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GOOD
NEIGHBOURS
ANNUAL REPORT 2018



WHAT PEOPLE SAY ABOUT US

Good Neighbours is a fantastic concept and thanks to the dedication of the wonderful people who willingly give up their time to help others, is also a huge success. Hampshire's leading the way but it absolutely should be rolled out nationally.

Professor Dame Sue Bailey
NHS Board member and former President
of the Royal College of Psychiatrists

I think this is the best value £46K we spend.

Beverley Meeson
CCG commissioner

I really feel as though there are people about who love thy neighbour, each time I am picked up and driven to the hospital I feel looked after.

Betty P from Hampshire

I was bored, sad and sometimes not speaking to anyone for days, as a volunteer driver I am needed, wanted and valued and every week is different.

Hamble Good Neighbour

INTRODUCTION

by

The Revd Canon Nick Ralph

Chair - GNN
Strategic Liasion Group



GOOD NEIGHBOURS NETWORK

Strategic Liasion Group

Nick Ralph

Chair, Dioceses of Winchester and
Portsmouth

Karen Jordan

GNN Team Leader

Jo Cookes

Diocese of Guildford

Cllr Anna McNairScott

HCC

Cllr Andrew Gibson

HCC

Peter Stokes

HCC Adults' Health & Care

Matt Healey

HCC Adults' Health & Care

The work undertaken by groups in the Good Neighbours Network has yet again hit record levels, with 171,216 tasks undertaken over the last year. That represents a 6% increase on the previous year. The number of volunteers has also gone up and stands at 4,061 good neighbourly people. It demonstrates what a huge impact is made by each individual act of kindness.

This work reflects the effort of small army of volunteers who work so diligently to look after people in their own communities. They are doing a fantastic job and people do it because of their local connections and commitments, it is always appropriate to thank them for all they have done.

There is also here, though, a wider concern that while we continue to recruit new volunteers (about 10% this year), there will necessarily come a moment when this valuable cohort will have reached their limit. The only way to address this is to recruit more new volunteers, not just to replace those leaving but to increase the pool and spread the work more evenly.

This year has seen a great deal of detailed work done by the dedicated staff team, ably led now by Karen Jordan. The work on GDPR, in particular, has been vital. Groups have had to come to terms with the new legislation on data protection, and the work of the Hub has come into its own as we have interpreted what they needed; minimised, as far as we can, the work required by them, and produced template policies and forms for them to use. This is all alongside the core work of safeguarding, advice giving, queries from groups and clients that come directly to us increasingly frequently, giving of small grants, running resource cafés, and training events, as well as the great annual event, (In 2019, this will be in the autumn.)

Thank you to the GNN Hub staff, thank you to the volunteers, and thank you to our funders for supporting this work in difficult times, just when it is so vital.

Long may it continue.

Nick Ralph



DEAR GOOD NEIGHBOURS

Having joined the Good Neighbours Hub as team leader in February, it has been an enjoyable and at times humbling time getting to know you and understanding all that you do.

The year has seen changes to the Hub team, with Vicky Halliday leaving in the Spring to take up a new role in Portsmouth and Natalie Roebuck starting at Sparsholt. Debbie Sutton also stepped down. I extend my thanks to them all for their input to GNN.

As we approach the end of the year, I look forward to welcoming a new team of 'Hubsters', Nicky Dodds, Liza Smith and Andy Fitchet to work alongside Lisa O'Clee the Portsmouth Advisor and me in 2019.

We are in a time of both consolidation and transition, and each new advisor will focus on getting to know the groups across the Network, so we can be best placed to guide and support in all that you do. The simplicity, light touch and people reached are the strengths of the Network and it is this we want to continue to build on.

I would like to encourage as many Good Neighbours as possible to come along to the Resource Cafes and Annual Event 2019 (which will be in October this year), these are important points of connection for the Network and each meeting, call and email increases our knowledge and understanding of how we can ensure you feel supported and valued as a Good Neighbour.

2019 is The Good Neighbours Year of Kindness and we will be hosting some workshops throughout the year. This is inspiring work and I am proud to be part of a Network that is dedicated to People Helping People .

