

GOOD NEIGHBOURS NETWORK ANNUAL REPORT

**2019
YEAR OF
KINDNESS**



IT'S ALL
ABOUT
KINDNESS

Good Neighbours welcomed and supported acts of kindness across Hampshire and beyond.
With the Network as a whole offering a grand total of

208,659 acts of kindness in 2019

We all celebrated World Kindness Day on November 13th and will continue to mark it each year for
all Good Neighbours.

Hashtags #WorldKindnessDay #WKD #WorldKindnessMovement



The purpose of
WORLD KINDNESS DAY
is to highlight good deeds in the community
because **KINDNESS** is the common thread
that unites us all. **NOVEMBER 13**
<http://theworldkindnessmovement.org/>

INTRODUCTION

by

The Revd Canon Nick Ralph

Chair - GNN
Strategic Liasion Group



Strategic Liasion Group

Nick Ralph

Chair, Dioceses of Winchester and
Portsmouth

Karen Jordan

GNN Team Leader

Vacant

Diocese of Guildford

Cllr Anna McNairScott

Hampshire County Council

Cllr Roger Huxstep

Hampshire County Council

Peter Stokes

HCC Adults' Health & Care

Robert Stead

HCC Adults' Health & Care

"This year shows a steep increase in the amount of work being undertaken. This is good news in the sense that more people are being helped by their neighbours, but it also reflects the fact that more people need help as other services are closed or withdrawn, particularly those run by local authorities. The task has never been greater, the resources with which to do something continue to be stretched. The volunteers who selflessly give so much deserve our thanks and our support, never more so than now.

In common with many other organisations like ours, funding is always an issue. The important news is that we have secured financing for the Good Neighbours Network for another two years, although at a slightly lower level than we had hoped. What this means is that we'll be focusing on making sure we operate as efficiently as possible and providing the best possible support for all our groups and the more than 4,000 volunteers who do such fantastic work direct into their communities. And obviously we will be looking for other ways to secure funding from organisations.

I for one am looking forward to a continuing and close and positive partnership with groups in the year ahead."

Nick Ralph



And Nick shares his top tips for towing the GNN horsebox-

- Buy or borrow a decent 4X4 if you can...
- Do check all lights work once attached
- Don't drive late at night in a dark field
- Remember to change the number plate
- Always have a lovely assistant

HELLO GOOD NEIGHBOURS

Throughout this Good Neighbours Year of Kindness, it has been great to see the Good Neighbours volunteers making an incredible impact in Hampshire communities by reducing loneliness and isolation, by supporting the NHS in reducing missed appointments and by valuing others.

Due to changes in regulations, 2019 saw GNN undertake DBS checks directly. This transition has been helped by the well-attended training sessions and the dedication and hard work of Nicky Dodd our team Administrator.

It has been rewarding to see the success of the Resource Cafés with 150 representatives from over 80 groups coming together with the Network team to share challenges, successes, best practice and connect with each other.

We thank you for your feedback which has been both positive and informative and we will aim to build on this approach in the coming year.

The Annual Event this year captured the theme of celebrating Good Neighbours volunteers and their kindness, we loved the competition ideas and as always enjoyed meeting so many of you on the day.

The team said goodbye to the 'dynamic ' Andy in 2019 and I would like to thank him for his hard work and ideas . The current team Lisa, Liza, Nicky and myself are so proud to be part of this amazing network and we look forward to the new decade as we all continue to help build healthier, safer and more hopeful communities.

♥ Good Neighbours.

Karen Jordan

Team Leader GNN



A few of Karen's favourite things about being a part of Good Neighbours-

- Being part of such a huge wave of GN kindness
- Meeting lovely Good Neighbours
- Hearing those wonderful stories
- Working with a great team
- Feeling proud to be of value to GN groups

SPREADING THE WORD

Marketing is an essential component to connection, there have been a number of initiatives generated around the recruitment of volunteers, and the use of visual images and positive language.

Here are a few that have been developed and achieved some good results.



GETTING TO KNOW YOU

Resource Cafés were a big focus for the Network this year, attendance was up by over 60% on the previous year and it was all about getting the groups to connect with each other, introducing the new Network advisors and responding to your many ideas and questions.

Peer-to-peer help and guidance is key to the development of the Network, after all you are the ones delivering on the ground. Marketing, recruitment and data inputting were some of the key areas that groups have helped each other with in 2019. And, you always tell us it is so valuable to hear each others highs and lows encountered along the way.

