



Friendship at Home CIO



Trustees Annual Report 2019

From 1st January 2019 Period To 31st December
2019

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Trustee Board 2019

Chair	Jennifer Smith
Vice Chair	Ray Oxby
Treasurer	
Trustees	Michael Bateson Ann Maggs MBE Christine Motley Jill Knott until 28 October 2019 Mick Swales Mike Mercer until 28 October 2019 David Walker until 28 October 2019 Plamenna Hargreaves until 2 August 2019 Samruay Mawer until 24 April 2019

Staff

Operational Manager:	Lyse Stephenson
Development Manager:	Julie Rigby
Older People's Support Worker:	Dawn Gibson
Member and Volunteer Co-ordinator:	Dawn Charlton
Dementia Community Support Worker:	Amanda Sparkes
Dementia Aware Worker:	Clare Mills
Independent Living Support Worker & Club Co-ordinator:	Toni Herron
Friendship at Home Ambassador:	Julia Sethi
Administrator:	Amy Fenner until 31st March/Lucy Hodge

The aim of our organisation is to help combat isolation and loneliness across NEL and to improve older peoples quality of life.

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Our Vision

- To be Inspiring, Innovative and Challenging
 - To be as self-sufficient as possible.
 - To strive to be a beacon service in our field.
- To encourage and promote the independence of older people in our community.
- To provide a range of facilities for older people in the interests of social welfare with the object of improving their quality of life.
- To provide services and activities for older people which enrich their lives.

Our Mission Statement

To help combat and reduce isolation and loneliness of older people across North East Lincolnshire and the surrounding area, and to improve their quality of life, whilst retaining and encouraging their independence. We encourage older people to once more be vital features of community life as their contribution and presence are valued and encouraged.

Our Values

- Our staff, members and volunteers are paramount
- We strive to provide excellence in all that we do
 - We will act with integrity always
- We will stand up and challenge disrespectful behaviour
- We will act as good role models by treating other people with dignity, respect, particularly those who are less able to stand up for themselves
- We will speak up about dignity to improve the way that our services are organised and delivered
 - We will influence and inform colleagues
- To listen to and understand the views and experiences of all citizens.

Our Activities

Our major activities are to provide one-to-one befriending, provide advice, support, information, and physical and social activities. Friendship at Home CIO covers the whole of North East Lincolnshire and surrounding areas and also provides support to a scheme set up in rural Caistor. We receive referrals from GPs, Care Workers, Social Services and Community Mental Health Services, as well as from friends, family and self-referrals.

Public Benefit Trustees Statement

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities

Ensuring our work delivers our aims We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aim, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Befriending. Many of our members have their own volunteer 'Befriender'. These are one of our volunteers who visits them regularly, in their own home, providing quality time, on a one-to-one basis, and often a much-needed lifeline, to many of whom may be isolated and very lonely. Our aim is to help increase their confidence, self-esteem and social skills. Several of our members who are Befriended say this service has "changed their lives" in a very positive way and made their lives worth living again. It is recognised that loneliness can lead to depression and in turn, lack of confidence, low self-esteem and the withdrawal from social groups and activities.

Dementia Service. We offer a Befriending service for older people with mild to moderate memory impairments such as early onset Dementia and related conditions. For those who do not have many visitors, a regular visitor who can offer stimulating conversation can be very beneficial, and many members enjoy reminiscing about old times with their Befriender. All volunteer Befrienders attend training to ensure that they develop a good understanding of Dementia and other related or similar conditions. Our St Hugh's project also offers advice and information to those or the families of those living with Dementia.

Telephone Befriending. For those who would prefer a telephone call – in addition to, or instead of a home visitor – we offer a Telephone Befriending service. Members receive a regular phone call from a volunteer, who can lend a friendly ear, offer reassurance or simply be there for a long chat. Many people that are isolated find that just having someone checking in and seeing how they are really boosts their mood.

Domestic help: Our volunteers can help with chores around the home such as light cleaning (dusting, vacuuming etc.), washing, drying, ironing and folding clothes. Also, light meal preparation and cooking as well as dog walking, safety prompts, assistance with reading utility bills and mail and accompaniment to appointments (hospital, dental, hairdressing etc.) Our volunteers can assist with low level maintenance and general upkeep of gardens, carrying out tasks such as weeding, lawn mowing and general tidying.

Friendship Clubs. These weekly social clubs are held in central locations throughout the NEL, for people aged 60 plus, and offer access to information, advice, support and social activities. The key function of the clubs is to give members somewhere to meet where they feel safe and valued, and also gives them the opportunity to meet new people. Many members have formed solid friendships and now meet up not only at the clubs, but outside of them as well. Being a member of a club ensures that older people know they will leave their homes at least once per week, that someone is expecting them and most importantly that there are people who care. Clubs offer activities such as quizzes, chair-based exercise, new age Kurling, interesting and informative speakers, day trips as well as bingo. We also promote healthy living through various exercise classes, advice/information on healthy eating and ensure social activities are provided to promote independence, motivation, stimulation and mental health wellbeing. All club members also have access to day trips throughout the year.

Exercise Classes. We offer various exercise classes with a view to keeping our members active and healthy. These include our New Age Kurling which is very popular, with teams often taking part in competitions organised by our local Older People's Collaborative. Also, Shibashi class is a gentle method of Tai Chi, and is very simple to learn. The class is very calming and can help to reduce stress and improve both co-ordination and balance. We also offer a Chair Based exercise class which provides low-intensity exercise with the motivation of a group, but from the comfort of a chair. During 2019 we introduced a new dance class and gentle exercise for people with Dementia.

