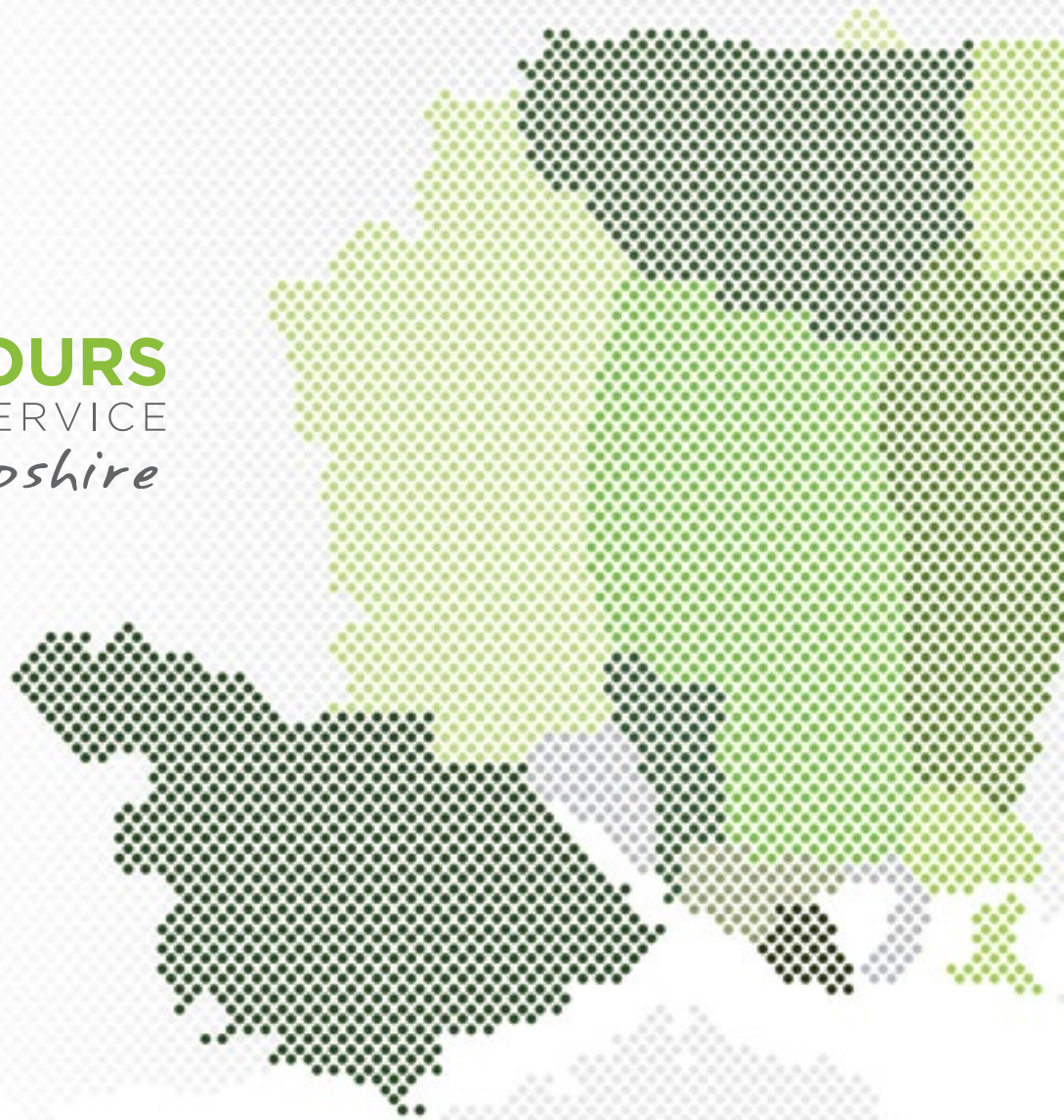




**GOOD
NEIGHBOURS**

SUPPORT SERVICE

Hampshire



ANNUAL
REPORT

2016

Introduction

by
The Revd Canon Nick Ralph

Secretary to the Good
Neighbours Co-ordinating
Committee

Good Neighbour volunteers have had another busy year extending their work with a 5.4% growth in the number of tasks undertaken. It has been interesting to see the rise in social activity tasks, indicating good neighbours recognise that needs are emotional as well as practical.