Here are some you shared over the year across the Network:

“Thank you so much, it was great to meet you at the café and I am very grateful for the help you gave me on safeguarding - it's good to know GNN are there for us!”

Hook GN

“Most clients say they wouldn't know how they would cope without us.”

Whitchurch

“That was a long trip: took an elderly lady to Southampton Eye Clinic (some 35 miles away) for a routine appointment at 2pm, leaving at midday, she required urgent surgery - thankfully the operation was done there and then and I was able to wait and support, arrived home at 10pm!”

Kingsclere



“We have one household where a partner has severe Parkinsons disease and their partner looks after them continuously. We are able to provide a volunteer every week to sit in, enabling the carer a much needed visit to a Pilates class and a coffee break with friends without having to worry about their loved one.

We even have one regular couple who told us we should not be Crondall/Ewshot Neighbourcare but...”

Crondall/Ewshot Angels!



RESOURCE CAFÉ IMAGES

GNN YEAR OF KINDNESS ANNUAL EVENT 2019

The annual event is always a highlight of the year and from the feedback, 2019 did not disappoint.

The event started with a welcome from Canon Nick Ralph and that all-important cup of coffee.

We were delighted to welcome Dr Dev Chauhan, Academy of Medical Royal Colleges, Clinical Fellow as our keynote speaker, he informed and entertained with a spotlight focus on social prescribing and the future of the NHS.

As 'supporting acts', Nigel Palmer (a former police officer) delivered the powerful story of his experience of recovering from trauma and the importance of resilience - Liz Holton, Chair of Thorngate Village Care Group, shared a moving story about the groups recent initiative of giving flowers to people as they come out of hospital - a simple act of kindness. And, Chris Cornwell, Chair of Hartley Wintney Voluntary Care Group, talked about the importance of group development and how, from just small beginnings, communities can be enriched and develop.

To mark the GNN Year of Kindness we ran a Kindness Competition - open to all the groups inviting ideas for any extra act of kindness a group might like to deliver.

THREE GROUPS PITCHED THEIR IDEAS ON THE STAGE

Botley Good Neighbours - with their cartoon card to shake off the January blues,

Fareham Good Neighbours - a grand tea party for all their befrienders and clients, and

Langstone Good Neighbours (a new group to the Network this year) - presented their idea of a pre-loved sale and got us all singing "ALL YOU NEED IS LOVE" (well some of us).

The votes were cast over the delicious networking lunch and Botley were the winners, receiving £500 to realise that extra act of kindness.

In the afternoon it was workshop time, with six to choose from:

- First Aid
- Connect to Support Hampshire
- Dementia Friends
- Nature and the senses
- Resilience (following on from the talk in the morning)
- Photography

Then it was time for tea and a fond farewell.

Thank you all for coming and sharing your ideas, enthusiasm and kindness, without all of you Good Neighbours and the amazing things you offer to your communities each and every day there is no **NETWORK**.

The 2020 Annual Event will be held in October, details will be 'hot off the press' in March.



OUR
FAVOURITE
PHOTOS OF
THE EVENT



Dr Dev holding the room



Question time?



