, 7) tutorials on IT equipment, 8) weekly choir groups, 9) safe IT and digital usage sessions and 10) advocacy for service users who were struggling with the risks of their social welfare entitlement being stripped from them. We had all this collaboration with our special partners whilst retaining the charity's unique function and identity to the locals - over 70-year-olds who have limited physical mobility and a mixture of psychological conditions – we mainly serve.







Befriending

Our longest befriending companionship is 8yrs to date. The average age of our volunteers is 38. And the average age of our service users is 77. This displays our intergenerational reach that creates a platform for sharing, learning, connecting, and mutual exchange of lived experiences.
Our cohort of volunteers come from mixed social and cultural backgrounds and as such languages other than English can be communicated if it is more effective to support and assist service users in booking appointments, or other areas of advocacy.









About Levenshulme

There are just over 21,600 households in the Gorton and Levenshulme Neighbourhood. Around three-quarters of households (>75%) in both Gorton North and Gorton South wards contain people whose social circumstances suggest that they may need high or very high levels of support to help them manage their own health and prevent them becoming high users of acute healthcare services in the future. According to the Index of Multiple Deprivation, the area we operate in is listed amongst the 10% most deprived neighbourhoods in the country.

The name of the township of Levenshulme has been traced back to the 1320 name of 'Lyvenis-holme'. This probably means a tract of land belonging to Leven, which may be a derivation of the Saxon word 'Leofne' meaning Lord or Master. Levenshulme was primarily a working class suburb of Manchester.



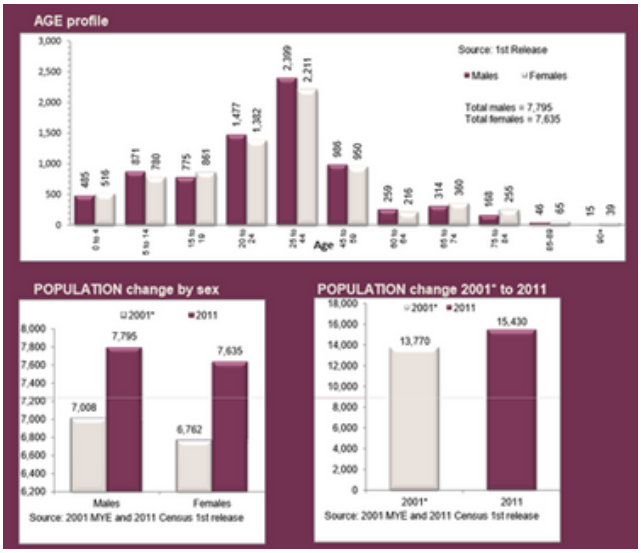


About Social Isolation

Even though Manchester is an age friendly city, the hard facts are that more and more elderly persons are feeling left behind due to structural, social, and economical changes in society. The key three areas where social isolation affects older persons are:
- Poor transport links to public services/shops
- No available and prolonged companions
- Lack of engagement with communal activities

Older persons are referred to care group organisations like Levenshulme Good Neighbours mainly due to these:
- Accidents and falls causing loss of confidence to be seen in public
- Bereavement and loss of loved ones
- Cognitive and mood decline

Amidst these factors for social isolation the transient nature of city environments is not helping the memories, feeling of connection, and sense of community that healthy ageing requires. As society continues to live longer, combating social isolation will be one of the key determinants to alleviating the limited supply of NHS and medical treatment as a clinical solution to an underlying social problem.





How do loneliness and social isolation differ?
"Loneliness is a subjective feeling about the gap between a person's desired levels of social contact and their actual level of social contact.
Social isolation is an objective measure of the number of contacts that people have. It is about the quantity and not quality of relationships. People may choose to have a small number of contacts."
AGE UK

"According to Age UK, more than 2 million people in England over the age of 75 live alone, and more than a million older people say they go for over a month without speaking to a friend, neighbour or family member.."

Covid-19 and Our Response

2021 threw up many challenges for our charity and the older people we support. Thanks to the support and flexibility of our funders, we have been able to adapt to meet the needs of our service users during this crucial time in a number of ways. Despite some restrictions easing, many of our clients are still vulnerable to Covid; therefore we have adapted our befriending to suit each individual.

Here are some other projects we continued during the Covid restrictions...

Gardening Help

With the majority of our clients vulnerable to Covid, access to green outdoor spaces to meet with others has been important. This year our volunteers helped transform over-grown gardens into spaces that our service users could enjoy and use safely.





Radio Show

This year we also partnered with ALL FM, a local radio station to provide a weekly radio slot "Happy Mondays, on a Tuesday". The show was a way to connect people who usually met at the regular community centre social clubs, giving older residents the chance to submit song choices and stories that were meaningful, as well as compete in a weekly quiz.
This yas:







Activities begin again!



It's been a long time coming, but finally our service users were able to get out and enjoy the sunshine on a day out. They particularly enjoyed a visit to Cleveleys this year, and we hope to have plenty more days out to come.

Amazing Local Support



We have been touched by the positive support LGN has received from the local community over the last year. As well as individual donations, we were humbled that a newly opened local restaurant "CIBUS" donated their profits from opening night to LGN, in memory of their late father. Here's us paying a visit to say thank you!

Special Gifts for Christmas

This year we put together some wonderful Christmas hampers for our older people to ensure they felt loved and remembered during the holidays. The contents were kindly provided by Asda (biscuits and mince pies), the Sock Shop (who provided an amazing selection of warm bed socks) and grant funding, which allowed us to buy some Christmas-themed quiz books to keep everyone busy over the festive period. These were wrapped up and distributed to our service users around Levenshulme.











Partnerships 2020-2021

Over the last couple of years, we've made some amazing connections with local people and places. Here are a few!



Debdale Bowling and Gorton Visial arts

Through the OPeNS Fund, we've been establishing fantastic relationships with Debdale Bowling and Gorton Visual arts, who are both committed to improving the quality of life for older people in our area. We are looking forward to holding our next AGM at Debdale, and seeing how good our bowling arms are!





Inspired Taskforce

We have been working with our partners Inspired Taskforce on events and trips, and learning activities. A LGN volunteer kindly offered computer security classes for service users of both projects, with useful safety tips for browsing online.

Digital Inclusion

Working with the Inspired Taskforce, we have continued to provide phones and internet to older people who want to get online. This has also included uploading Whatsapp on to devices so that service users can regularly connect with relatives who may live far away. We have also been following these up with training sessions to help our service get the most out of their new devices, and stay safe.



Welcome back to our Choir!