I truly ♥ Good Neighbours.

Karen Jordan

Good Neighbours Leader



ACTS OF KINDNESS SHARED

When completing the annual statistics we ask each of you to submit a story or event that touched your group, as ever there were so many it is impossible to show them all, here are four examples that we felt highlighted the range of what Good Neighbours do:

Basingstoke: Kempshott Neighbourcare

So pleasing to see we now have some men attending the coffee morning, stamps are exchanged, plus holiday photos and a few moans (nice to know it's not just women who complain). Full of praise for all the volunteers and cake makers, lovely regular outings too.

Fleet & District Voluntary Care Scheme (Communicare)

One of our drivers, a lady of 92 undertook a wing walk and became the oldest female in the UK to do so, raising money for Dementia UK.

Milford On Sea Community Care Group

We have been asked to 'escort' an artificial leg to the manufacturers for alteration....without the client. Looks of amazement from other drivers seeing the leg in the passenger's seat complete with a seat-belt. And we are not pulling your leg!

Christchurch Portsdown Good Neighbours

We offer a 'daily call' service for people anxious about their health and being alone at home. It proved invaluable when a lady could not answer the call because she was stuck in the bath! Our procedures enabled her to be rescued by the paramedics.



FINANCIAL REPORT 2017/18

INCOME	2016/17	2017/18
Hampshire County Council, Adult Services	£92,770	£96,407
Hampshire County Council, Community Transport	£5,000	£5,000
NHS Clinical Commissioning Groups	£46,350	£46,350
Portsmouth City Council	£0	£22,000
Interest	£2	£2
TOTAL INCOME	£149,722	£169,757

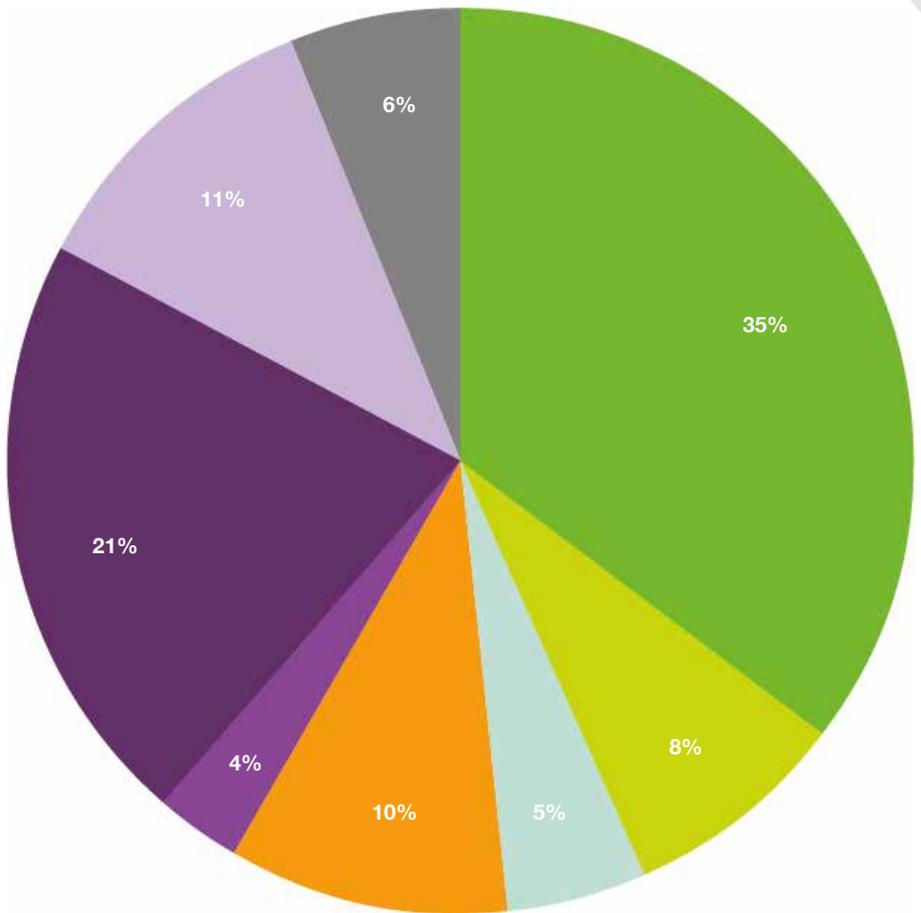
EXPENDITURE	2016/17	2017/18
Direct Resourcing of Groups	£47,624	£51,093
Staff and Running Costs	£95,152	£95,125
TOTAL EXPENDITURE	£142,776	£146,218
NET SURPLUS/(DEFICIT)	£6,946	£23,800