Smiles all round



Connecting



Transfixed

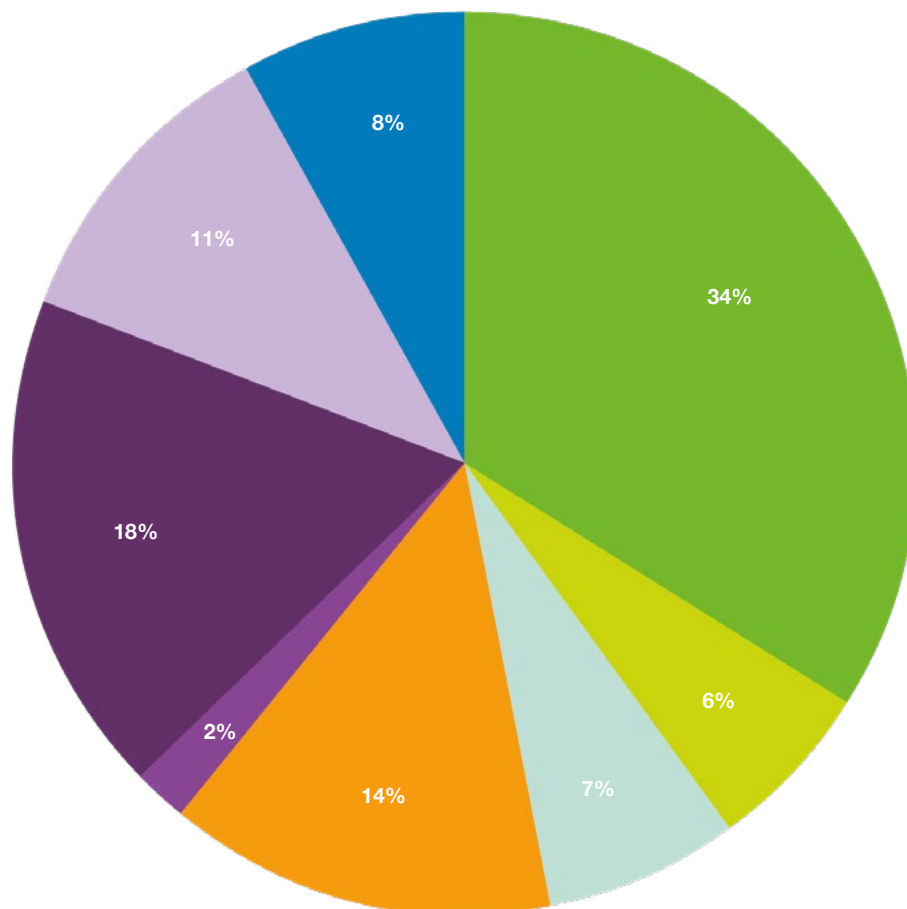


Enjoying lunch

GOOD NEIGHBOURS NETWORK ACTIVITY 2019

Maybe it was the new form, the way we asked you or your eagerness to share the good you do each day, but this year the statistics from all the groups came in on time and have provided some really interesting 'intel' on Network activity. THANK YOU

	2019	2018
Health Related Trips	71,029	59,798
Social Driving Trips	13,207	14,369
Minibus Trips	15,153	8,602
Befriending	29,100	16,820
DIY & Practical Tasks	4,281	5,422
Lunch Club Visits	37,465	36,140
Coffee Morning Visits	22,252	19,634
Social Activities	16,172	10,431
TOTAL	208,659	171,216



New activities to the Network for 2019 include -
Computer drop in
Singing groups
Food parcels
Keep fit

Staying healthy, eating well and keeping in touch remain as important as ever for Good Neighbours!

FINANCIAL REPORT 2018/19

INCOME	2017/18	2018/19
Hampshire County Council, (Adult Services)	£96,407	£96,407
NHS Hampshire	£46,350	£51,101
Hampshire County Council, (Passenger Transport Dept.)	£5,000	£0
Portsmouth City Council	£22,000	£11,000
Interest	£2	£1
Special Activity Income	£0	£1,272
TOTAL INCOME	£169,757	£159,781

EXPENDITURE	2017/18	2018/19
Direct Resourcing of Groups	£51,093	£57,124
Staff and Running Costs	£95,125	£103,833
TOTAL EXPENDITURE	£146,218	£160,957
NET SURPLUS/(DEFICIT)	£23,800	(£1,176)

ACTIVITY 2019	CCG's	IN TOTAL ACROSS ALL THE NETWORK
Volunteers	4,041	4,273
Volunteers Recruited	416	471
Acts of Kindness	188,759	208,659
People Helped	26,870	27,444

NO BOUNDARIES

Good Neighbours is a simple concept, one that has been practised for thousands of years across all cultures – little wonder we are often asked how to recreate ‘the magic’ beyond Hampshire – recently we have welcomed new groups to the Network in West Sussex, Langstone Harbour and Portsmouth...



**123 GNN GROUPS
OPERATE ACROSS
HAMPSHIRE.
THE NETWORK
WELCOMED THESE
NEW GROUPS IN
2019**

FUNTINGTON GOOD NEIGHBOURS

Offering driving and befriending

LANGSTONE GOOD NEIGHBOURS

Offering driving and befriending

PAULSGROVE GOOD NEIGHBOURS

Offering tea-time and social events

HISTORIC OLD PORTSMOUTH

Hosting community quizzes and tea parties

TRAINING AND ALL THAT JAZZ

An impressive **342** DBS checks
have gone through the system
since June!

A new approach to DBS checks

The middle of the year saw a change in how Disclosure and Barring Service (DBS) checks are carried out by groups.

The Network switched to an online provider as a way of speeding up the DBS process, resulting in volunteers receiving their certificates quicker, sometimes taking just the one week!

To demonstrate the new system we offered bespoke Safeguarding Training sessions across Hampshire and GNN administrator Nicky, went out and about to visit groups.

We created easy to use step by step instructions , available from My Learning Cloud for groups to use.