MONDAY BINGO CLUB

Bingo, hoy, raffles and quizzes
Humberston Country Club
Humberston Avenue
Humberston
1pm - 3pm
Entrance fees £2.50
Including refreshments
First Session FREE

MONDAY EXERCISE CLASS

Kurling
St. Andrew's Church
St. Peter's Avenue
Cleethorpes
10am - 11am
Entrance fees £2.50

MONDAY DANCE

Stallingborough Village Hall
Station Road
Stallingborough
10am - 11am
Entrance fees £2.50
Including refreshments
First Session FREE

TUESDAY CHOIR

The Annie Chapple Centre
Aspen Court
Cleethorpes
10am - 12pm
Entrance fees £2.50
Including refreshments
First session FREE

TUESDAY SOCIAL CLUB

Speakers, quizzes and bingo
The Annie Chapple Centre
Aspen Court
Cleethorpes
1pm - 3pm
Entrance fees £2.50
Including refreshments
First session FREE

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THURSDAY SOCIAL CLUB

Speakers, quizzes and bingo
Beaconthorpe Methodist Church Hall
Grimsby Road
Cleethorpes
10am - 12pm
Entrance fees £2.50
Including refreshments
First session FREE

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WEDNESDAY SPORTING MEMORIES

Reminiscence, speakers and activities
Youngs Lower Bar
Blundell Park
Cleethorpes
10am - 12pm
Entrance fees £2.50
Refreshments provided

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FRIDAY EXERCISE CLASS

Chair Based Exercise
Scouts Hut
Cooper Road
Grimsby
10am - 11am
Entrance fees £2.50
Including refreshments

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WEDNESDAY SOCIAL CLUB

For those with memory concerns or low mood
Games and light hearted fun
The Annie Chapple Centre
Aspen Court
Cleethorpes
10am - 11.45am
Entrance fees £2.50
Including refreshments
First session FREE



*If you would like to attend one of our groups, please call us on 01472 602500 to check availability.
All social clubs run weekly, however please note some clubs do close in August.*

Befriending and supporting older people in North East Lincolnshire

'Nice to have someone who takes the time out to
check on me'

- Friendship at Home telephone befriended member,
2020

Monday	9.00am until 5.00pm
Tuesday	9.00 am until 5.00pm
Wednesday	9.00am until 5.00pm
Thursday	9.00am until 5.00pm
Friday	9.00am until 5.00pm



Friendship at Home

Address: 6-7 Aspen Court, Cleethorpes, DN35 0SJ

Phone: 01472 602500

Website: <http://www.friendshipathome.org.uk>

Follow us:

Facebook: @friendshipathome

Twitter: @FriendshipatHo1

INTRODUCTION

Thank you for taking the time to read this report, this is my first year as chair and I feel honoured and humbled to be at the helm of a very progressive, valued successful community charity.

This report outlines the key activities and achievements which have resulted for our clients but first I want to thank all staff and volunteers but particularly Lyse, Julie and Lucy for assisting me in the early doors of my chairmanship. They are true 'stars of the show'.

There are many challenges ahead, this year in particular; not least of which in securing funding to support the budgets in the medium to long term. Our main 5 year lottery funding finishes in November of this year. There are nevertheless new funding opportunities that arise with our profile ever increasing and our services now been seeing as 'the provider of choice' by many of our older residents. I especially would like to congratulate the staff and volunteers on winning the 'NEL Heart of the Community' award, a hugely prestigious achievement as I know how much hard work and effort went in to get this award. This award alone is testimony to another successful year, where we have achieved our goals and provided services for members, the family, and carers.

I believe it's important to strive to make the major commissioners and funders for older care services (the local authority and the Commissioning Care Group) funders directly so that we can look to develop ever diverse services and with greater choice for our clients without the need to constantly look over our shoulders worrying about the short term funding streams ending and allow us to redeploy our efforts away from bid writing into the quality and extent of our clients and cover offer.

Loneliness and isolation are real public health issues. Tackling this modern-day issues underpins all our work. We are confident we will

The team has welcomed Kristina Parker to the board and said a sad farewell to Amy Fenner our administrative Assistant and Trustees David Walker, Plamenna Hargreaves, Rin Mawer and Jill Knott; thank you for all you have done for Friendship at Home.

Ray Oxby, CHAIR

Achievements and Performance

2019 OPERATIONAL & DEVELOPMENT MANAGER REPORT

FUNDING AND THE FUTURE

It has been an extremely exciting and productive year for FaH, supporting older people, families and their carers with a variety of provision. Friendship at Home is firmly established within the community of North East Lincolnshire. We are one of the biggest providers of Older Peoples Services/Activities in North East Lincolnshire. As demonstrated throughout this report we have fulfilled the main objectives set for 2019

To grow and strengthen our charity and its services through an innovative approach which meets the needs of older people and the communities in which we work.

To work in partnership with all sectors to continuously improve the quality and efficiency of our services to become outstanding and a beacon service.

To retain, reward, strengthen, motive and support a high-quality workforce.

Although we have grown considerably over the last 13 years with over 600 Members, 13 social activities and a Dementia service we have remained true and committed to tackling our founding principles of reducing loneliness and isolation for older people which underpins all our work.