With Covid restrictions easing, we began to refocus on our activities for older people. This included weekly "computer buddies" sessions to provide support for older people looking for more confidence using technology or getting online.

One of our most successful projects this year was our "Inspire Choir." Formed in partnership with the Inspired Taskforce, this weekly singing session aimed to get older people singing, dancing, and enjoying group activities again. At Christmas we were even treated to a full concert by the performers, along with mince pies and some festive drinks!



Choir Session Feedback:

Being together and singing, is lovely!

I love the good company and the cheer of singing carols.

It's something I really look forward to, and it gives me structure in my week

I like Meeting up with other people. The company. And singing of course. I like the Friendship and laughter.



LGN in Print

We were also proud to feature this year in "No going back" - a publication exploring the voices of Manchester and the charity sector's experience of Covid19. Our coordinator Ray Olaniyan shared his personal experience of running a charity through the pandemic, and reflected on the long and short term challenges faced by older people in Levenshulme.

Windmills or giants?



Supporting older neighbours in partnership

Raymond Ola, Service Coordinator, Levenshulme Good Neighbours

LGN Levenshulme Good Neighbours

Levenshulme Good Neighbours CIO is a befriending charity supporting isolated older people with low mood and limited mobility in our community since 2012.

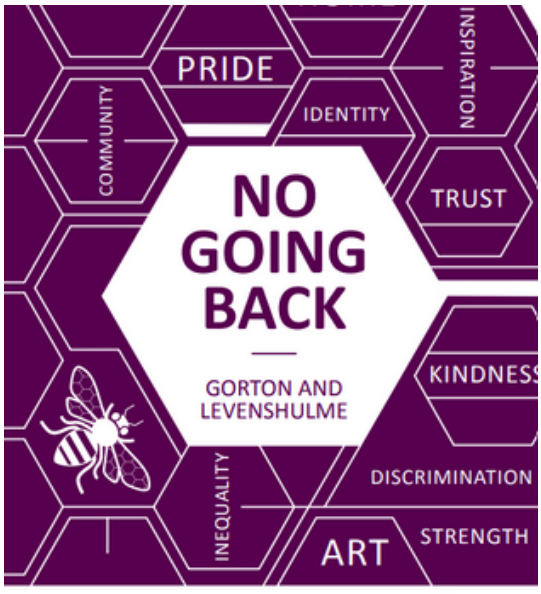


When faced with the first national lockdown on 23 March 2020, the level of uncertainty seemed unmanageable for a lot of people. There were far fewer things within our control on both a personal and professional level. When the Prime Minister's statement concluded that evening, living rooms all over the country filled with questions: 'What will happen tomorrow? When will this lockdown end? Will I get sick? Will anything happen to my loved ones?'

As a nation, it felt like we were part of a collective battle against the unknown and my mind turned to my favourite novel, Don Quixote. I wondered 'Is it windmills or giants we are fighting?'

I needed to find a way to alleviate this uncertainty. I needed a focus and a plan for our older residents and their befrienders. Levenshulme Good Neighbours work with around 300 older adults each year, 60 of whom are in befriending relationships. We are proud that these matches are made with preferences and interests in mind rather than through the availability of our volunteers. It is a personalised service, one that takes into account the individuals we work for and our longest matched neighbours celebrated six years of friendship in 2020.

"Right now, it feels like we have a moment in the spotlight and the attention of our partners in the public sector.... It is time to build on this work and ensure that we are valued as community partners not only in crisis but long into the future



Voices from Manchester's voluntary, community and social enterprise sector on the response to Covid-19 and their thoughts for the future

Macc

Our Future Plans

Levenshulme Good Neighbours aims to develop a full-cycle referral system. A system of referrals that covers the mental, physical and other needs of our clients. Through this, the charity aims to reduce the age of new registrants.

Last year LGN stated that it would: keep in close contact with our service users and volunteers by phone, mail, and newsletter, we are able to respond quickly to changes as necessary. Following government guidance and feedback from our clients, we will introduce a phased return starting with masked face-to-face befriending, and expanding to group activities when appropriate.

The Next 12 Months

1) Develop a film club that would meet the demand we are receiving from members of sheltered housing that have unused communal areas. Liaising with wardens and ensuring safety in the space. Working towards means to support older people with the aims of Ageing In Place.

2) To continue local outreach campaigns making religious, cultural, local government, and community partners aware of the ways in which they can support LGN in alleviating social isolation within the area of Manchester where the organisation is most active.

3) Work further with Inspires' People's Project (IPP), Gorton Visual Arts, All FM Manchester Radio 96.9, and Debdale Bowling Club in joint activities programs and activities through the OPeNS partnership agreement that has united local organisations within Manchester to pool resources and offer a wholesome delivery that touches on cultural creativity that is inclusive of all creeds, ethnicities in the local neighbourhoods

4) To continue to build upon the safeguarding training of volunteers at the recruitment and induction stage to include COVID-19 guidance to ensure the paramount safety of service users and volunteers last year.





to our funders...!

THANK YOU



LEVENSHULME GOOD NEIGHBOURS

England & Wales - Charity number 1163827

Accounts

LEVENSHULME GOOD NEIGHBOURS CIO

Registered Charity Number: 1163827

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2020

LEVENSHULME GOOD NEIGHBOURS CIO

INDEX

PAGE NUMBER	CONTENTS
1 - 7	TRUSTEES ANNUAL REPORT
8	INDEPENDENT EXAMINERS REPORT
9	STATEMENT OF FINANCIAL ACTIVITIES
10	BALANCE SHEET
11	STATEMENT OF CASH FLOWS
12 - 18	NOTES TO THE ACCOUNTS

Levenshulme Good Neighbours CIO

Report of the trustees for the year ended 30th September 2020

The trustees present their annual report and financial statements of the charity for the year ended 30th September 2020. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's trust deed, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland published (FRS 102) (effective 1 January 2019).

Reference and administrative information

Charity Name: Levenshulme Good Neighbours.
Charity Number: 1163827

Trustees (up to the date of signing)

Louise Such	Chair of Trustees
Sue Farren	(resigned 15th May 2020)
Michelle Griffiths	
Murtaza Jawed	(appointed 15th May 2020)
Grantley Vernon	(appointed 1st January 2020)
Fatiha Bougrassa	(appointed 30th March 2020)
Zobia Saleem	(appointed 22nd February 2020)

Principal Office

Inspire Centre
747 Stockport Road
Manchester
M19 3AR

Independent Examiners

Community Accountancy Service Limited
The Grange
Pilgrim Drive
Beswick
Manchester
M11 3TQ

Bankers

Co-Operative Bank
1 Balloon Street
Manchester

Objectives and activities

The purposes of the charity are to relieve the needs of the elderly for the public benefit through the provision of support services and activities to help relieve social isolation caused as a result of their age and to enable them to live independently in society.