ACTIVITY	2016/17	2017/18
Groups	123	123
Groups with expanded services	20	20
New volunteers recruited	438	441
Tasks	161,547	171,216

GOOD NEIGHBOURS NETWORK ACTIVITY 2018

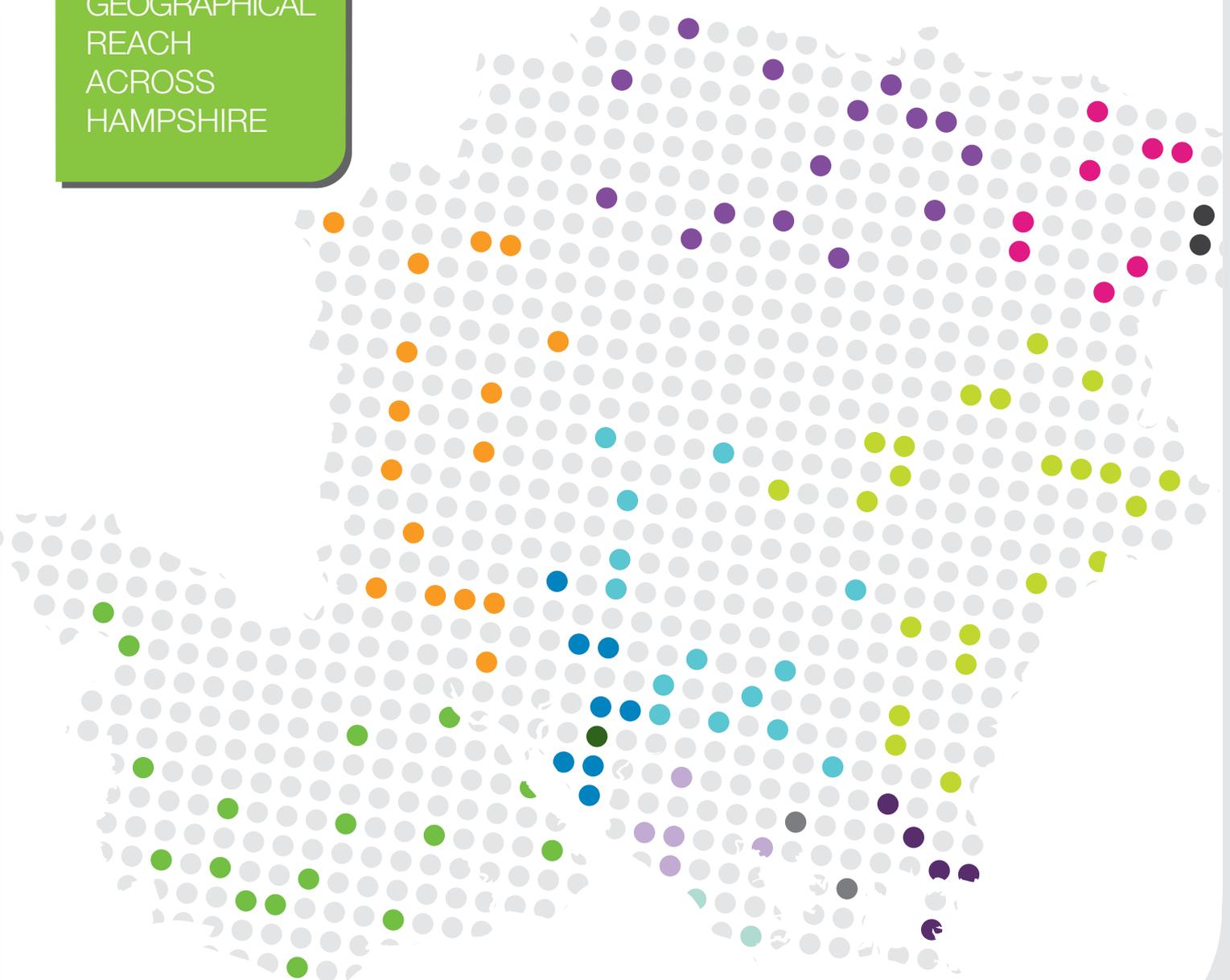
Each year we ask you for some statistics on your group, this helps us provide useful data on the state of the Good Neighbours Network and we thank you for your ongoing help with this.

