

I   
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

<b>INCOME</b>	<b>2016/17</b>	<b>2017/18</b>
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
<b>TOTAL INCOME</b>	<b>£149,722</b>	<b>£169,757</b>

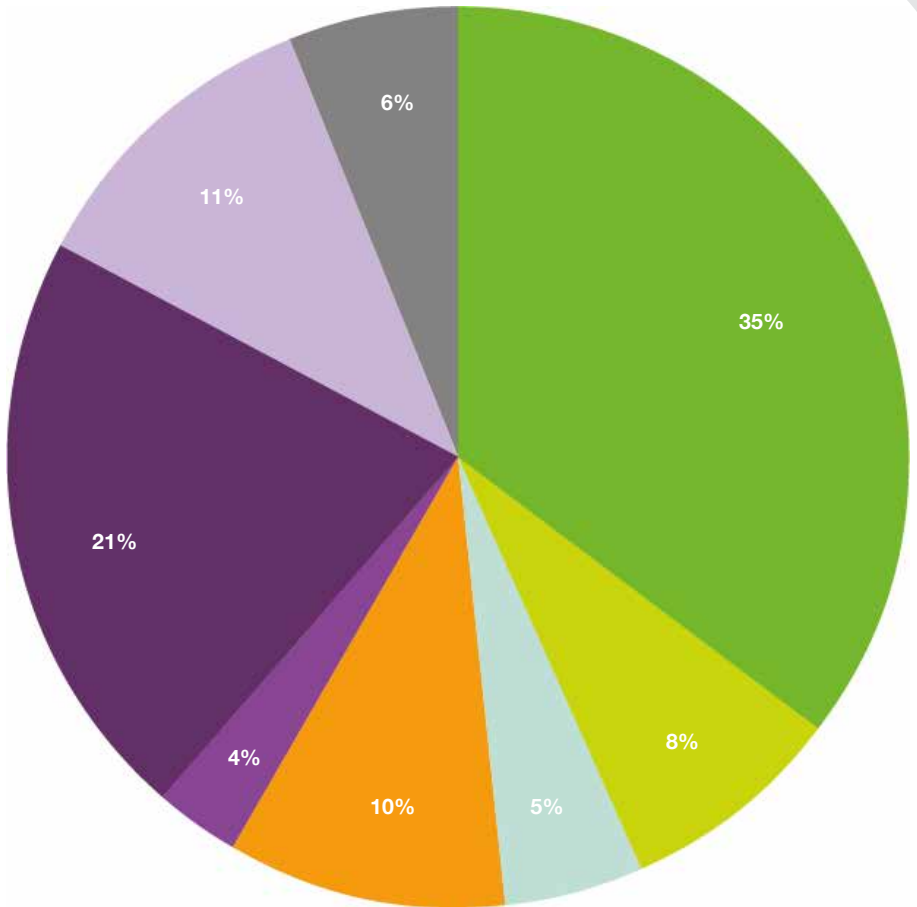
<b>EXPENDITURE</b>	<b>2016/17</b>	<b>2017/18</b>
Direct Resourcing of Groups	£47,624	£51,093
Staff and Running Costs	£95,152	£95,125
<b>TOTAL EXPENDITURE</b>	<b>£142,776</b>	<b>£146,218</b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>£6,946</b>	<b>£23,800</b>

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

## GOOD NEIGHBOURS NETWORK ACTIVITY 2018

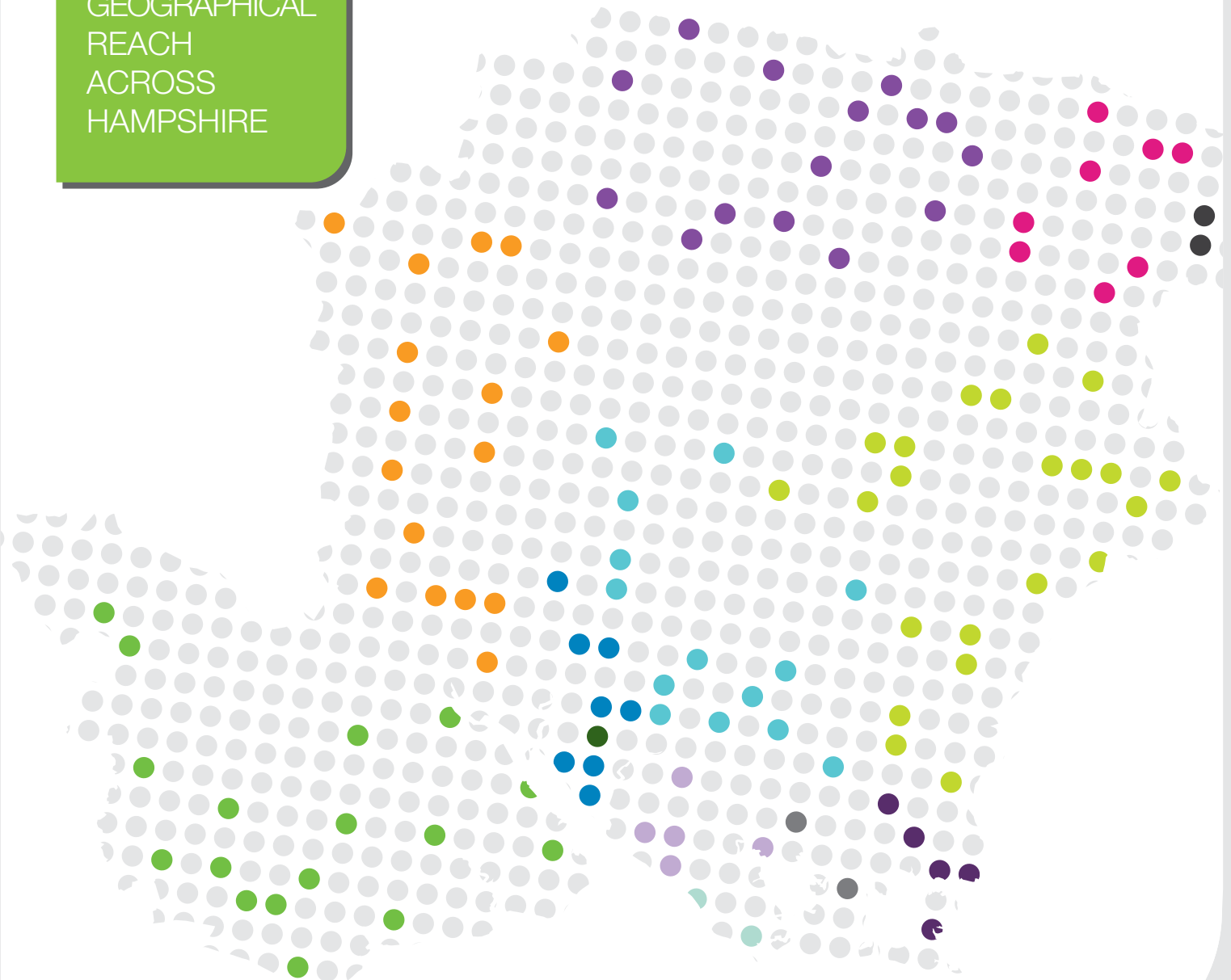
Each year we ask you for some statistics on your group, this helps us provide useful data on the state of the Good Neighbours Network and we thank you for your ongoing help with this.

	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 & Lychnpit 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](http://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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