

LEVENSHULME GOOD NEIGHBOURS CIO

Registered Charity Number: 1163827

**FINANCIAL STATEMENTS FOR THE YEAR
ENDED 30 SEPTEMBER 2021**

LEVENSHULME GOOD NEIGHBOURS CIO

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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.

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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)

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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

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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-

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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,

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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.

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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.

Levenshulme Good Neighbours CIO**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		<u>270</u>	<u>40,769</u>	<u>41,039</u>	<u>28,152</u>
Expenditure on:					
Raising Funds	(5)	-	162	162	323
Charitable Activities	(5)	339	24,982	25,321	29,481
Total		<u>339</u>	<u>25,144</u>	<u>25,483</u>	<u>29,804</u>
Net gains/(losses) on investments		-	-	-	-
Net income/(expenditure)		<u>(69)</u>	<u>15,625</u>	<u>15,556</u>	<u>(1,652)</u>
Transfers between funds	(12)	-	-	-	-
Net movement in funds		<u>(69)</u>	<u>15,625</u>	<u>15,556</u>	<u>(1,652)</u>
Reconciliation of funds					
Total funds brought forward	(12)	25,474	6,063	31,537	33,189
Total funds carried forward	(12)	<u>25,405</u>	<u>21,688</u>	<u>47,093</u>	<u>31,537</u>

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

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 recognised 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 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 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
	<u>162</u>	<u>162</u>	<u>323</u>
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
	<u>25,321</u>	<u>25,321</u>	<u>29,481</u>
		<u>25,483</u>	<u>29,804</u>
		Year Ended 30 September 2021	Year Ended 30 September 2020
Restricted funds		25,144	29,423
Unrestricted funds		339	381
		<u>25,483</u>	<u>29,804</u>

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
		<u>424</u>	<u>540</u>	<u>964</u>	<u>926</u>

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
	<u>18,660</u>	<u>17,404</u>
Charitable activities	18,660	17,404
Support costs	-	-
	<u>18,660</u>	<u>17,404</u>

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
	<u>964</u>	<u>926</u>

9. Tangible Fixed Assets

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

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
	<u>11</u>	<u>1,062</u>

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
	<u>3,057</u>	<u>6,227</u>

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	<u>2,367</u>
Balance at 30th September 2021	<u>2,367</u>

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
	<u>25,474</u>	<u>270</u>	<u>(339)</u>	<u>-</u>	<u>25,405</u>

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
	<u>21,586</u>	<u>4,269</u>	<u>(381)</u>	<u>-</u>	<u>25,474</u>

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

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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 Befriender (Client)	94
7. Average age of Befriender (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

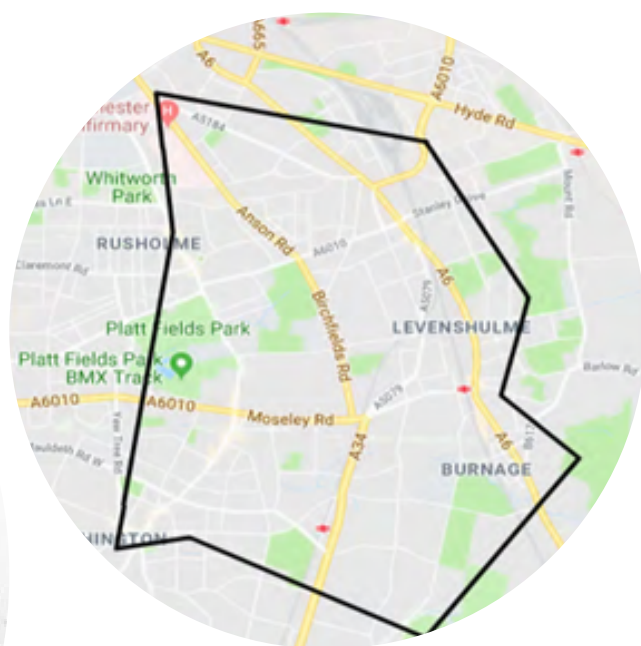
Our longest befriending companionship is 8yrs to date. The average age of our volunteers is 38. And the average age of our service users is 77. This displays our intergenerational reach that creates a platform for sharing, learning, connecting, and mutual exchange of lived experiences. Our cohort of 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.



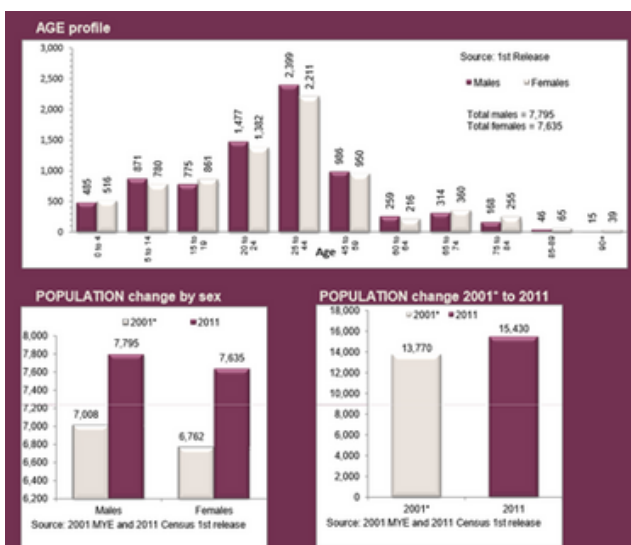
How do loneliness and social isolation differ?

"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 overgrown 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 was:

A promotional poster for a radio show. At the top, it says "100% MANCHESTER COMMUNITY RADIO". Below that, it asks "ARE YOU AN OLDER PERSON?" and "ARE YOU INTERESTED IN MAKING YOUR OWN RADIO SHOW OR CREATIVE WRITING FOR RADIO?". It lists benefits for being aged 50+: "We'll train you online.", "It's in small groups, it's informal, it's fun and it's FREE!", and "No technical knowledge or experience needed, just". It also provides contact information: "For more information email: ed@allfm.org" and "ALL FM 96.9 has a diverse range of languages, shows and presenters!!". The website "www.allfm.org" is at the bottom.

100% MANCHESTER COMMUNITY RADIO

ARE YOU AN OLDER PERSON?

ARE YOU INTERESTED IN MAKING YOUR OWN RADIO SHOW OR CREATIVE WRITING FOR RADIO?

AGED 50+?

- We'll train you online.
- It's in small groups, it's informal, it's fun and it's FREE!
- No technical knowledge or experience needed, just

For more information email: ed@allfm.org

ALL FM 96.9 has a diverse range of languages, shows and presenters!!

www.allfm.org



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 Visual 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

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



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