We are confident we will achieve our goal to make NEL a better place to grow old in with

Every £1 donated to FAH has a SROI worth £11.23

Over the next 12 months we seek to increase engagement opportunities in activities that address our vision whilst supporting greater income generation and strengthen our work with partners and stakeholders, delivering on joint projects and seeking new collaborative opportunities. We have set priorities for 2020 coupled with strategies to achieve our future vision. We aim to build upon the achievements of the past and our forthcoming journey, with the support of staff, trustees, members, volunteers and the general public. This next phase will be no less demanding or challenging.

Our focus for this year is to look at further contract opportunities around older people's provision and provide the sustainability of our core service. Although we were unsuccessful in the securement of a local Tender during 2019 to a national charity, we feel it was very productive experience for FaH. We have been fortunate to secure continuation funding for 3 years from ST Hugh's Hospital Management Trust to provide one-to-one specialised support for older people with memory concerns and their families throughout their journey.

This report outlines our commitment to Our Vision, Our Values and Our Mission which are key to us all and the foundation for our success.

SERVICES

The befriending service has continued to grow this year providing one to one support for 59 older people that are extremely isolated due to various factors, such as, bereavement, family disconnection or memory conditions. We have implemented friendship, trust and a foundation to initiate preventative support for all our members. Our short-term support has grown which has included help with reintegration back into the community after a hospital stay, a fall or bereavement. During 2019; 66/66 reported a reduction in their loneliness/isolation and 52/52 reported feeling better supported as a result of being a Member of FaH.

Our Dementia support services continue to grow; 2019 saw FaH support 128 older people through befriending or social activities. The team of dedicated staff and volunteers have provided support, advice, information and guidance to the member and their families. The activities have provided the opportunity for the Carer to have some much needed respite time and access to information and advice. This is extremely important and makes a huge difference to the relationship between the two people involved as often they reach out to services at point of diagnosis or early memory concerns.

Our social activities are going from strength to strength with 408 attending social activities throughout 2019. Our summer and Christmas parties were each attended by around 150 older people who enjoyed a buffet, 2 course Christmas meal as well as entertainment by Kenny J, Tom Weston and Tom Wright. Many volunteers and dignitaries attended both functions including the Mayor, Deputy Mayor, St Hugh's HMT. Over the last year we have run activities each weekday at various venues throughout Grimsby, Cleethorpes and Immingham which include Chair based exercise, Shibashi, Kurling, Bingo and General social mornings, as well as those tailored specifically for members with memory concerns and low mood such as our Wednesday Social and Memory Lane choir sessions.

In July 2019, in collaboration with Sport England, we opened a new club, Strictly Fun Dancing, in response to consulting with members about what clubs/activities they would like to do. We were able to situate this club in Stallingsborough, making it possible to include members from further afield.

In December, our Memory Lane Choir hosted its first Christmas Carol Concert, held at Beacontorpe Church. We sang alongside Elliston Primary Academy School Choir and the event was well attended by family and friends of both our members and the school. We look forward to making this an Annual event.

Throughout the year our members have also enjoyed day trips such as, Boundary Mill, Dobbies Garden Centre, Lincoln, and Crich Tramway Museum.

IMPACT SUMMARY

The most significant difference our projects make in older people's lives is improving their health and wellbeing by reducing loneliness and isolation.

Members commonly report that participation with FaH builds feelings of happiness, self-worth and fulfilment. Each person feels more able to take control of decisions affecting their lives and are more positive about the future. No two members are the same and the strength of FaH is its ability to nurture and develop individual interests and meet individual needs.

In terms of the social impact that Friendship at Home CIO brings to the area, these include but are not limited to;

- Agencies across the NEL having access to a range of service users that may not have engaged with their organisations previously.
- We signpost people to existing partner organisations and offer opportunities for increased presence in the communities they seek to serve.
- Increased take-up of specialist advice and support services by service users. Increased take-up and availability of volunteering opportunities.

In addition, there are a range of benefits to the health and social care sector by people who access support services provided by Friendship at Home CIO. These help to alleviate more complex and costly interventions.

Some of these include;

- Improved awareness of mental health services available from NHS, local authorities and charities.
- Increased access to and take-up of mental health services and mental health advice.
 - Improved self-confidence and self-reliance.
 - Reduced isolation and loneliness through participation in mutual-help groups.
- Increased awareness of Volunteering projects and other community activities.
- Increased access to specialist disability services.
- Increased understanding of issues faced by elderly people in relation to their health and social care situation.
- Increased take-up of specialist advice and support services by service users.
- Increased take-up and availability of volunteering opportunities.

'My volunteer means so much to me. She takes me out, I love it.' - Befriended Member

As part of our ongoing development, we constantly engage with and gain feedback from our members and volunteers by holding meetings and conducting reviews.

We use a variety of methods to do this, such as questionnaires and feedback. In addition, we keep records of referrals and take up of our services. We also regularly engage with and seek feedback from other agencies across the NEL that either use our services or who we think have an impact on our members.

All of this information is used to continually develop and strengthen our services and commitment to the work we do. We also evaluate our services in terms of measuring social value. Social return on investment (SROI) is a framework for measuring and accounting for a concept of value that incorporates social, environmental and economic costs and benefits.

An independent study completed by CERT Ltd in 2017 and subsequently updated in 2019 concluded that Friendship At Home CIO offered a SROI of ;£11.23 which is excellent news as we can now attribute a financial value to the difference we make to older people's lives. We continue to use this as a reference tool in gaining funding and sustainability.