Members of the GNSS
Coordinating Committee
2016

Andrew Robinson (Chair)
Diocese of Winchester

Cllr Anna McNair Scott
Hampshire County Council

Cllr Patricia Stallard
Hampshire County Council

Mark Allen
Adult Services,
Hampshire County Council

Peter Stokes
Adult Services,
Hampshire County Council

Nick Ralph (Secretary)
CSR, Diocese of Portsmouth

Chris Rich
CET, Diocese of Guildford

And we are grateful to
Anne Stunt for admin support
to the Committee

At a time when public services continue to experience deep and serious cuts to their budgets, there has never been a greater need for the work of the GN groups.

I am particularly grateful to the GN staff, Elizabeth, Debbie and Angela, who have worked tirelessly delivering resource cafés, training, support, conferences, DBS checks, group insurance. They have also answered untold numbers of individual queries from groups and clients and at the same time managed to deliver more to more people and keep smiling.

Good Neighbours continues to innovate and to explore new ways of attracting and involving people in this work. We launched the People Helping People campaign, highlighting the need to attract new generations of volunteers. We have also been rethinking our approach, as fewer people are interested in getting involved in governance, but many willing to

volunteer to do the frontline work. The GN model is particularly suited to people who are not able to commit themselves long term. It is an element we need to publicise and demonstrate works. The reward is a greater number of people sharing work more evenly and making a difference to the people they meet in their own community.

As we all aim to better serve what our communities need, we continue to look out for further ways in which we can support groups and volunteers in their work. We are always open to hearing about what might work better. It is always good to hear what other groups are doing in your area so do go along to one of the many Resource Cafés sessions if you get the chance.

The greatest tribute must go to the volunteers and members of the groups who work so hard and continue to find ways to keep their communities going.

Good Neighbours Support Service

The Good Neighbours Support Service is unique. It provides information, guidance and encouragement for new groups, on-going support for existing groups and how to get involved information for would be volunteers.



GNSS provides:

- Encouragement and support
- Help and advice
- Connections to other like-minded groups
- Peace of mind and reassurance

GNSS groups benefit from:

- Regular resource cafés with a Network Advisor
- Bespoke publications, including the valuable volunteer handbook and good practice guidelines
- Resources including policies and procedures
- Public and Employers' Liability Insurance to cover each group and its volunteers (provided free of any admin charge representing a 25% saving for all groups)
- DBS checks for volunteers (free of any admin charge)
- Start up and annual grants
- Recruitment campaign resources
- Events and training programme
- Annual conference

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

What's it all about?

The Good Neighbours Support Service is all about community & well being.

Looking out for our neighbours is the foundation for successful living in any society and community - given the current social and demographic challenges if it did not already exist it would have to be invented.

FEATURE	LEVEL OF IMPACT	RATIONALE
Volunteering and altruism	Very strong	4083 volunteers participated 2015-2016 – averaging 41 acts of kindness each
Safety	Very strong	'Help' based activities allow a sense that assistance is readily available and the community is 'looking out' for us all
Supporting networks and neighbourliness	Very strong	GNSS is primarily about providing or supporting sustainable local networks that deliver good neighbourliness
Trust	Very strong	Relationships between groups, volunteers and clients are all trust based and self-regulated – the GNSS helps provide a safety net to this unique type of operation, increasing a sense of symbolic and practical trust in neighbours
Reciprocity	Very strong	Volunteers and all local residents are eligible to access the service and all are free to contribute - with clients becoming volunteers and volunteers becoming clients, acts are not perceived as charity but as a helping hand from a good neighbour
Information conduit	Very strong	GNSS groups regularly review relevant issues in their local community and discuss with stakeholders such as councillors and GPs with feedback from both volunteers and clients on their experiences

Resource Cafés

This year saw a healthy increase in the number of people attending and benefitting from our Resource Cafés.

Led by our GNSS Adviser Angela Smith and working on a rotation system to local areas, they always have great coffee and cakes, provide professional advice, training and support and offer connections to other good neighbours local groups.

Run on a formula of three cycles:

The **1st cycle** focused on groups equipping themselves through a group health check with encouragement to work with other local initiatives, strengthening groups internally and looking at how to achieve more through better communication and planning.

Our **2nd cycle** concentrated on a learning café theme and provided the perfect platform to encourage and teach skills around web and social media.

The **3rd cycle** is designed as a 'pit stop' where Angela can deal with urgent issues, refreshing old ones and is all about moving forward.