	2018	2017
Health Related Trips	59,798	61,977
Social Driving Trips	14,369	13,502
Minibus Trips	8,602	13,156
Befriending	16,820	13,896
DIY & Practical Tasks	5,422	3,627
Lunch Club Visits	36,140	35,626
Coffee Morning Visits	19,634	12,290
Social Activities	10,431	7,357



Acts of kindness totalled
171,216 in 2018 -
 that's almost **500** a day!

GNN
GEOGRAPHICAL
REACH
ACROSS
HAMPSHIRE



Eastleigh

Beacon Good Neighbours
Bishopstoke & Fair Oak Good Neighbours
Botley Neighbourcare
Bursledon Good Neighbours
Chandlers Ford Good Neighbours
Eastleigh Good Neighbours
Hamble Good Neighbours
Hedge End Good Neighbours

Hart

Crondall & Ewshot Neighbourcare
Crondall & Ewshot Village Pump Group
Eversley and Bramshill Trusts Rural Transport
Care Group
Fleet and District Voluntary Care Scheme
(Communicare)
Hartley Wintney Voluntary Care Group
Hook Care Group
Odiham Voluntary Care Group
Yateley - PALS of Yateley
Yateley Neighbourcare

Rushmoor

Farnborough Neighbourcare
Hands On with connect@boro

Basingstoke and Deane

Basingstoke Neighbourcare
Basingstoke: Kempshott Neighbourcare (Kancare)
Bramley Lunch Club
Bramley Voluntary Care Group
Burgclere & Newtown Neighbourcare
East Woodhay & Highclere Neighbourcare
Kingsclere, Ashford Hill with Headley Care Group
Oakley Community Care
Old Basing & Lychpit Good Neighbours
Overton A.C.T.I.O.N
Sherfield on Loddon Community Care Group
Silchester 'Give and Take'
St Mary Bourne and District Neighbourcare
Tadley Crosslink
Whitchurch Neighbourcare

Southampton (Unitary)

Southampton Communicare

East Hampshire

Alresford and District Voluntary Care Group
Alton Community Care Group
Binsted Bentley Froyle and District Voluntary Care
Group

Bordon & Whitehill Voluntary Car Service
Bramshott & Liphook Parish Voluntary Care
Group
Clanfield Voluntary Care Group
East Meon Care
Four Marks Care
Four Marks Lunch Club
Froyle Good Neighbours
Grayshott Community Care Group
Headley Voluntary Care Group
Holybourne Village Care
Hordean Voluntary Care Group
Kings World Care Group
Liss & District Voluntary Care Group 'Lupin'
Medstead Voluntary Care Group
Milland Cares
Neighbourcare Buriton
Petersfield Voluntary Care Group
Ropley Community Care
Rowlands Castle Good Neighbours

Portsmouth (Unitary)

Christ Church Portsdown Good Neighbours
St Cuthberts Helping Hands

Havant

Emsworth Good Neighbours
Emsworth Methodist Church and Pastoral Centre
Havant, Leigh Park & West Leigh Good
Neighbours
Hayling Voluntary Services
Waterlooville, Purbrook & Cowplain Good
Neighbours

Winchester

Bishops Waltham Voluntary Care Group
Colden Common Community Cars Trust
Curdrige Care Group
Denmead Voluntary Care Group Denmead
Communicare
Droxford & District Community Care Group
Durley Good Neighbours
Littleton Village Community Care group
Soberton & Newtown Care Group
Swanmore Voluntary Care Group
Twyford Good Neighbours
Upper Itchen Voluntary Care Group
West Meon and Warnford Care Group
Wickham Community Care
Winchester Good Neighbours