SOCIAL CLUBS: 2019

- ▶ Members reported to have better access to/information about services (i.e. informative speakers such as, Falls, Crime Prevention etc.) – 65/66 **(98%)**
- ▶ Members reported feeling more involved in their community (i.e. making new friends, getting out more – 44/45 **(97%)**
- ▶ Members reported feeling less isolated/lonely (i.e. making new friends, getting out more) – 110/112 **(98%)**

BEFRIENDING: 2019

- ▶ Members reported feeling less lonely now that they have a visitor from FaH – 66/66 **(100%)**
- ▶ Members reported the service having a positive impact on their health/wellbeing – 66/66 **(100%)**
- ▶ Members reported feeling better supported and informed by being part of FaH – 52/52 **(100%)**
- ▶ Members reported their visitor helped them remain independent by helping with shopping/ cleaning/ appointments/ bills – 21/39 **(54%)**

'I WOULD MISS HER TERRIBLY IS SHE DID NOT VISIT. SHE HAS TIME TO LISTEN AND TALK TO ME IT MAKES SO MUCH DIFFERENCE TO MY LIFE.'

'I FOUND OUT ABOUT FAH WHEN I ATTENDED THE OLDER PEOPLES ADVICE DAY WHERE THEY HAD A STALL. MY WIFE HAS DEMENTIA AND WE HAD PREVIOUSLY GONE TO A DIFFERENT GROUP WHERE WE HAD TO SIT IN DIFFERENT ROOMS. THIS WAS VERY STRESSFUL FOR US BOTH AND NOT FOR US. WE WERE WELCOMED AT THE CHOIR AND I CANNOT PUT INTO WORDS HOW BENEFICIAL THIS IS FOR BOTH MYSELF AND MY WIFE. ALTHOUGH I AM WITH HER ALL THE TIME I REALLY DO FEEL AS IF I GET A BREAK AS THE VOLUNTEERS LOOK AFTER HER SO WELL. THANK YOU FOR ALL YOU DO.'

'MY BEFRIENDER IS SUCH A LOVELY PERSON SHE PICKS ME UP WHEN I AM FEELING LOW. THANK YOU FOR FINDING ME SUCH A NICE LADY.'

'MY DAD WHO HAS DEMENTIA IS SO HAPPY WHEN HE SEES HIS BEFRIENDER. HE GOES TO GREAT LENGTHS TO MAKE SURE THAT HE SEES DAD EVERY WEEK REGARDLESS OF THE WEATHER. WE CONSIDER HIM A PART OF OUR FAMILY YOU COULDN'T HAVE CHOSEN A BETTER PERSON TO VISIT HIM.'

'I THINK THAT MY BEFRIENDER IS SUCH A LOVELY PERSON. I WISH THAT SHE WAS MY DAUGHTER.'

'I HAVE A TELEPHONE BEFRIENDER, AND THIS LETS ME TALK AND LET MY EMOTIONS WHICH I SOMETIMES DO NOT WANT TO DO WITH FAMILY AS IT WOULD UPSET THEM (RECENTLY WIDOWED).'

'I WOULD JUST LIKE TO SAY A MASSIVE THANK YOU TO FAH AND TO THE BEFRIENDER WHO VISITS MY MUM. MUM IS A COMPLETELY DIFFERENT PERSON WHEN SHE HAS HAD A VISIT SHE IS SO MUCH HAPPIER. YOU CERTAINLY CHOSE WELL WHEN YOU MATCHED THEM, THANK YOU.'

'MY MUM HAS DEMENTIA AND WE WERE WORRIED THAT SHE WOULD NOT TAKE TO A YOUNGER FEMALE VISITING. HOW WRONG WE WERE. SHE LOOKS FORWARD TO HER VISITS MUM IS TEACHING HER HOW TO KNIT AND SHE WILL NOW TALK TO THE NEXT-DOOR NEIGHBOUR WHO IS A YOUNG LADY AS WELL. I CAN RELAX ON A WEDNESDAY EVENING AS WELL. THANKS FOR ALL YOU

DO.'

We're aware that the best way to achieve our goals is to utilise the skills and knowledge of volunteers and partners. Our volunteers are a diverse group of people, with a wide age, cultural and religious range, and all having their own reasons for becoming a volunteer, these include retirement with time to spare, unemployment and looking for a career and needing to build confidence and self-esteem, but most importantly all wanting to make a difference. In 2019 we provided over 12,000 volunteer hours equating to over £98, 856 based on minimum wage. Many of the volunteers come to the project with no formal qualifications. This year we have implemented more volunteer training in a wider range of social care issues, enhancing their knowledge around conditions such as, Parkinson's Disease and Stroke Awareness. Our aim was to provide training for volunteers, professionals and members of the community thus equipping them with life skills, improved confidence and self-esteem in working with people with such conditions. Many of our volunteers have also accessed courses that have enriched their employment prospects, such as, Communication and Confidence training. Feedback tells us that they "feel part of something special", "feel valued" and "confident to get back into work".

'I AM SO HAPPY I FOUND OUT ABOUT VOLUNTEERING FOR FAH. I VISIT 4 MEMBERS AND EACH ONE IS DIFFERENT, BUT WE HAVE A LOT OF LAUGHS AND DIFFERENT THINGS TO TALK ABOUT. I FEEL I HAVE BECOME GOOD FRIENDS WITH THEM ALL. VOLUNTERRING IS SO REWARDING.'

