

**GOOD NEIGHBOURS
NETWORK**

ANNUAL REPORT

2017

Introduction

by

The Revd Canon Nick Ralph

Secretary to the Good
Neighbours Coordinating
Committee



Members of the GNN Coordinating Committee 2017

Andrew Robinson (Chair)
Diocese of Winchester

Cllr Anna McNair Scott
Hampshire County Council

Cllr Pat Stallard
Hampshire County Council

Peter Stokes
Adult Services,
Hampshire County Council

Nick Ralph (Secretary)
CSR, Diocese of Portsmouth

Jo Cookes
CET, Diocese of Guildford

The Good Neighbours Network is governed by a Stakeholder Liaison Group and the Council for Social Responsibility (CSR) in Portsmouth on behalf of the Dioceses Portsmouth, Winchester and Guildford that cover the county of Hampshire.

This year's annual report shows just how hard many of the volunteers in our groups are working. There has been a welcome increase of 10% in the number of new volunteers over previous years. We value these volunteers greatly as do the groups in which they serve, to say nothing of the clients who rely so much on them.

2017 was a hugely busy year, following the success of the royal event for our 40th anniversary the previous year. Our aim as a Good Neighbours hub, is to provide groups with all they need to run a safe, effective and simple service with as little interference or bureaucracy as possible. That is not the same as saying with none! There is a necessary minimum, and standards in such things as safeguarding and management of money, must always be a high priority so that people continue to have full confidence in the local groups.

We are grateful to our funders, Hampshire County Council, the Clinical Commissioning Groups for their continued support, joined now by Portsmouth City Council, (from June 2017) who have recently contributed to the networks funding. We continue to develop the network and are always interested in hearing about new approaches, and especially stories about work that has been undertaken.

Long may it continue.

Nick Ralph

PEOPLE HELPING PEOPLE

Who Are We?

We are a unique organisation, connecting 4,000 volunteers across Hampshire, providing over 161,000 individual acts of kindness in 2017. The Good Neighbours Network provides a highly flexible and personalised (transport, befriending, practical help and social activities) offer which is directly provided by local volunteers to local people. It achieves a great deal at a very low cost, with low levels of management or administration and with a very high level of commitment and sustainability. It is particularly of value in areas where more conventional private or public organisations can no longer afford to deliver similar services.



The Network offers:

- Up to date advice and guidance
- Encouragement and support
- Peace of mind and reassurance
- A feel good factor, connecting all 123 Good Neighbours Groups

GNN groups benefit from:

- Informative and updated publications, including a Start Up Guide and the very useful Volunteer Handbook
- Members' Online Learning Platform
- Resources including policies and procedures advice
- Start Up and New Activity grants
- An Annual Event
- Regular training programmes
- Resource Cafes
- A website with members' NEWS page
- DBS checks for volunteers (free of charge)
- Public and Employers Liability Insurance to cover each group's volunteers

GNN represents Good Neighbours with other agencies in Hampshire including local authorities and Clinical Commissioning Groups – GNN works alongside all the groups to advocate on behalf of volunteers and clients alike.

Who's
Who?

What
We Do

Training

Legislation &
good practice

GNN

Getting
connected

Events

Safeguarding

Acts of
kindness

Community
& well-being

Reducing
isolation

Advice

Insurance

People
helping
People

There were changes to the team this year, as we said a fond farewell to Angela Smith and a warm welcome to Vicky Halliday and Natalie Roebuck.



Debbie Sutton - GNN Adviser

Debbie has been involved with the Network since early 2016, in her role as an Adviser you will be seeing much more of her out and about as she leads on delivery of the ever popular Resource Cafes.



Vicky Halliday - GNN Portsmouth Adviser

Vicky joins GNN as the Adviser for the Portsmouth area, bringing with her enthusiasm and some strong IT skills - she will continue to focus on setting up new groups, engaging through that all important route of a cup of coffee and a conversation.



Natalie Roebuck - GNN Adviser

Natalie joins the GNN team and will be concentrating on getting to know all of you in the North Hampshire area.



Nick Ralph - Secretary to the Good Neighbours Co-ordinating Committee

Nick is our in-house Canon and as the Director of the Council of Social Responsibility (CSR) he provides the strategy, funding and governance guidance to the network.



Gambol Parker - CSR Assistant Director of Enterprise and Engagement

On loan from CSR to provide some marketing 'sparkle' and increase engagement opportunities across the Network, her message is 'everyone needs a Good Neighbour'.