The main activities are the provision of a volunteer befriending service as well as events and activities for older people in the Levenshulme area.

The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the Charity's aims and objectives, in planning future activities, and setting the policies for the year.

The charity has furthered its charitable purposes for the public benefit through improving the lives of vulnerable and isolated older people in the community of Levenshulme. Many of the people we help don't have the support in their area to rely on for the practical things in life, or for companionship. Our work involves recruiting volunteer befrienders from the area who help people in a wide range of social, emotional and practical ways, this includes:

- visiting a housebound person
- helping people with limited mobility get out into the community
- helping older people get online
- helping with odd jobs and errands
- escorting older people to appointments, social events and activities
- having fun days out together

We offer activities, social events, days out and training opportunities to older people, so they can make the most of their time in ways that are meaningful to them

A review of our achievements and performance: How our activities delivered public benefit

COVID-19 has halted some of the planned activities of Levenshulme Good Neighbours (LGN) in the year 2020. The pandemic has had a significant impact on some aspects of our service delivery. We have had to vastly adapt how our charity engages with the service users and volunteers within the organisation, given our usual emphasis on face-to-face befriending and group activities.

In 2020 as part of the Manchester City Council's Older People's Neighbourhood Fund (OPeNS) Partnership introduced last year, LGN worked closer with Inspire's People's Project (IPP), Gorton Visual Arts, All FM Manchester Radio 96.9 and Debdale Bowling Club in joint activities and programmes to combat the social effects of COVID-19 throughout the year. This was founded upon the principles set out in the OPeNS partnership agreement.

Overall, though 2020 was an immensely challenging year for the charity, our achievements were as follows:

- Distributed up to 500 cards (given to LGN as a corporate gift) with well-being themes to local who were socially isolating during the pandemic from the Easter period

- Recruited 3 new volunteer delivery drivers who helped out with meal, pharmaceutical and grocery deliveries – one volunteer amassed 700 miles in 8 months of volunteer driving
- Helped lead the local digital inclusion for the elderly project as part of the wider local plans as a response to the pandemic which included; food, creative activities, neighbourhood well-being as well
- Adapted core service into a telephone befriending format for greater and safer reach during the pandemic
- Launched volunteer lead crowd-funding campaigns for peer-to-peer IT provision and training
- Contributed over 3,000 words in a city-wide report about COVID-19's effect on the locality and how LGN's volunteers, and staff orientated and lead joint responses to alleviate the crisis
- Recruited 4 new trustees from project management, accounting, social services, and charity backgrounds
- LGN Twitter account launched, 1,200 likes on LGN Facebook page to date, and 56 posts about our activities, engagement in the community and service throughout the year that reached 21,428 people online
- 8th consecutive Annual General Meeting
- Won National Lottery funding for Digital Inclusion for older people

Performance

We are delighted that LGN has not had to recourse to the government furlough scheme and thus put a freeze on our everyday operations and service. Instead, by adapting our service we have also been able to attend city wide *Community Explorer* strategic meetings with statutory representatives, providing input about our work in the neighbourhood and the evidence gained from this to inform decision making across the board. As the result from the pandemic was unprecedented LGN found that statutory staff members from the local council and NHS were consulting how to tackle things locally, and thus LGN was able to provide evidence on what was working.

We have seen demand for our vital services surge as more older people in our community found themselves isolated, as well as an increased need from those we already support, who have had to close off their social networks due to the virus. There has also been an increased need for practical support such as shopping and medical deliveries. As a result, Levenshulme Good Neighbours have drawn up a responsive plan for 12 months and beyond that takes these factors into account. This is in order to continue to alleviate social isolation and loneliness experienced by older (over 55-year-olds) who are suffering from bereavement, have had a recent fall, or are reported to suffer from mental illness of some kind and have been referred to Levenshulme Good Neighbours for befriending, companionship and practical help.

LGN has worked to deliver with local partners such as ASDA and national charities such as Penny Appeal, meals and hygiene packages for more than 120 locals. The healthy eating initiative which LGN champions was still active as meals were cooked through the Levenshulme Inspire Taskforce.

We also gathered insight for the digital inclusion and were able to assess which gadgets and devices suited certain needs. Thus, our approach was not one size fits all but tailor made and responsive trial and error for the best possible learning curve and usage of the service user. All of which was

captured and narrated in a widely distributed report entitled No Going Back Gorton and Levenshulme where LGN's coordinator was able to narrate and discuss findings, lessons, good practice and provide

Befriending

Personal one to one befriending matches in the year number at 30 matches (up to 70 volunteers and service users in total). LGN's service was delivered with social distancing in mind, and was adapted to telephone and garden/patio befriending where necessary.

The longest befriending relationship in LGN is seven years. We hope to sustain this looking into 2021.

Financial review

The management committee have reviewed the accounts and consider them to be satisfactory.

a) The long-term fundraising strategy of LGN has seen the organisation celebrate its 8th consecutive year by further aligning with local community groups; Debdale Bowling (for physical activities), Gorton Visual Arts (for crafts), Inspire People's Project (for older people's rights), and Inspire Community Centre (for community engagement). The result of this alignment has been recognised by the Manchester City Council who plan to fund such partnerships with £96,000 towards their joint projects. The project in development is entitled OPeNS or Older People's Neighbourhood Support or The OPeNS Fund for the Levenshulme and Gorton area.

b) Amidst the global coronavirus pandemic LGN plan on continuing with the fundraising strategy that began last year. This continuity of plans and objectives will be geared towards funding LGN's core costs, online support service provision, and placed based projects, activities where social distance and safeguarding measures have been fully assessed. With the support of the National Lottery and the Independent Age funds respectively.

c) Moreover, LGN now has a robust evidence-based business case developed over the last year through its collaboration with the University of Manchester, Manchester Metropolitan University and other local groups. Evidence covering the use of expenditure and its success will be presented to local government grant allocators. The recent reflection of the key work and support that Good Neighbours' organisations like LGN undertake - in the health and social care sector - will hopefully mean that a greater motivation to commit more resources such to groups is established.

Investment powers and policy

The trustees, having regard to the liquidity requirements of operating the charity, will keep available funds in an interest bearing deposit account.