'I ENJOY MY BEFRIENDING IT IS JUST GOOD FOR ME TO BE ABLE TO CHAT AND FORGET ABOUT MY OWN HECTIC LIFE FOR A LITTLE WHILE. TIME OUT WITH A GOOD REASON.'

'I AM GLAD I FOUND OUT ABOUT BEING A VOLUNTEER FOR FAH IT HAS MADE A DIFFERENCE TO MY LIFE. I HAVE A NEW CONFIDENCE AND FEEL I NOW HAVE NEW FRIENDS AND SOMETHING TO LOOK FORWARD TO IN THE WEEK.'

AWARENESS AND PARTNERSHIP WORK

We have been extremely proactive in reaching as many older people as possible far and wide, making sure our services are accessible and open to all that need them. In order to make sure both older people and potential volunteers were aware of our project we created awareness in the following ways during 2019.

- ▶ Community Hub drop ins such as Freshney Community Hub
- ▶ Regular articles in the local newspaper highlighting loneliness and recruitment drives for volunteers
- ▶ Regular slots on local radio
- ▶ Attendance at relevant events i.e Older People's Advice Day, Health Watch event, Dementia Awareness Events, Carers Advice Event
- ▶ Leaflets/newsletters in a variety of venues
- ▶ Presentations at various events; W.I's, local business's, colleges
- ▶ Dementia Friends training at various schools, children's groups, workplaces and public places
- ▶ Partnership working with voluntary/community groups, statutory organisations, local authority and Clinical Commissioning Group.
- ▶ Attendance of meetings at our local Voluntary Sector Alliance, Healthier Communities Group, Health and Well Being Board and Dementia Alliance.

We have made further connections with local media including the local radio stations, Radio Humberside and compass FM. They are happy to report on all new projects and continue with ongoing updates. The local newspaper promotes Friendship at Home regularly especially during volunteer events and Dementia Awareness Week and advertise all our forthcoming activities. We have run a full programme of activities for events, such as, Carers Week, Volunteers Week and Dementia Awareness Week including social and information/advice day events.

Friendship at Home works in a wide, varied and diverse community, alongside several organisations and forums including but not limited to Age UK, Older Peoples Collaborative, Alzheimer's Society, Dementia UK, the NHS and the local N E Lincs Council and CCG. This is to ensure that we maximise the opportunities for our members and the wider community. Our work contributes towards the aims and ambitions of a number of local public policies including:

- ▶ North East Lincolnshire CCG Strategic Plan 2014 – 2019.
- ▶ NEL CCG Commissioning Plan, Outcomes Framework and Priorities 2018-19.
- ▶ Healthy lives, healthy futures 2015-2020 a review of health and health care services led by North Lincolnshire Clinical Commissioning Group (CCG) and North East Lincolnshire CCG.
- ▶ Carers Strategy Action Plan 2017-2020.
- ▶ Principles of the 'Care Act 2014'.

Our services add value to the local health and social care provision by offering a service that is not offered in the area on the scale that FaH offer. Various reports such as 'Healthy Lives, Healthy Futures' (CCG) highlight the need for early intervention, community-based activities and the need to reduce loneliness.

Through effective partnerships and working relationships we identify vulnerable older people in the local community who need packages of care that meet their holistic needs. Friendship at Home alleviate some of the strain on local services. The growing workforce of Volunteers who contribute their labour and in doing so build significant social capital in the community.

Throughout 2019 we have attended a variety of older people/health related meetings, such as, Dementia Alliance and VCSE which provide the opportunity to communicate our work to statutory and local organisations. Attendees at these meetings include local authority, CCG reps and community groups. We bring forward an increased understanding of issues faced by elderly people in relation to their health and social care situation. We have been part of the consultation with the CCG and LA regarding how effective the social care budget is in meeting older people's needs as there are big changes proposed around statutory funding which could have an impact on us as with increased demand and therefore adequate provision will be needed. We have also

'I HAVE THE LOVELIEST LADY WHOM I VISIT WITH PLEASURE WEEKLY. SHE SAYS SHE LOVES ME GOING AND I'VE MADE A BIG CHANGE TO HER LIFE. I'M SORRY I DON'T HAVE TIME TO DO MORE FOR FAH.'

raised our profile with GPs as it is widely known that a large percentage of older people regularly attend their GP practice due to loneliness, we are currently running advice days from a number of GP practices including Scartho

Medical which has proved especially beneficial.

During 2019 we also worked with Active Humber and Lincs Inspire to implement physical activity groups after consultation with many older people. We have secured a small pot of funding to help deliver these sessions which are proving very popular. We are also working in partnership with a local mental health provider to initiate new groups endorsed by NICE for being an effective non-clinical intervention for people with Dementia.

As always none of the work we do would be possible without the hard work and dedication of our volunteers, staff and Trustees and the support of our funders and donators; we thank you so very dearly.

A key achievement for 2019 was to win the 'Community Project of the Year' for the North East Lincolnshire 'Heart of the Community Awards' it was such an honour to be nominated for the service we provide and win! One of our volunteers also received special recognition for all the great work she does with the memory lane choir.

During 2019 we were extremely fortunate to be the 'Chosen Charity' of our local Marks and Spencer and Alan Boswell. They have both been wonderful in helping raise our profile and fundraising for us. You may have seen the team bag packing in the local M and S store.