“I DON'T KNOW HOW WE WOULD MANAGE WITHOUT YOU – RESOURCE CAFES ARE BRILLIANT”

CHANDLERS FORD GN

“BOUGHT CLIENT ON OUTING TO RESOURCE CAFÉ, LOVED IT”

HAVANT & LEIGH PARK GN



People Helping People

Shopping trips from bloomers to bedlinen summer outings food and friendship delivering fish and chips gardening welcome pack for people moving into village neighbourly visits with card and flowers for bereaved fetching coal chopping wood walking dog feeding cat visit to the vet, hairdresser, barber sitting for carer changing library books helping with IT connection texting lessons verifying appointments for a client with memory loss help for carer electric blanket checks replacing batteries putting up Christmas decorations Christmas outings telephone befriending ironing hospital visits nursing home visits reading form filing more ironing natter over a cup of tea lots of transport assistance both to hospital and social renewing electric cards putting up an awning changing a lightbulb clearing snow from doorstep wrapping a present or two smiling

PEOPLE HELPING PEOPLE

This is the very essence of what Good Neighbours is all about.



How the magic happens

GNSS is manned by:

Elizabeth Foulds
GNSS service manager.
Elizabeth heads up the service, is often the well informed person you will speak to at the end of the phone, she works closely with our funders and partnership organisations and has a wealth of experience to share.

Angela Smith
Groups and network adviser.
Angela is our lynchpin, and the Resource cafés are her initiative, with her in-depth knowledge, professionalism, forward thinking and love of coffee there is no-one better placed for this vital role.

Debbie Sutton
Development coordinator.
Debbie joined the team in March 2016 primarily to support the development of groups. She is currently focused in the Aldershot and Farnborough areas, and is looking forward to expanding the service to a place near you.

As a team they all work closely with the groups, supporting where necessary, encouraging as much as possible and between them operate a unique and successful approach to volunteering and help to create valuable connections to good neighbourliness across all of Hampshire.



Financial Report 2015/16

INCOME	2015/16	2014/15	EXPENDITURE	2015/16	2014/15
Hampshire County Council, Adult Services	£85,540	£91,200	Direct Resourcing of Groups	£29,097	£34,857
Hampshire County Council, Community Transport	£5,000	£5,000	Staff and Running Costs	£92,072	£105,681
NHS Clinical Commissioning Groups	£46,350	£46,350	TOTAL EXPENDITURE	£121,169	£140,538
Interest	£1	£1	NET SURPLUS/(DEFICIT)	£15,722	£2,013
TOTAL INCOME	£136,891	£142,551			

In 2015/16, the surplus was due to the need to cover staff liabilities, and a delay in getting website support into the following financial year (but then with support from a substantial grant).

ACTIVITY	2015/16	2014/15
Groups	123	123
Volunteers	4,083	4,036
Tasks	166,988	158,051