Reserves policy and going concern

The balance held in unrestricted reserves at 30th September 2020 was £25,474 (2019: £21,586) all of which are free reserves, after allowing for funds tied up in tangible fixed assets. The balance held in restricted funds at 30th September 2020 was £6,063 (2019: £11,603).

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately three months of unrestricted charitable expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that support and governance costs are covered.

Risk management

The trustees have conducted a review of the major risks to which the charity is exposed and systems have been established to mitigate those risks.

Plans for Future Periods

As we keep in close contact with our service users and volunteers by phone, mail and newsletter, we are able to respond quickly to changes as necessary. Following government guidance and feedback from our clients, we will introduce a phased return starting with masked face to face befriending, and expanding to group activities when appropriate. Should another lockdown be re-instated, we have systems now that would allow us to adapt to distanced befriending until further notice. As we belong to a wider network of Care Groups in Manchester, we will also liaise with our counterparts in other wards for robust evidence-based decision making and risk assessing for how we re-develop our face-to-face service in the community.

Levenshulme Good Neighbours have the following plans for the next 12 months:

1) To continue to utilise funding resources to develop and sustain programmes that deliver medicine, food, and essential items to victims of social isolation and self-isolation during the pandemic. (As government measures ease this will be achieved through more formal placement of volunteer drivers and use of payment platforms to foster trusted means of transactions between service user and volunteer within the organisation).
2) To continue local outreach campaigns making religious, cultural, local government and community partners aware of the ways in which they can support LGN in alleviating social isolation within the area of Manchester where the organisation is most active
3) LGN aims to work further with Inspire's People's Project (IPP), Gorton Visual Arts, All FM Manchester Radio 96.9 and Debdale Bowling Club in joint activities programmes and activities through the OPeNS partnership agreement that has united local organisations within Manchester to pool resources and offer a wholesome delivery that touches on cultural creativity that is inclusive of all creeds, ethnicities in the local neighbourhoods
4) LGN aims to continue to build upon the safeguarding training of volunteers at recruitment and induction stage to include COVID-19 guidance to ensure the paramount safety of service users and volunteers

Structure, governance and management

The Charity is a registered charitable incorporated organisation and is constituted under a trust deed dated 5th October 2015.

Appointment of trustees

New trustees are appointed by existing trustees and serve for three years after which they may put themselves forward for re-appointment. The Trust Deed provides for a minimum of three trustees, to a maximum of twelve trustees, with no more than three trustees due for re-appointment in any one year.

At the quarterly trustee meetings, the trustees agree the broad strategy and areas of activity for the Charity, including investment, reserves and risk management policies and performance. The day to day administration of the Charity is delegated to the Levenshulme Good Neighbours' Coordinator.

Trustee induction and training

The CIO trains and inducts trustees via a system of mentoring and internal training.

Trustees responsibilities in relation to the financial statements

The charity trustees are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, of the charity for that period. In preparing the financial statements, the trustees are required to:

- Select suitable accounting principles and then apply them consistently;
- Observe the methods and principles in the applicable Charities SORP;
- Make judgments and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures that must be disclosed and explained in the financial statements;
- Prepare the financial statements on a going concern basis unless it is appropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provision of the Trust deed. They are also responsible for safeguarding the assets of the charity and taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees on 25th February 2021 and signed on their behalf by:

LASuch

Louise Such
CHAIR OF TRUSTEES

INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF LEVENSHULME GOOD NEIGHBOURS REGISTERED CHARITY NO. 1163827

I report on the accounts of the charity, for the Year Ended 30th September 2020, which are set out on pages 9 to 18.

Respective Responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity is preparing accrued accounts and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

It is my responsibility to:

- Examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- To state whether particular matters have come to my attention.

Basis of Independent Examiners Report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out below.

Independent Examiner's Statement

In connection with my examination, other than listed below, no matter has come to my attention :

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records have in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act,

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: ..A.M.King.....

AM King FCCA
Date:25th February 2021

Community Accountancy Service Ltd
The Grange, Pilgrim Drive, Beswick,
Manchester, M11 3TQ

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 30 SEPTEMBER 2020
INCLUDING INCOME AND EXPENDITURE ACCOUNT

	Further Details	Unrestricted Funds £	Restricted Funds £	Total Funds Year Ended 30 September 2020 £	Total Funds Year Ended 30 September 2019 £
Income from:					
Donations and legacies	(3)	4,233	-	4,233	3,207
Charitable Activities	(4)	-	23,883	23,883	23,896
Investment Income		36	-	36	14
Total		4,269	23,883	28,152	27,117
Expenditure on:					
Raising Funds	(5)	126	197	323	2,775
Charitable Activities	(5)	255	29,226	29,481	26,761
Total		381	29,423	29,804	29,536
Net gains/(losses) on investments		-	-	-	-
Net income/(expenditure)		3,888	(5,540)	(1,652)	(2,419)
Transfers between funds	(12)	-	-	-	-
Net movement in funds		3,888	(5,540)	(1,652)	(2,419)
Reconciliation of funds					
Total funds brought forward	(12)	21,586	11,603	33,189	35,608
Total funds carried forward	(12)	25,474	6,063	31,537	33,189

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 12 to 18 form part of these accounts.

BALANCE SHEET AS AT 30 SEPTEMBER 2020

	Notes	30 September 2020 £	30 September 2019 £
Fixed assets:			
Tangible assets	(9)	555	832
Total fixed assets		555	832
Current assets:			
Debtors	(10)	1,062	-
Cash at Bank & in Hand		36,147	33,276
Total current assets		37,209	33,276
Liabilities:			
Creditors: Amounts falling due within one year	(11)	6,227	919
Net current assets or liabilities		30,982	32,357
Total assets less current liabilities		31,537	33,189
Total net assets or liabilities		31,537	33,189
The funds of the charity:			
Restricted income funds	(12)	6,063	11,603
Unrestricted income funds	(12)	25,474	21,586
Total unrestricted funds		25,474	21,586
Total charity funds		31,537	33,189

Approved on behalf of the Trustees Management Committee

Louise Such (Chair of Trustees) L Such

Michelle Griffiths (Trustee) M. Griffiths

Date: 25th February 2021

The notes on pages 12 to 18 form part of these accounts.