We have supported the independence of 'Caistor Cares' in rural Lincolnshire, encapsulating our service model. It has been a pleasure to support them and share our practice and see them flourish into an excellent service that supports the older people of their town.

We continue to build and strengthen leadership and management capacity. We have supported and developed initiatives to ensure that FaH had skilled and experienced workforce to meet the challenges of new and expanding services. The team have undertaken vast development training and utilised their strengths. This year 2 of our registered Social Workers have undertaken their formal practice education awards and successfully supported 2 social work placements with the University of Lincoln which has enriched FaH with professional methods of working and supported the sector cultivate excellent standards. During 2019 we have been busy gathering evidence for the quality mark 'Trusted Charity' formerly PQASSO which we will hopefully receive formal accreditation in early 2020 which will give us more kudos and build a benchmark, helping us to secure funding and sustainability.

Although our external environment is continually and constantly changing as well as the economic climate, we continue to experience an ever-increasing demand for our services, coupled with a growing ageing population locally. Throughout 2020 Friendship at Home will strive to work tirelessly, with transparency, integrity and a focus that ensures the older people in our area come first.

Moreover, we will endeavour to continue to serve the needs of our community and contribute to its wellbeing. We believe our 2020 ambition provides a sustainable future and role in our community and our purpose of providing support and activities that enrich the lives of older people of NEL and the surrounding area. We look forward to and welcome your support

Our plans for 2020 predominantly mean we are working tirelessly to raise awareness of loneliness and isolation and develop new and modern services that help build social connections. We are determined to make 2020 another valuable year for FaH by continuing to build a network of caring volunteers central to our work, extend our local services and information and build on the successes of last year's fundraising and awareness events.

Within the coming year we are aiming to secure a building where we can deliver our services 7 days a week offering varied and fun groups and support for older people. We hope to implement new groups to also attract the 'younger' older people. During 2020 we are looking at local industries that have been pivotal for older people in NEL, such as, the fishing industry to prompt friendship and support groups. We are also implementing new regular intergenerational activities with a local primary school which we are building on the success of the pilot this year.

Thank you to all that has supported Friendship at Home in 2019 and we look forward to taking you on our exciting journey in 2020.

LYSE STEPHENSON, OPERATIONAL MANAGER &
JULIE RIGBY, DEVELOPMENT MANAGER

WHAT I DO

Part of my role involves going out and about in the community and chatting with potential volunteers about what we do and the difference that just an hour of their time can make to another person.

'It's people like you that make my life worth living'
- *Friendship at Home Member*

BEFRIENDING SERVICE

As always, we are finding that we have an ever-increasing number of referrals as more and more individuals and services become aware of the service. Our short-term befriender staff member is always kept very busy and this is an invaluable way to make sure that some of our members are getting the correct service. As well as visiting people in their own home we also offer a telephone befriending service for members who would like to be kept in touch but do not like to have visitors. One of our volunteers now comes in on a regular basis and rings these members. She has a good rapport with them and is building up good relationships. This also means that if their circumstances change, we are made aware.

"My dad has dementia and is so happy to see his befriender. He goes out of his way to see my dad every week regardless of the weather and comes all the way on bus which takes him about 1 hour."

"I have a telephone befriender, and this lets me talk and let out my emotions which I sometimes do not want to do with family as it upsets them."

We host quarterly meetings for our volunteers which help to keep the volunteers updated with any news or ideas which come to light during that quarter. We also hold a thank you dinner during the volunteer week which is usually in the first week in June. This is usually very well attended and is a fun night which the volunteers tell me they enjoy not only the meal but also the fact that they can meet up with each other. This year was lovely in the fact that two of our volunteers met up there and they had not seen each other for years.

TOTAL NO. OF VOLUNTEERS IN 2019 – 137

BEFRIENDERS – 48

SOCIAL CLUBS – 36

TRUSTEES – 9

TOTAL NO. JOINED IN 2019 – 42

TOTAL NO. LEFT IN 2019 – 76

MEMBERS

■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■

TELEPHONE BEERDING 33

ACKNOWLEDGMENTS

EXERCISES

'She helps me with little bits of shopping. Also meets me for hospital appointments but does not come in with me. I would be lost without her.'

- Befriended Member

SUMMARY

DAWN CHARLTON, MEMBER &
VOLUNTEER COORDINATOR

2019 OLDER PEOPLE'S SUPPORT WORKER REPORT

SHORT TERM BEFRIENDING SERVICE

It has been another busy year for the befriending service at Friendship at Home, working alongside Dawn Charlton, we have received a total of 134 new referrals within the last year, all of which have been assessed and had initial visits. We normally carry out up to six visits to establish their needs and build confidence in being part of the community. Many go on to have successful pairings with long term befrienders then having regular weekly visits long term. Our members really appreciate these visits and we have some great feedback.

"The calls make the world of difference; it is the only person I have to talk to apart from my son".

*"Something to look forward to, I love A visiting,
she is a very kind person".*

"It is good to have someone to talk to and discuss things with".

There are currently 16 members receiving a visit from our short term befriender, sometimes this is all that is required, if they have been in hospital or had an illness, until they are back on their feet and out and about again. If the family have been away for a while sometimes it is peace of mind if we do occasional visits just to check they are ok.

We also encourage members to join one of our clubs, if they are able to get out, maybe taking them the first couple of times until they become confident.