Financial Report 2016/17

INCOME	2015/16	2016/17
Hampshire County Council, Adult Services	£85,540	£92,770
Hampshire County Council, Community Transport	£5,000	£5,000
NHS Clinical Commissioning Groups	£46,350	£46,350
Special Activity Income (Royal Event)	£0	£5,600
Interest	£1	£2
TOTAL INCOME	£136,891	£149,722

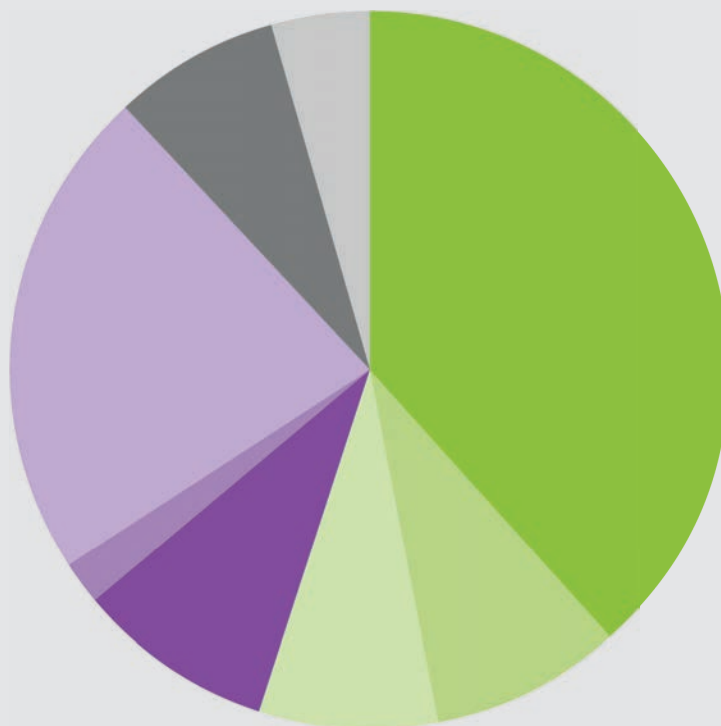
ACTIVITY	2015/16	2016/17
Groups	123	123
Groups with expanded services	2	20
New volunteers recruited	418	438
Tasks	166,988	161,547*

*new calculation introduced

EXPENDITURE	2015/16	2016/17
Direct Resourcing of Groups	£29,097	£47,624
Staff and Running Costs	£92,072	£95,152
TOTAL EXPENDITURE	£121,169	£142,776
NET SURPLUS/(DEFICIT)	£15,722	£6,946

Good Neighbours Network Activity 2017

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.



Health Transport 61,977 • Social Transport 13,502 • Minibus 13,156
Befriending 13,896 • DIY & Practical Tasks 3,627 • Lunch Clubs 35,626
Coffee Mornings 12,290 • Social Activities 7,357

438 new
volunteers
recruited across
Hampshire in
2017

6 new groups
joined the
Network

Over 161,000
acts of kindness in
2017
THAT'S ONE EVERY
THREE MINUTES!

Community And Well-Being

Having established a remarkable 106% increase in befriending, group-based and social activity over the previous five years, this upward trend continues throughout 2017 with lunch clubs catering for an additional 15% of diners and around a 10% increase in social activity and coffee mornings.

Good Neighbours groups would simply not be able to attract and retain over 4,000 local volunteers if it was not considered a good thing by local people. The expressed commitment of such a high number and broad distribution of the volunteers in itself has a positive effect on personal well-being and the shared perceptions and dynamics of the 120+ local communities where there is an active good neighbour group.

Good Neighbours are committed to 'successful ageing' for all through these key success factors:

- increasing and/or maintaining physical activity
- a good sense of well-being and self-rated health
- increasing and/or maintaining social activity through activity and involvement.

The beauty of this approach is that it works for volunteers and clients alike.



I'M A GOOD NEIGHBOUR



Resource Cafés



How and why they work:

HOW - the Resource Cafés offer an opportunity to informally touch base with other local groups, to regularly connect with a GNN adviser, providing professional advice and troubleshooting and to collect a range of GNN resources, everything from slogan postcards to t-shirts.

They operate on three cycles throughout the year and are often themed. In 2017 we partnered with MIND to focus on mental health and combatting loneliness. In 2018 we will be focusing on loneliness, the importance of volunteering and just how beneficial it can be for us all.