Statement of Cash Flows for the year ended 30 September 2020

Reconciliation of net movement in funds to net cash flow from operating activities

	Year Ended 30 September 2020 £	Year Ended 30 September 2019 £
Net movement in funds	(1,652)	(2,419)
Add back depreciation	277	477
Deduct investment income	(36)	(14)
Decrease/(increase) in debtors	(1,062)	148
Increase/(decrease) in creditors	5,308	296
Net cash used in operating activities	2,835	(1,512)
Cash flows from investment activities:		
Interest	36	14
Purchase of fixed assets	-	(1,109)
Net cash provided by investing activities	36	(1,095)
Increase/(decrease) in cash and cash equivalents during the year	2,871	(2,607)
Cash and cash equivalents brought forward	33,276	35,883
Cash and cash equivalents carried forward	**36,147**	**33,276**

Notes to the accounts for the year ended 30 September 2020

1. Accounting policies

(a) Basis of preparation and assessment of going concern

The accounts (financial statements) have been prepared under the historical cost convention with items recognsied at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 1st January 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011. The charity constitutes a public benefit entity as defined by FRS 102.

(b) Funds structure

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed. There are 13 restricted funds.

Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created a fund for a specific purpose.

Further details of each fund are disclosed in note 12.

(c) Income recognition

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

(d) Expenditure Recognition

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings. For more information on this attribution refer to note (g) below.

(e) Irrecoverable VAT

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

(f) Allocation of support and governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to independent examination ad legal fees together with an apportionment of overhead and support costs.

Governance costs and support costs relating to charitable activities have been apportioned based on type of expense. The allocation of support and governance costs is analysed in note 6.

(g) Costs of raising funds

Costs associated with raising funds relate to a subscription to Grants Online.

(h) Charitable Activities

Costs of charitable activities include governance costs and an apportionment of support costs as shown in note 6.

Notes to the accounts for the year ended 30 September 2020

(i) Tangible fixed assets and depreciation
All assets costing more than £500 are capitalised and valued at historical cost. Depreciation is charged on the following basis:

Office Equipment	25% on cost

(j) Realised gains and losses
All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their varying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

(k) Pensions
The charity currently does administer contributions to an auto enrolment pension scheme on behalf of individuals. The charity has no liability beyond making its contributions and paying across the deductions for the contributions.

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

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

2. Related party transactions and trustees' expenses and remuneration
The trustees all give freely their time and expertise without any form of remuneration or other benefit in cash or kind (2019: £nil). Expenses paid to the trustees in the period totalled £nil (2019: £nil).

3. Donations and Legacies

	Unrestricted Year Ended 30 September 2020 £	Restricted Year Ended 30 September 2020 £	Total Funds Year Ended 30 September 2020 £
Donations	1,233	-	1,233
Donations in Kind	3,000	-	3,000
	4,233	-	4,233

Previous Year

	Unrestricted Year Ended 30 September 2019 £	Restricted Year Ended 30 September 2019 £	Total Funds Year Ended 30 September 2019 £
Donations	1,206	-	1,206
CAF	-	2,001	2,001
	1,206	2,001	3,207

Notes to the accounts for the year ended 30 September 2020

4. Income from charitable activities

	Unrestricted Year Ended 30 September 2020 £	Restricted Year Ended 30 September 2020 £	Total Funds Year Ended 30 September 2020 £
Restricted grants:			
Community Soup	-	2,000	2,000
K Laurence Trust	-	2,000	2,000
Albert Hunt Trust	-	1,000	1,000
Tudor Trust	-	2,000	2,000
OPeNS Fund	-	4,734	4,734
Peter Kershaw Trust	-	2,000	2,000
Tesco Bags of Help	-	500	500
National Lottery (includes £5,723 deferred)	-	2,861	2,861
Allen Lane Foundation	-	3,000	3,000
The Charity Service	-	2,750	2,750
NHS Manchester CCG	-	1,038	1,038
	-	23,883	23,883

Previous Year

	Unrestricted Year Ended 30 September 2019 £	Restricted Year Ended 30 September 2019 £	Total Funds Year Ended 30 September 2019 £
Restricted grants:			
Manchester City Council	-	9,500	9,500
Zedra Trust	-	2,000	2,000
National Lottery	-	9,900	9,900
Wooton Charitable Trust	-	2,496	2,496
	-	23,896	23,896

5. Expenditure

	Charitable Activities	Year Ended 30 September 2020 £	Year Ended 30 September 2019 £
Expenditure on raising funds:			
Consultancy	-	-	2,775
Subscriptions	323	323	-
	323	323	2,775
Expenditure on charitable activities:			
Employment Costs	17,404	17,404	17,158
Sessional Fees	-	-	-
Trips & Activities	787	787	2,317
Volunteer Travel & Refreshments	381	381	120
Staff Travel	255	255	531
Training	-	-	242
DBS Checks	256	256	208
Minor Computer & Software Costs	1,037	1,037	629
MEQ	2,987	2,987	-
Service User Equipment	125	125	-
Advertising & Promotion	405	405	66
Subscriptions & Publications	-	-	10
Telephone & Internet	642	642	305
Rent	2,400	2,400	2,600
Insurance	347	347	336
Post, Printing & Stationery	1,035	1,035	692
Sundries	217	217	130
Governance	504	504	480
Support Costs	422	422	460
Depreciation	277	277	477
	29,481	29,481	26,761

Notes to the accounts for the year ended 30 September 2020

5. Expenditure continued

	Year Ended 30 September 2020	Year Ended 30 September 2019
Restricted funds	29,423	29,536
Unrestricted funds	381	-
	29,804	29,536

6. Allocation of governance and support costs

The breakdown of support costs and how these were allocated between governance and other support costs is shown below:

	Basis of apportionment	General Support	Governance	2020 Total	2019 Total
Accountancy Fees	type of expense	-	504	504	480
Payroll Bureau	type of expense	422	-	422	460
		422	504	926	940

7. Analysis of staff costs

	Year Ended 30 September 2020 £	Year Ended 30 September 2019 £
Wages and Salaries	17,214	17,007
Social Security Costs	-	-
Pension Costs	190	151
	17,404	17,158
Charitable activities	17,404	17,158
Support costs	-	-
	17,404	17,158

The average number of employees during the year was 2 (previous year: 2) with the full time equivalent of 1. The charity considers its key management personnel comprises the trustees and Senior Manager. The total employment benefits, including employer pension contributions of the key management personnel were £nil (previous year: £nil), No employee has benefits in excess of £60,000 (previous year: none).