DAWN GIBSON, OLDER PEOPLE'S SUPPORT
WORKER

2019 DEMENTIA COMMUNITY SUPPORT WORKER REPORT

INTRODUCTION

Mandy and Clare are delighted to have had a successful three years working on the St Hugh's dementia project supporting people with Dementia and their family/carers. We have exceeded the proposed annual targets for the third year running and are proud to be delivering a valuable service dedicated to improving the lives of people with dementia and their family/carers. We recognise that this success has been achieved from the dedication of Friendship at Home staff and our commitment to networking with other statutory and non-statutory agencies. We have been truly overwhelmed by the support from our local community who have helped us build such a good reputation, from social care and mental health organisations to members of the general public and radio presenters!

Friendship at Home is now recognised as a reputable organisation that provides an ongoing person-centred approach to support, advice and information for people with dementia and their carers/families. We have supported some of our members for the third year running and they often express how valuable it is to have that continuity of support, promoting trust and building strong working relationships.

Many of our members express how unique we are and how good it is to have continuity and they acknowledge that they rarely see the same professional over a lengthy period of time with statutory services. As we approach the end of our third year for the St Hugh's project, Mandy and Clare are incredibly proud of the work that has been achieved over the past three years. We have supported 245 in total people with dementia, most of these people have also been provided with family/carer support and information. We are currently providing ongoing support to 154 members and look forward to improving lives in the future. We feel proud that the project's development has evolved with the needs of our members so we can remain person centred by offering the appropriate support determined by the needs of each member and their carer/family. We feel strongly that no two people are the same and their support should be as unique as the person is themselves.

CASE STUDY

Mrs X was referred to Friendship at Home by her district nurse because she was lonely. As she has memory problems, she was assigned to the St Hugh's project. When Mandy went out to meet Mrs X and her daughter it was discovered that Mrs X was also struggling with daily living, for example, she was missing appointments and her daughter was taking time off work to support with appointments. They had never struggled with anything until this point so was not aware of any support that was available. Mandy advised a dementia clock and calendar, encouraged good routines, made a referral to access attendance allowance and signposted to carer services. Mrs x is now managing her appointments more independently, attendance allowance funds additional support to accompany Mrs X to appointments and her daughter attends carer information groups where she feels supported and educated for the future.

"I sometimes get worried and worked up, but you've got such a calming nature and help me to relax" - Member

"It's so comforting to know I only have to pick up the phone and you're there. We know that you will always give us all the options and help us chose what's best for Mum" - Carer

"It's a pleasure to write in support of the work you do which, as a part-time carer living away, I found very helpful and well delivered (by you!). I think it is an important and much-needed service and hope it continues" - Carer

DEMENTIA AWARENESS

The monthly workshops for dementia advice and information continues to be well received at Scartho Medical centre. People are now becoming familiar with us and they know they can pop in during the selected times and we will be on hand to offer advice and information.

"We're so glad we see you at Scartho GP, we were just starting to struggle with ***** and he was such a worry, but you always put our minds at rest, and we know that you are there when things get worse. Thanks to you ***** now enjoys a good social life again. Thank you!" - Carer

Unfortunately, due to the majority of consultations being on the telephone, we decided to withdraw the service at Clee medical centre. However, since January this year we are currently providing monthly dementia advice and information drop in at Diana Princess of Wales Hospital in the main foyer. On the three occasions that we have attended so far, the general public and staff have accessed this service and we are hoping to build strong relationships and become well established. We are hoping to work with clinic and ward staff to ensure they have a good basic understanding of dementia and become aware of improvements that can be made to make the hospital more dementia friendly.

FUTURE PLANS

We are incredibly pleased to have received a further three-year funding and are able to continue providing such a valuable service to the people of North East Lincolnshire. We plan to continue our one to one support and have a strong presence in the local community raising awareness of dementia and offering advice and information drop ins. This year we aim to focus on promoting intergenerational social interaction. In our society the older and younger generations are often portrayed by the media as two contrasting generations at opposite ends of a spectrum. Recent research suggests that although the two groups are experiencing different stages of life, that doesn't necessarily deem them incompatible. In fact, intergenerational socialisation can be highly beneficial and Friendship at Home are keen to ensure our members and our local younger community both benefit from this so watch this space!

AMANDA SPARKES, DEMENTIA COMMUNITY SUPPORT WORKER

FUNDRAISING

Friendship at Home has a fundraising Policy which has been produced with the current National Codes of practice in mind and conforms to recognised standards as advised by the

INSTITUTE OF FUNDRAISING

www.institute-of-fundraising.org.uk/home/

FUNDRAISING STANDARDS BOARD

www.frsb.org.uk/

CHARITY COMMISSION

Charity fundraising a guide to trustee duties

www.gov.uk/government/uploads/system/uploads/attachment_data/file/549287/CC20.pdf

One of the key points of our Policy is that we aim to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches, and undue pressure to donate.

Our Policy is overseen daily by our Operational Manager and strategically by the Board of Trustees. It is also regularly reviewed.

We have not employed any commercial participators/professional fundraisers in the reporting period.

Our approach to fundraising is governed by our needs and guidelines determined in the

Friendship at Home

Address:

6-7 Aspen Court, Cleethorpes, DN35 0SJ

Phone:

01472 602500

Website:

www.friendshipathome.org.uk

Follow us:

Facebook - @friendshipathome

Twitter - @FriendshipatHo1

Governance

Legal Status

Friendship at Home is a Charitable Independent Organisation (CIO)

The Charity is a registered charity in England and Wales (number 1160062) and governed by a constitution embodying its rules and principles ("The Charity").