Test Valley

Amport, Monxton, Grateley, Quarley
Neighbourcare Group
Andover Neighbourcare
Andover Stay A While Lunch Club
Awbriidge Neighbourcare
Broughton Good Neighbours
Chilbolton Care Group
North Baddesley Friends
Nursling & Rownhams Helping Hands
Romsey Good Neighbours
Romsey Radish (Romsey and District Information
and Support at Home)
Shipton Good Neighbours
Somborne Neighbourcare
Stockbridge Longstock and Houghton Neighbour
Care
Thorngate Village Care Group
Wallops Good Neighbours
Wellow Help Group

New Forest, Fareham and Gosport

Bransgore Community Care Group
Brockcare
Brockenhurst Care Cars
Burley Good Neighbours
Burton & Winkton Care Group
Fawley and District Voluntary Care Group
Hordle Voluntary Care Group
Hythe & District Voluntary Car Group
Lymington Care Group
Lymington Friends of Wistaria Surgery
Lyndhurst Neighbourcare
Milford on Sea Community Care Group
Neighbourcare New Milton
New Forest East Befrienders
Ringwood Goodneighbours
Sway Over Sixties Club
Sway Relief in Sickness Fund
Sway Welfare Aid Group
Totton Communicare
Two Bridges Care Group
Waterside Good Neighbours
Western Downland Care Group
Fareham Good Neighbours
Fareham Voluntary Car Scheme
Locks Heath Communicare Association
Portchester Voluntary Care Group
Stubbington & Hill Head Voluntary Care Group
Gosport Befriending Service
Gosport Driving Force
Lee on the Solent Voluntary Care Group

INNOVATION & TRAINING

WEBSITE - www.goodneighbours.org.uk

Since we launched the new web site two years ago, we have seen a tremendous increase in traffic to the site, the three most popular pages visited in 2018 were:

- 1. How to find a group** - no surprise here, this page is used daily by volunteers, carers, social services, GPs' and gives up to date details of group activity, location and contact numbers
- 2. News** - this page highlights Network activity and with more groups than ever sharing their achievements, anecdotes and acts of kindness has become one of the most visited pages on the site.
- 3. Resource Cafés** - successfully running now for over three years, our Resource Cafés provide friendly and effective touch points for the Network, the webpage has details of all the venues and dates and themes for the cafés - all Good Neighbours welcome!



MY LEARNING CLOUD

The GNN online learning platform - open to Good Neighbours only, this is where you can access all the Network's resources, from recruitment advice to policy guidance and is the gateway to easy to use training packages including the two most popular ones, Food Hygiene and Safeguarding.

The GNN online training platform saw a 100% increase this year

SOCIAL MEDIA -  @hampshire.gnn  @gdneighboursn

Facebook and twitter are proving to be really successful tools for volunteer recruitment, many GNN groups have tapped into new volunteers through likes and shares on facebook and by maintaining a positive facebook presence. If you need any help with this we can offer guidance at the Resource cafes.

THE HORROR THAT WAS GDPR

This legislation, that landed in May 2018 was for many troublesome. We held six GDPR dedicated workshops across the county and produced helpful guidance packs (available from My Learning Cloud) and continue to update and advise Good Neighbours on questions and related issues that arise. In truth, for some the reality was not quite as bad as expected, although we appreciate many group coordinators had to undertake considerable extra work to be compliant and a very special THANK YOU to them.

Here at the hub we are particularly grateful to Good Neighbour Robert Venables who shared his Charity Commission and legal expertise with us.



HOLY ROAST & GOOD NEIGHBOURS



The Holy Roast is a vintage horsebox that has been lovingly restored into a mobile café.

Throughout 2018 we successfully tested the horsebox as an engagement tool, taking it out to a selection of events to promote awareness of the Good Neighbours Network and encourage volunteer recruitment. We plan to develop this initiative far and wide throughout 2019.