WHY - the cafés create an opportunity to share problems and solutions with like minded people. They are open to all, always friendly and informative and we choose places with great coffee and cake.

“As a small group we find the regular email updates from GNN really useful and know that the Resource Cafes are available should we need face to face advice’

Kings World Care Group

It's the
little things
that count

This year we asked groups to share a story. The responses have been a wonderful collection of amusing and heartfelt and it has been a difficult decision choosing just three to highlight here –

‘One of our drivers noticed how many people were living by themselves with very little interaction between them. After visiting one of the GNN drop-in café sessions at Middle Wallop for inspiration, she started a NOT ON YOUR OWN CLUB, holding monthly get togethers at the local church hall, providing food and entertainment, village shopping trips initiatives and much more.’

-WALLOPS GOOD NEIGHBOURS

‘We befriended a lady (Betty) who lives alone in a house despite being registered blind due to AMD. This lady is remarkable, she undertakes telephone befriending of two people, was a founder of the Fareham Music Society and Fareham Macular and still helps them.

She recently came to one of our volunteers’ meetings to speak about living with AMD. This Summer she abseiled down the Spinnaker Tower raising money for the Macular Society and celebrated her 90th birthday.’

-FAREHAM GOOD NEIGHBOURS

‘One of our drivers was recovering from a foot injury and although cleared for driving he was still wearing a surgical boot. He was the only member of the Good Neighbours team available to handle a request to take someone using a Zimmer frame to the local hospital. The sight of the patient being guided along the hospital corridors by his ‘injured’ driver caused quite a few double takes!’

-SOBERTON AND NEWTON GOOD NEIGHBOURS

**WE THANK YOU
FOR ALL THAT
YOU DO,
YOU ARE PART
OF A UNIQUE
& WONDERFUL
NETWORK.**

GNN 40th Celebrations



THE GOOD NEIGHBOURS SUMMER TEA PARTY 2016

HRH Princess Alexandra was welcomed by The Lord Bishop of Winchester and The Deputy Lord Lieutenant. HRH Princess Alexandra was introduced to the GNN team and took the time to meet as many good neighbours as possible. She was deeply impressed by all the amazing work good neighbours do every day and before departing awarded special recognition prizes to two remarkable good neighbours, Lynn Lyme and Chris Cornwell. A grand tea and glass of Champagne was enjoyed by all on a beautiful summers day.

We are very grateful to Cllr Anna McNair Scott for her support of this event.



Highlights of the Year 2017

The GNN Annual Event 2017

The 2017 event was hosted at Kings Community Church, Hedge End, with many of you saying it was the best event we had held.

With your help we made a GNN movie, embraced some top tips for marketing, welcomed our keynote speaker Professor Dame Sue Bailey, Chair, Academy of 'Medical Royal Colleges. She had much to tell us about the value of schemes like ours in helping communities to thrive.

We had some hands on manual handling advice, with Angela as a stalwart volunteer spending much of the hour on the floor, enjoyed a delicious lunch, connected with each other and attended a range of really useful workshops during the afternoon. Coming together at the end for a photocall of us all proudly wearing our I'M A GOOD NEIGHBOUR t-shirts.

We look forward to welcoming you to the 2018 event.

Professor Dame Sue Bailey and a good neighbour



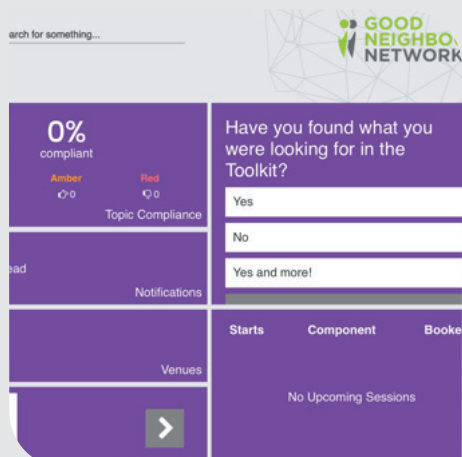
Highlights of the Year 2017



Image of good neighbours in their t-shirts



Launched the new GNN website



Launched our online learning platform



Sent you all a Christmas card



From Lupins in Liss to Daisy Chains in Yateley, we support a small army of volunteers who provide thousands of neighbourly acts of kindness each week; ranging from health transport to dementia cafes and even the occasional dog walking.



THE CHURCH
OF ENGLAND



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

How to contact GNN

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