Appointment of Trustees

The Trustees who have served during the period and since the period end are set out on the introductory pages. The Chair and Trustees are elected at the charity's AGM and serve for three years from the date of their election and are eligible for re-election. All Trustees give their time voluntarily and receive no benefits from the charity. Trustee Induction and Training New Trustees attend an induction meeting with the Chair. At this meeting they are briefed on their legal obligations under charity and company law and Constitution, the decision making process (including access to recent Trustee Board papers), the Operational Plan and recent financial performance of the charity. They are provided with copies of: the Constitution; the Trustees Annual Report; and the Charity Commission publication 'The Essential Trustee'. Opportunities are provided for them to meet with staff members to familiarise themselves with the day to day operation of the Charity. Trustees are encouraged to attend appropriate external training events where these will facilitate their role.

Statement of trustees' responsibilities

Company and charity law requires the trustees to prepare accounts for each financial year or period that give a true and fair view of the state of the affairs of the charity and of the surplus or deficit for that year. In preparing those accounts the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable accounting standards have been followed, subject to any material departures being disclosed and explained in the accounts.
- Prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue business.

The trustees are responsible for keeping proper accounting records which disclose, with reasonable accuracy at any time, the financial position of the company and enable them to ensure that the accounts comply with the Companies Act 2006. They are responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection

Financial Review

During the year under review, the charity had a net income of £202,980 (2019: net expenditure £191,827). A surplus of £11, 133. End of year cash funds £150, 786. Amount of reserves held £84, 379

Reserves Policy

A formal policy on general reserves was agreed at the January 2019 Trustee meeting, It states:

A general reserves policy is desirable to identify that part of the assets of the charity which must be set aside to cover adverse financial contingencies. The reserve fund for Friendship at Home is intended to cover the

following contingencies:

1. Orderly closure of the business if continuation is no longer possible.
 2. The continuation of the business in periods of adverse cash flow.
 3. The acquisition of new office premises and associated moving costs.
1. Orderly closure of the business implies the cessation of operations, the redundancy of staff and any contracted obligations to suppliers. This requires sufficient funds to cover three months funding of salaries and salary related payments.
 2. Continued operation in the face of delays to funding grants requires funds to operate the business for a period of up to two months.

It is therefore the policy of the charity to designate a general reserve to cover all these contingencies and to ensure that an appropriate proportion of the assets be protected for that purpose.



Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
Friendship at Home

On accounts for the year
ended

December 2019

Charity no
(if any)

1160062

Set out on pages

(remember to include the page numbers of additional sheets)

Respective
responsibilities of
trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent
examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent
examiner's statement

In connection with my examination, no matter has come to my attention (other than that disclosed below *)

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Date:

01/06/2020

Name:

Andrew Smith FCCA

Relevant professional
qualification(s) or body
(if any):

Chartered Certified Accountant
Association of Chartered Certified Accountants

Address:

A G Smith & Co

127 Cleethorpe Road, Grimsby, N E Lincs, DN31 3EW

Section B

Disclosure

Only complete if the examiner needs to highlight material problems.

Give here brief details of any items that the examiner wishes to disclose.



Charity Name	No (if any)
Friendship At Home	1160062

CC16a

Receipts and payments accounts


For the period from	1st January 2019	To	31st December 2019
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
OPERATIONAL INCOME	30,653	-		30,653	40,194
BIG LOTTERY FUNDING	-	98,670		98,670	97,044
DEPT.OF HEALTH FUNDING	-	-		-	7,702
LLOYDS TSB FUNDING	-	-		-	23,394
INDEPENDENT LIVING	1,655	-		1,655	14,059
ST HUGHS FUNDING	-	30,000		30,000	30,000
OTHER FUNDING AND GRANTS	6,095	26,854		32,949	24,648
OTHER INCOME	3,461	-		3,461	2,739
DONATIONS RECEIVED	5,572	-		5,572	4,019
Sub total	47,436	155,524	-	202,960	243,800
A2 Asset and investment sales, etc.	-	-	-	-	-
Total receipts	47,436	155,524	-	202,960	243,800
A3 Payments					
OPERATIONAL EXPENSES	19,963	-		19,963	18,412
DEPT. OF HEALTH EXPENSES	-	-		-	12,542
BIG LOTTERY EXPENSES	-	99,342		99,342	96,750
LLOYDS TSB EXPENSES	-	2,115		2,115	23,980
INDEPENDENT LIVING EXPENSES	-	-		-	45
ST HUGHS EXPENSES	-	27,005		27,005	29,236
OTHER FUNDING AND GRANTS	-	4,813		4,813	-
OTHER EXPENSES	1,502	-		1,502	1,651
RESERVES AND FUND RAISING	37,087	-		37,087	36,787
Sub total	58,552	133,275	-	191,827	219,404
A4 Asset and investment purchases, etc.	-	-	-	-	-
Total payments	58,552	133,275	-	191,827	219,404
Net of receipts/(payments)	- 11,116	22,248	-	11,132	24,396
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end				139,654	115,258
Cash funds this year end	- 11,116	22,248	-	150,786	139,654

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds		-	-	-
		-	-	-
		-	-	-
	Total cash funds	-	-	-
	(agree balances with receipts and payments account(s))	Agreement Error	Agreement Error	Ok
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
		J. J. SMITH RAY OXBURY	04/06/20 04/06/20