I'm very happy with the new DBS procedure. It's quite straightforward and in many cases I'm happy to send out the details to volunteers renewing their clearance. The certificates are usually received much quicker so I think it's a better system.

**Fleet and District Voluntary
Care Scheme**

Fact Sheet How to fill in an online DBS check



Before starting the application ensure the applicant has all relevant information to hand:

- National Insurance number
- Passport details
- UK Driving licence
- Five years address history (including Postcodes)
- Mother's maiden name (if available)

Safeguarding Representative (administrator) to give applicant unique user ID for them to access the system. This consists of the Safeguarding Rep's nine digit access code plus three further digits assigned by the Safeguarding Representative (e.g 001, 002 etc).

Applicant goes online to www.onlinecrbcheck.co.uk to create new application. The applicant must create a password that is at least eight characters long and contain a number. This is so the applicant can save an incomplete form in case they need to return to it at a later stage.

The applicant fills out the online form. If the applicant does not have an email address the Safeguarding Rep can do it on their behalf, if they have *written permission* from the applicant. For security purposes , we recommend the rep sets up an email address just for this purpose.

The Safeguarding Rep should receive an email with a link to the relevant page to confirm the correct ID has been seen. They confirm this, and the role title (see role descriptions for which to choose, and the level of check) and submits the application. The 'enhanced' box is automatically ticked.

The Safeguarding Rep will receive confirmation when the applicant's disclosure is complete.

If the disclosure is not clear, the Safeguarding Rep will receive an email that says 'wait to view the applicant's certificate.'

If the certificate is blemished the group must take a decision as to whether or not to offer the role. They may not wish to take them on, or may offer an alternative role. (Also see Policy & Procedure: Dealing with a blemished disclosure). An initial evaluation of the information should be made to GNN.

The applicant receives their paper copy of the DBS form which should be shown to the group Safeguarding Representative. The number and date received should be recorded, so the Safeguarding Representative knows when it is time to refresh the DBS check (currently every five years).

This is part of a toolkit available from goodneighbours.org.uk

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2020 THE YEAR AHEAD

With a new decade and the world hurtling ahead into the Digital Age, we are working on demystifying some of this.

The Network is committed to promoting both the traditional method of delivery, focused around that all important personal touch and embracing the digital benefits, in a simple, clear and accessible way.

Many of us will already own a smart phone and be used to text messaging, taking photos, accessing facebook and some of us tweet, Instagram, perhaps date? While others may feel they are not so connected, there is a familiarity that sits with the digital world.

We are in more ways than we realise, connected.

Increasingly, tax returns, most government information, booking a restaurant, on-line shopping even tracking a parcel through the post office is all done on-line. Here at GNN, there is already a well-used Network website with regular updates, information on all Good Neighbour groups and how to find them - along with useful information on becoming a volunteer, starting a group and how to get advice.

Accessing Network information will be developing through these mediums and we are exploring developing a GNN app, to help with connection to other groups and local activities, enhancing the feeling of being in a Network of like-minded Good Neighbours.

The GNN website will be upgraded this year, with some new content, it will be even easier to navigate and the design will be GNN style.

We will be developing and offering 'Embracing the Digital' training sessions, throughout the year, highlighting the basics of accessing information - GNN and otherwise, critical information on how to protect your data, the importance of the password and some trouble shooting guidelines, there will also be some informal Q & A opportunities. We hope to see you at a session and don't worry there will be some computers, tablets and smart phones to practise on if you don't have your own, delivered with a softy, softly approach.



We are committed to the human touch through the Resource Cafés, printed information, postcards, a real person telephone touch point and THE ANNUAL REVIEW.

THE POWER OF A NETWORK

Unity, strength and support underpin the Good Neighbours Network. We are committed to developing accessibility, engagement and promoting a safe and effective platform for all groups to access, confident in the power a strong and vibrant Network can bring to all communities.

A GNN impact report was commissioned in 2019, due for publication in 2020 - this will aid in the understanding of the Good Neighbours contribution to society, provide vital data for funders and help inform Network development.

We are grateful to all our funders for their continuing support and belief in the Good Neighbours Network and the good it delivers.



THE CHURCH
OF ENGLAND

COUNCIL FOR
SOCIAL
RESPONSIBILITY



Supported by
Hampshire
County Council



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

General enquiries:

E info@hampshire.goodneighbours.org.uk

T 023 92 89 9671

F facebook.com/hampshire.gnn

Good Neighbours Network

First floor, Peninsular House,
Wharf Road, Portsmouth PO2 8HB

www.goodneighbours.org.uk



WE ARE ALL
GOOD NEIGHBOURS