8. Independent Examiner Fees

	Year Ended 30 September 2020 £	Year Ended 30 September 2019 £
Independent examination fees	504	480
Other services	422	460
	926	940

9. Tangible Fixed Assets

	Office Equipment £	Total £
Cost		
At 1 October 2019	1,907	1,907
Additions	-	-
At 30 September 2020	1,907	1,907
Depreciation		
At 1 October 2019	1,075	1,075
Charge for Year	277	277
At 30 September 2020	1,352	1,352
NET BOOK VALUE		
At 30 September 2020	555	555
At 30 September 2019	832	832

Notes to the accounts for the year ended 30 September 2020

10. Analysis of debtors

	Year Ended 30 September 2020	Year Ended 30 September 2019
	£	£
Other Debtors	1,062	-
	1,062	-

All debtors relate to unrestricted funds other than a grant of £1,038 owed from NHS Manchester CCG.

11. Creditors: amounts falling due within one year

	Year Ended 30 September 2020	Year Ended 30 September 2019
	£	£
Other creditors and accruals	504	919
Deferred income	5,723	-
	6,227	919

All creditors and accruals relate to unrestricted funds.

Deferred income comprises of restricted grant income received in advance from Lottery Community Fund

Balance as at 30th September 2019	-
Amount released to income earned from charitable activities	-
Amount deferred in year	5,723
Balance at 30th September 2020	5,723

12. Analysis of charitable funds

Analysis of movements in unrestricted funds

	Balance at 1 October 2019	Incoming Resources	Resources Expended	Transfer	Balance at 30 September 2020
	£	£	£	£	£
General Fund	21,586	4,269	(381)	-	25,474
	21,586	4,269	(381)	-	25,474

Previous Year

	Balance at 1 October 2018	Incoming Resources	Resources Expended	Transfer In	Balance at 30 September 2019
	£	£	£	£	£
General Fund	20,433	1,220	-	(67)	21,586
	20,433	1,220	-	(67)	21,586

Name of unrestricted fund:	Description, nature and purpose of the fund
General Fund	The free reserves.

Notes to the accounts for the year ended 30 September 2020

12. Analysis of charitable funds continued.

Analysis of movements in restricted funds

	Balance at 1 October 2019	Incoming Resources	Resources Expended	Transfer In	Balance at 30 September 2020
	£	£	£	£	£
Community Soup	-	2,000	(2,000)	-	-
K Laurence Trust	-	2,000	(2,000)	-	-
Albert Hunt Trust	-	1,000	(1,000)	-	-
Tudor Trust	-	2,000	(2,000)	-	-
OPeNS Fund	-	4,734	(4,734)	-	-
Peter Kershaw Trust	-	2,000	(2,000)	-	-
Tesco Bags of Help	-	500	(500)	-	-
Allen Lane Foundation	-	3,000	(3,000)	-	-
The Charity Service	-	2,750	-	-	2,750
National Lottery	9,900	-	(9,900)	-	-
National Lottery Digital Inclusion	-	2,861	(1,141)	-	1,720
Wooton Charitable Trust	1,703	-	(1,148)	-	555
NHS Manchester CCG	-	1,038	-	-	1,038
	11,603	23,883	(29,423)	-	6,063

Previous Year

	Balance at 1 October 2018	Incoming Resources	Resources Expended	Transfer In	Balance at 30 September 2019
	£	£	£	£	£
Manchester City Council	14,379	9,500	(23,902)	23	-
Zedra Trust	-	2,000	(2,000)	-	-
National Lottery	-	9,900	-	-	9,900
Wooton Charitable Trust	-	2,496	(793)	-	1,703
CAF	796	2,001	(2,841)	44	-
	15,175	25,897	(29,536)	67	11,603

Name of restricted fund:	Description, nature and purpose of the fund
Community Soup	~ towards core costs
K Laurence Trust	~ towards core costs
Albert Hunt Trust	~ towards core costs
Tudor Trust	~ towards core costs
OPeNS Fund	~ towards core costs
Peter Kershaw Trust	~ towards core costs
Tesco Bags of Help	~ towards core costs
Allen Lane Foundation	~ towards core costs and for covid support
The Charity Service	~ towards IT online befriending costs
Manchester City Council	~ towards costs of Good Neighbours Befriending service in Levenshulme
CAF	~ towards activity costs
Zedra Trust	~ towards Memory Café costs
National Lottery	~ towards core costs
NHS Manchester CCG	~ towards befriending & social eating programme
Wooton Charitable Trust	~ towards core costs, balance represents future depreciation

Notes to the accounts for the year ended 30 September 2020

13. Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Tangible fixed assets	-	555	555
Cash at bank and in hand	25,954	10,193	36,147
Other net current assets/(liabilities)	(480)	(4,685)	(5,165)
Total	25,474	6,063	31,537

Previous Year

	Unrestricted funds £	Restricted funds £	Total £
Tangible fixed assets	-	832	832
Cash at bank and in hand	21,586	11,690	33,276
Other net current assets/(liabilities)	-	(919)	(919)
Total	21,586	11,603	33,189

14. Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised on a transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at an amortised cost using the effective interest method.

LGN

Levenshulme
Good Neighbours

Trustee Report

2020



LGN

Levenshulme
Good Neighbours

CONTENTS

ABOUT US	2
COORDINATOR'S REPORT	6
BEFRIENDING	6
COVID 19 RESPONSE	7
PARTNERSHIPS	9
DIGITAL INCLUSION	10
OUR FUTURE PLANS	11

About Us

Levenshulme Good Neighbours is a local charity that helps older people to lead independent and fulfilling lives as active members of their community.We do this by recruiting volunteer befrienders from the local community who support older people in a wide range of social, emotional and practical ways.This might include: helping people with limited mobility get out into the community; visiting a housebound person or escorting people to a range of local community events, fun activities and necessary appointments that they would otherwise be unable to attend.We also offer a range of activities for older people and provide information and support.





Levenshulme Good Neighbours was established in 2012 with the support of Burnage Good Neighbours in response to frequent request for befriending support from older people from the Levenshulme area. Following a successful pilot project Levenshulme Good Neighbours became a Constituted Community Organisation in 2013 and registered as a Charitable Incorporated Organisation (CIO) in 2015.

We are run by a Management Committee of people from Levenshulme with a wide range of skills and experiences and employ a Coordinator who oversees the delivery of the project. Levenshulme Good Neighbours are active members of Manchester Neighbourhood Care Groups Association (MNCGA), which acts as an umbrella organisation for Care Groups across the city. Our administrative base is the Inspire Community Centre, a fully accessible community building in the centre of Levenshulme.