The Holy Roast works really well as both a talking point and hospitality offer, especially when adorned with fairy lights, bunting and posters to draw attention. It has proved popular in promoting the Network in a new and vibrant way - there is something very natural about starting a friendly conversation over a cup of coffee.

Holy Roast and GNN also promote the Suspend a Coffee Scheme, this is a simple project that invites you to buy a cup of coffee for someone else who is really in need, (perhaps homeless or someone having an awful day) they then can ask for a coffee from the horsebox and are given one for free, paid for through the generosity of another. A cup of kindness for those in need.

The horsebox was at the Stansted House Christmas Fayre in November where we handed out over 500 postcards to interested visitors, some mulled wine to Good Neighbours and 12 cups of suspend a coffee were purchased, ready to be gifted on another occasion.

If your group would like to use the horsebox for an engagement opportunity, do just get in touch with us at the Hub.



SUSPENDED COFFEES

It's about more than the coffee

THE ART OF VOLUNTEERING - ANNUAL EVENT 2018

The event this year was split into two very different halves, in the morning we had an informative range of speakers with a round of workshops and in the afternoon we invited you all to a very moving performance about Dementia.

The morning session was opened by Canon Nick Ralph who introduced Pete Thompson (Shed Light Productions) to talk about the GNN movie, he made for the Network last year. Followed by Gillian Trippner and Caroline Martinez who highlighted the successful ambassador schemes they support. We then welcomed the return of Max Prangnell (Director of Communications for the Academy of Medical Royal Colleges) who delivered an upbeat session on marketing (with a little help from some Toy Story friends), and detailed a fascinating TEDX talk on retirement from Professor Dame Carol Black.

After the well-attended workshops and a most delicious lunch (always a high spot and great opportunity for networking), Pluto Productions performed the touching play, Don't Leave me Now, written and directed by Brian Daniels. The play tells the story of two families' unique journey with dementia and offered an insightful and moving glimpse into how this disease affects all those connected with it. There are currently over 850,000 people with dementia in the UK and numbers are set to rise. It is a condition that many Good Neighbours have regular contact with and the Network continue to support and applaud the work done every day by Dementia Friends and the Alzheimer's Society.

The day ended with a photocall on the stage for all Good Neighbours.



People Helping People



LOOKING FORWARD

GOOD NEIGHBOURS YEAR OF KINDNESS 2019

Acts of Kindness are at the ♥ of what Good Neighbours do every day and this year the Network will be focusing on the power of that kindness, what it means to be kind and what it means to receive kindness. Events and workshops will be scheduled throughout the year to promote, capture and share this distinctive 'gift' and the Network will join forces with the Day of Kindness movement on November 13th to do something really meaningful.

Our recent People Helping People campaign will help to shape the simplicity of our Kindness message and each group and Good Neighbour will be invited to share their thoughts on what kindness actually means in today's society and how as a Network we can create an even bigger impact. We will be producing a range of promotional material to support the campaign, these will be available free for all groups from the Hub or the Resource Cafés.

The Good Neighbours Annual Event 2019 will be held in October and themed around Kindness – date to be announced in February 2019.

This year will be an opportunity to make Good Neighbours and Acts of Kindness even more significant!



THANK
YOU

As society continues to shift, the need for a Good Neighbour has rarely been greater. We are committed to providing a safe and effective platform for groups to flourish and are actively developing new groups in areas of need. Portsmouth currently has three groups in development from Paulsgrove to Old Portsmouth and Lisa (our Portsmouth advisor) is working closely with all three on direction, the all-important volunteer recruitment and reach. As Andy comes on board, he will be taking the Network 'magic formula' forward to the north of the county, working with interested parties to establish new groups.

The Network in 2018 consists of 125 groups and nearly 5,000 volunteers, this is a powerful movement for social action making a difference to people lives each and every day.

We are grateful to all our funders for their support and to all Good Neighbours everywhere.



THE CHURCH
OF ENGLAND



Fareham and Gosport CCG
North East Hampshire and
Farnham CCG
North Hampshire CCG
South Eastern Hampshire CCG
West Hampshire CCG
Portsmouth CCG

How to contact GNN

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