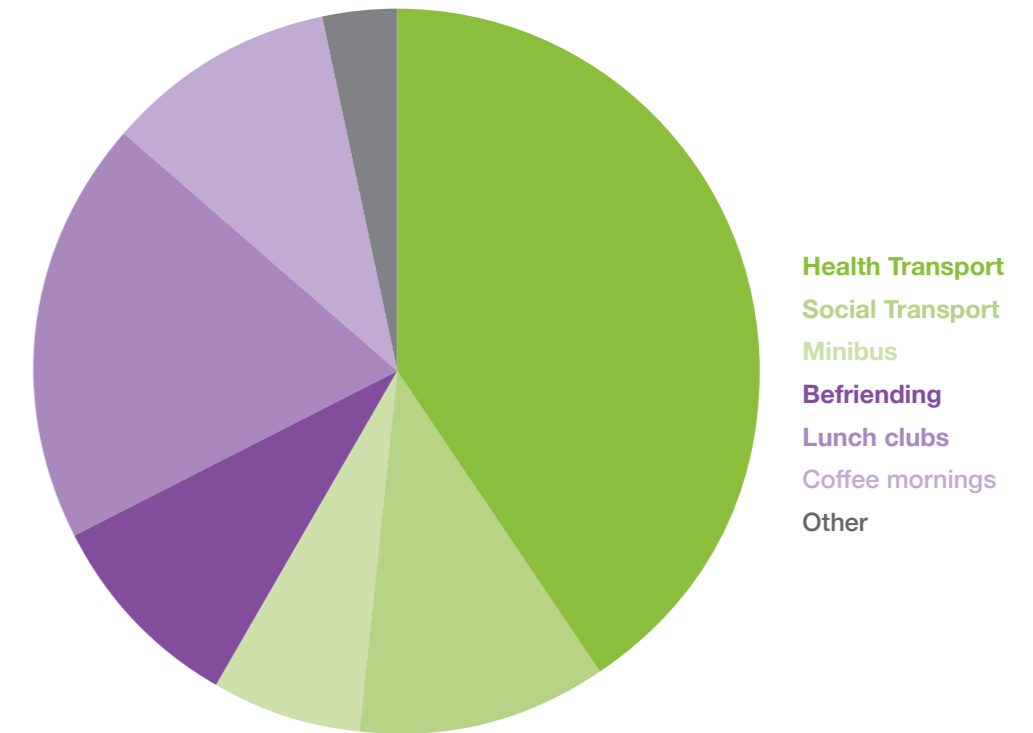
Good Neighbours Network Tasks 2015-16

We collect statistics from each group every year, these provide a snapshot of all the Good neighbour activity across Hampshire.

Tasks increased by 5.4%

Volunteers increased by 1.7%

Groups stable at 123



	2014/15	2015/16
Transport to hospital, GP and medical appointments	69,006	67,735
Social Transport eg taking someone to the shops, hairdresser, to visit relatives, go to a club	19,773	18,590
Minibus trips	13,286	11,311
Befriending	13,556	14,971
Lunch clubs	29,257	31,652
Coffee mornings/afternoon club	8,946	17,033
Other practical tasks	4,227	5,372
TOTAL	158,051	166,664

Highlights of the Year

**“REALLY
VALUE
THESE”**

PRAISE FOR THE
OLDER DRIVERS
ASSISTANCE
ARLESFORD VCG



Conferences

The GNSS Annual Conference was as ever a great success. Our guest speaker was Tim Daykin from BBC Radio Solent who captivated the audience. This was the first presentation of our People Helping People campaign including the launch to all the supporting bespoke resources, bags, postcards.

A second conference in 2015 followed on from the previous successful Car Conference delivered in partnership with HCC Community Transport for volunteer drivers.

Feedback was positive, with many groups highlighting how they had made real improvements as a result of presentations - such as better use of technology and working with other GN groups to improve their befriending service.

Christmas 2015

Leading up to Christmas GNSS launched two successful initiatives targeting isolation in the elderly.

One was in association with Radio Solent's Big Cuppa event and the second was through the Portsmouth NEWS. Both were very well received and provided a positive and festive direction for groups and volunteers to reach out to the more elderly in our communities.

Success of Resource Cafés

We are very proud to highlight the success of the Resource Cafés 2015/16 – not only do they provide a consistent connection across the region but, have been instrumental in reaching a more diverse range of volunteers.

40th Celebrations

As good neighbours becomes 40

The saying life begins at 40 is one that has resonance for GNSS, as we reflect on our history from a small band of six groups in 1976 to 123 groups in 2016 and all those neighbourly acts of kindness. In this our 40th year we want to share and create new memories with you all, so we are very proud to welcome a Royal visitor to a GNSS Tea Party in July 2016.

We will be updating our website, making it stacked full of more information and training opportunities, presented in a way that will be more user friendly and responsive to tablets and smartphone use – due to launch end of 2016.

And, following on from the success of the People Helping People campaign, will be adopting a nimbler and more vibrant approach overall – transforming from a support service to a NETWORK.

All the current levels of support you expect from us will still be there as will the very popular Resource Cafés, but to enhance Good Neighbours we will be adopting a HUB style administrative system. This will enable us to be more responsive to the community and lead and engage in more of the activities you have told us are important to Good Neighbours, such as more campaigns for volunteer recruitment, more group marketing, awareness of the Network and even more training opportunities.

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



We connect over
120 independent
voluntary groups
across Hampshire

From Gosport to Grayshott we support a small army of volunteers who provide thousands of neighbourly acts each week, ranging from health transport and befriending to changing a lightbulb.

We always welcome enquiries about starting new groups and can provide comprehensive advice to help make this happen. If you are an existing group and would like to become part of our network we can guide you through the benefits and process.



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 GNSS

General enquiries

E info@hampshire.goodneighbours.org.uk

T 023 92 89 8671

F [facebook.com/hampshire.gnss](https://www.facebook.com/hampshire.gnss)

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