How LGN is Governed

We are run by a Management Committee of people from Levenshulme with a wide range of skills and experiences and employ a Coordinator who oversees the delivery of the project. Levenshulme Good Neighbours are active members of Manchester Neighbourhood Care Groups Association (MNCGA), which acts as an umbrella organisation for Care Groups across the city. Our administrative base is the Inspire Community Centre, a fully accessible community building in the centre of Levenshulme.

2018-20 saw the arrival of a new committee members Zobia Saleem, Fatiha Bougrassa, Grantley Vernon, and Murtaza Jawed, who have industry experience across the chairty sector, mental health, accountancy and project management. We were also happy to welcome Ray Olaniyan as our new coordinator.

10 QUICK STATS & FACTS ABOUT LGN THIS YEAR	
1. Number of **Matches**	**27**
2. Number of **Volunteer hours** per year	**5000**
3. Number of directly **continual clients/users**	**33**
4. Longest duration of a **match (in years)**	**6**
5. Number of associated or **one-off clients**	**120**
6. Oldest age of Befriendee **(Client)**	**94**
7. Average age of Befriendees **(Clients)**	**86.5**
8. Youngest age of Befriender **(Volunteer)**	**20**
9. Neighbourhood **coverage in miles**	**2**
10. Percentage of clients of **BAME origin**	**14%**



About Levenshulme

There are just over 21,600 households in the Gorton and Levenshulme Neighbourhood. Around three-quarters of households (>75%) in both Gorton North and Gorton South wards contain people whose social circumstances suggest that they may need high or very high levels of support to help them manage their own health and prevent them becoming high users of acute healthcare services in the future. According to the Index of Multiple Deprivation, the area we operate in is listed amongst the 10% most deprived neighbourhoods in the country.

The name of the township of Levenshulme has been traced back to the 1320 name of 'Lyvenis-holme'. This probably means a tract of land belonging to Leven, which may be a derivation of the Saxon word 'Leofne' meaning Lord or Master. Levenshulme was primarily a working class suburb of Manchester.



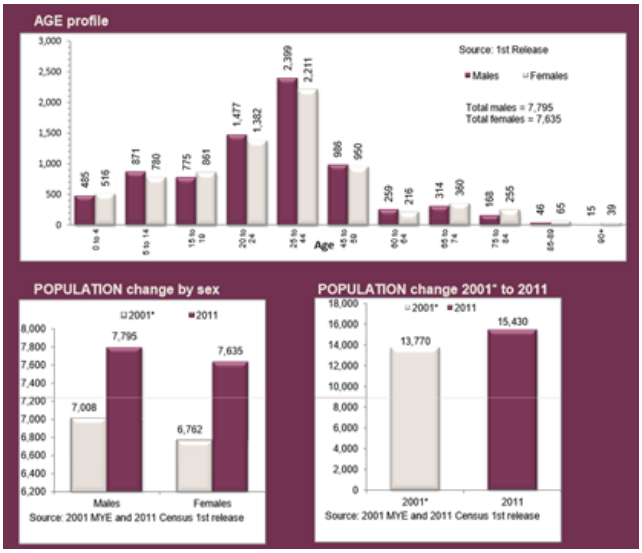


About Social Isolation

Even though Manchester is an age friendly city, the hard facts are that more and more elderly persons are feeling left behind due to structural, social, and economical changes in society. The key three areas where social isolation affects older persons are:
- Poor transport links to public services/shops
- No available and prolonged companions
- Lack of engagement with communal activities

Older persons are referred to care group organisations like Levenshulme Good Neighbours mainly due to these:
- Accidents and falls causing loss of confidence to be seen in public
- Bereavement and loss of loved ones
- Cognitive and mood decline

Amidst these factors for social isolation the transient nature of city environments is not helping the memories, feeling of connection, and sense of community that healthy ageing requires. As society continues to live longer, combating social isolation will be one of the key determinants to alleviating the limited supply of NHS and medical treatment as a clinical solution to an underlying social problem.





How do loneliness and social isolation differ?
"Loneliness is a subjective feeling about the gap between a person's desired levels of social contact and their actual level of social contact.
Social isolation is an objective measure of the number of contacts that people have. It is about the quantity and not quality of relationships. People may choose to have a small number of contacts."
AGE UK

"According to Age UK, more than 2 million people in England over the age of 75 live alone, and more than a million older people say they go for over a month without speaking to a friend, neighbour or family member.."

Coordinator's Report 2019 - 2020

In 2019 Levenshulme Good Neighbours became further integrated with community development plans in response to the recent Levenshulme area award from the Greater Manchester Mayor's Age Friendly City Status Certification. LGN increased the utilisation of findings from Greater Manchester Ambition for Ageing (GMCVO) 'age friendly' research as well as academic recommendations from literature on 'ageing in place' from the Manchester Institute of Collaborative Research. This assisted LGN to underpin and sustain the enhanced befriending meal buddy social-and-healthy-eating project.

COVID-19 has halted some of the planned activities of LGN in the year 2020. The pandemic has had a significant impact on some aspects of our service delivery. We have had to vastly adapt how our charity engages with the service users and volunteers within the organisation, given our usual emphasis on face-to-face befriending and group activities. In 2020 as part of the Manchester City Council's Older People's Neighbourhood Fund (OPeNS)

Other partnerships introduced last year included working closer with the Inspire's People's Project (IPP), Gorton Visual Arts, All FM Manchester Radio 96.9 and Debdale Bowling Club in joint activities and programmes to combat the social effects of COVID-19 throughout the year. This was founded upon the principles set out in the OPeNS partnership agreement.

Befriending (pre-Covid)

Personal one to one befriending matches in the year rose in 2019 from 25 at the start (50 local volunteers and service users in total) to over 30 matches (up to 70 volunteers and service users in total) at the year's end. LGN's service was delivered with an ever-increasing emphasis on intergenerational matches with students from the University of Manchester, and daytime befriending to motivate and engage with socially isolated older locals at vital times when befriending can have a higher impact. Over the last year, our volunteers have contributed 11,480 combined volunteering hours saving the NHS, and Health & Social Care up to £200,000 in state care provision to the elderly in the M19/M18 locality.









Covid-19 and Our Response

2020 was an unprecedented year, which threw up many challenges for our charity and the older people we support. Thanks to the support and flexibility of our funders, we have been able to adapt to meet the needs of our service users during this crucial time in a number of ways.

This has included adapting our face-to-face befriending to 'phone, patio and garden befriending' where possible. This has allowed service users to keep much needed social interaction whilst maintaining social distance. It also allowed volunteers from outside the area to contribute to befriending via phone, which has enabled us to increase our volunteer base. **Here are some other projects we started during lockdown!**

Welfare Cards

As part of our mission to reach out to the local community, our volunteers delivered over 500 hand-written cards to the people of Levenshulme. These contained messages of hope and contact details for our service should it be needed.

Radio Show

This year we also partnered with ALL FM, a local radio station to provide a weekly radio slot "Happy Mondays, on a Tuesday". The show was a way to connect people who usually met at the regular community centre social clubs, giving older residents the chance to submit song choices and stories that were meaningful, as well as compete in a weekly quiz.





Community Food Parcels





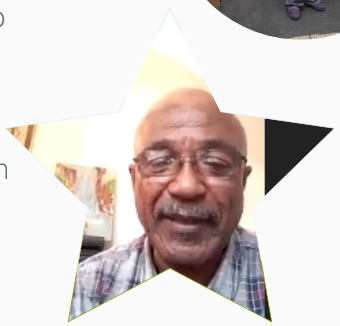
During the pandemic, LGN has worked alongside the Inspired People's Project to deliver food parcels to older people in Levenshulme. This included pre-cooked home-made dinners, bags of essential items, and food hampers for special occasions - cream teas for VE day, mince pies at Christmas and Easter Eggs! Although not a replacement for our "meal buddies" social eating project, this has allowed us to supply older people in the area with nutritious food, as well as activities and hand written cards which were included in the bags.





Volunteer Drivers

Throught the pandemic, members of the community and our trustees have stepped up to help get assistance to those who need it. A special mention to Grantley Vernon, who over the last 9 months has driven over 300 miles in total to help us deliver our meals on wheels throughout the community. Grantley has been intrumental in helping us get food to those who need it, and he has been awarded a certificate of recognition by the Inspire Centre in light of his efforts. What a star!



Christmas with a Difference

Usually Christmas is a time for us to get together with our clients and share a Christmas dinner - but due to social distancing this could not take place. Instead, we partnered with Tesco Groundwork and the Penny Appeal to create food and gift hampers for our clients, hand wrapped by our amazing volunteers. Each package also contained a hand-written Christmas card and some tasty mince pies.











Partnerships 2018-2020

Over the last couple of years, we've made some amazing connections with local people and places. Here are a few!



Sunderland College

LGN hosted a placement partnership with Sunderland College providing Level 4 Health and Social Care students with over 200 volunteer placement hours supporting older people in the locality.



Manchester University

Following our award win at the Volunteer of the Year Awards, we took part in a short film feature in partnership with UOM, covering LGN's befriending work done in the neighbourhood (for those at risk of social isolation).

Manchester Metropolitan

In 2019 LGN Commissioned MMU's outstanding Quantitative Q-Step Sociology
BSc graduate to write a report on LGN's 8 community event and away day trips measuring 67 local participant self-reported happiness and feelings of closeness of our elderly via reliable questionnaires. The results for which will be in next year's statement of performance and achievements.

Manchester Metropolitan University

Digital Inclusion

This year we launched our Digital Inclusion Project, which aims to reduce social isolation by providing IT equipment and tech support to those who need it. The pandemic has highlighted the urgent need for accessible technology for the over 65's in particular, who are considered to be the most "technologically deprived" age group. Internet access and technology allows us to stay in contact with loved ones and social groups for much needed emotional support, and is crucial for the future - helping service users access key information online, and stay independent for longer.

As part of this project, we have been purchasing mobile phones and dongles for our service users. Software company CDL also kindly donated 15 laptops for us to use. These have been distributed to service users, along with support from volunteers to help with tech support.





Crafty Pizza Boxes

We would like to thank the Manchester Population Health Team, for donating some amazing "cultural pizza boxes" for our members. Each pack contains a range of activities which can be completed at home and using materials provided, with the pack including a seed bomb, glue, paper, pens and coloured pencils. There are over 40 pages of activities from 25 organisations and groups including all 5 culture champions projects from across GM, Manchester Art Gallery, the People's History Museum and Greater Sport. Activities range across art-forms including music, writing, craft, horticulture and drawing. They have gone down a treat!



Our Future Plans

COVID-19 has halted some of the planned activities for 2020 and has had a significant impact on some aspects of day to day service delivery of Levenshulme Good Neighbours. This has vastly affected how Levenshulme Good Neighbours engages with service users and volunteers of the organisation. Notwithstanding Levenshulme Good Neighbours have drawn up a responsive plan for 12 months and beyond that takes these factors into account. This is in order to continue to alleviate social isolation and loneliness experienced by older (over 55 year-olds) who are suffering from bereavement, have had a recent fall, or are reported to suffer from mental illness of some kind and have been referred to Levenshulme Good Neighbours for befriending, companionship and practical help.

Overall, Levenshulme Good Neighbours will work within the year to support older referrals to live independent lives that are enriched with greater social, communal interaction, and relationships enabled by the organisation through volunteers from all backgrounds. Levenshulme Good Neighbours will continue to capture the instrumental ways in which its volunteers have demonstrated the difference made in quantitative and measurable means through evaluation reports of the events and feedback the organisation has received.
Therefore, Levenshulme Good Neighbours have the following plans for the next 12 months:

The Next 12 Months

1) To continue to utilise funding resources to develop and sustain programmes that deliver medicine, food, and essential items to victims of social isolation and quarantine during the pandemic. (As government measures ease this will be achieved through more formal placement of volunteer drivers and use of payment platforms to foster trusted means of transactions between service user and volunteer within the organisation).

2) To continue local outreach campaigns making religious, cultural, local government and community partners aware of the ways in which they can support LGN in alleviating social isolation within the area of Manchester where the organisation is most active

3) To continue to utilise volunteers from the University of Manchester, Manchester Metropolitan and Sunderland College for volunteer placements, intergenerational activities and engagement programmes that enable service users to share their life experience, skills, background, stories, and collections with the students and to the locality (these exchanges will be captured in various forms including social media to make the awareness of the successes circulated effectively)

4) LGN aims to work further with Inspire's People's Project (IPP), Gorton Visual Arts, All FM Manchester Radio 96.9 and Debdale Bowling Club in joint activities programmes and activities through the OPeNS partnership agreement that has united local organisations within Manchester to pool resources and offer a wholesome delivery that touches on cultural creativity that is inclusive of all creeds, ethnicities in the local neighbourhoods

5) LGN aims to continue to build upon the safeguarding training of volunteers at recruitment and induction stage to include COVID-19 guidance to ensure the paramount safety of service users and volunteers

to our funders...!

THANK YOU