



Friendship at Home CIO



Trustees Annual Report 2020

From 1st January 2020 Period To 31st December
2020



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Trustee Board 2020

Chair	Ray Oxby
Vice Chair	Jennifer Smith
Treasurer	
Trustees	Michael Bateson Ann Maggs MBE Mick Swales Rob Walsh Helen Leary Kristina Parker

Staff

Operational Manager:	Lyse Stephenson
Development Manager:	Julie Rigby
Older People's Support Worker:	Dawn Gibson
Member and Volunteer Co-ordinator:	Dawn Charlton/Rachel Rushmer
Dementia Community Support Worker:	Amanda Sparkes
Dementia Aware Worker:	Clare Mills
Virtual & Social Club Co-ordinator:	Toni Herron
Friendship at Home Ambassador:	Julia Sethi
Administrator:	Claire Stockwood/Claire Darby

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

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 and understand the views and experiences of all citizens

Our Activities

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 CULTURE CLUB

Drop in, signposting, tea and cake
Civic Centre
Pelham Road
Immingham
10am - 2pm
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

TUESDAY MEMORY LANE CHOIR

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

TUESDAY EXERCISE CLASS

Shibashi (Tai Chi)
Park Congregational Church
Grimsby
10am - 11am
Entrance fees £2.50
Including refreshments

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

WEDNESDAY SPORTING MEMORIES

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

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

THURSDAY STRICTLY FUN DANCING

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

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

C.S.T GROUP (COGNITIVE STIMULATION THERAPY)

A specialised group that includes concepts of cognitive stimulation therapy, designed to improve memory and cognitive functioning delivered in a fun, friendly session.
Park Congregational Church
Grimsby
10am - 12pm
Entrance fees £2.50
Including refreshments

***Please call the office to book a place**

FRIDAY EXERCISE CLASS

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

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

"Thank you so much for everything, there's a lot more caring people about than you think, I'm so grateful." - Member

"We love the now and then section of our life story book, me and Mum always talk about how it used to be, and we always do the puzzles together" - Carer

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

Instagram: @friendshipathome

Services

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 provides support to a scheme set up in rural Caistor. We receive referrals from GP's, Care Workers, Social Services and Community Mental Health Services, as well as from friends, family and self-referrals.

1-1 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 courses to ensure 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 lead a friendly chat, 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.

Online Activities

NEW - We offer a range of online social and exercise activities, such as, an online choir, bingo sessions and Shibashi. They have proved especially popular during 2020 as people have not been able to attend their regular sessions. We hope to continue and expand these for subsequent years to compliment our existing services.

Friendship Clubs

These weekly social clubs are held in central locations through 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 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.



INTRODUCTION

It gives me great pleasure to present this Annual Report for 2020.

What a turbulent and dramatic year it turned out to be!

With Covid hitting hard in our community, hardly any family was left untouched by its pernicious and devastating impact. The home visits and group activities had to cease during lockdown which left many isolated, unsupported, and bereft of much needed social contact.

However, our staff and volunteers responded amazingly well; showing brilliance, fortitude in adversity and amazing resilience to adapt to manage the service in the great way that they did. The service 'flexed' to develop and support the use of virtual activities- with the development of its App' and Laptop loan scheme-including virtual activities such as the Virtual Befriending get togethers, Bingo sessions, Musical Memories, Armchair travel, and other 'on line' virtual social events. Regular telephone contact was put into place supported by Special home visits. After some initial reservations these were widely well received. The Xmas hamper box delivery to each and every member was particularly welcomed. We were very fortunate in receiving a number of supporting grants from successful bids submitted and the generous donations continued from many loyal donors. Particular thanks to the Local Authority-NELC- who supported us with numerous short term Covid grants and also with funding for our Over 75 Project. Also, the National Lottery-to whom we are incredibly grateful - gave us assistance with Covid Grant monies before our main Core Funding Application (at Stage Two) to underpin salary and cost base, is finally determined.

Thanks also to the Police and Crime Commissioners Office and the Freemasons in their support too. Especial thanks are due to Caroline Barley at the Council for her support and guidance at a critical time and also St Hughes Hospital for resources they have continued putting into our organisation to support our local Dementia work for clients and their carers.

I would also particularly like to thank Lyse and Julie for being rocks for me; -ever committed and caring and totally dedicated to compassionately serve the needs of our members. They have both worked tirelessly-as have the staff- to bring in the moneys, manage the service and then deliver them successfully and sensitively- amidst a hugely challenging environment. Well done team... You have been, and remain, simply amazing!

Membership of the Board of Trustees has remained fairly consistent. Whilst we still lack an experienced accountant as a Trustee, we have nevertheless

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

gained Rob Walsh onto the Board and he brings great profile and a wealth of experience, being the current joint Chief Executive of our local authority and NHS Care Commissioning Group. Sadly, Jenny Smith, a long-standing activist and Vice Chair of our Board and Jane Hyldon-King, retired as Board members and we wish them well and thank them both for the sterling service they provided over a long period. I would also like to thank our Board Members for their patronage, support, and hard work too. We are fortunate to have a wide range of dedicated, experienced, and thoroughly professional Trustees who are actively involved in setting the vision and overseeing and scrutinising the charity's work and finances. They also provide a range of support across our activities, including advocacy and promotions, recruitment of staff, business continuity, policy development, and risk and impact assessments and overview. Finally, once again, I want to reflect upon and re-emphasise the success of F at H and the reason we can function efficiently and effectively, is mainly due to the superb support of all our volunteers who provide all our face-to-face befriending, provide support and arrange and assist in fundraising events. Volunteers are our life blood, sitting at the very heart of our service. Without your passion, dedication and enthusiasm, we would not be considered the Befriending 'charity of choice' here in sunny North East Lincolnshire. It is important not to lose sight of the fact that it is our collective activities that plays a major part in redressing the terrible reality, that for older people, social isolation and extreme loneliness has a major impact on health and well-being- and if not effectively dealt with results in costly and debilitating medical interventions, early admission or re-admission to hospital and care facilities.

Our 'Social Return on Investment' remains second to none in the community and voluntary sector. This is something we should all be proud of. Which is why it is my, and the Trustees, ambition for us to be seen as a Mainstream provider of efficient and effective care and support in our older community-especially by our local authority and other statutory bodies which commission social care services. Our aim is to receive core funding, on a sustainable basis, from these bodies so that we aren't constantly looking over our shoulders for cash, expending disproportionate amounts of time and energy 'chasing down' ever reducing pots of grant monies and constantly worried whether our charity can survive beyond the next year, when funding streams cease. Our service is widespread, valued, needed, dependable and of high quality - and needs recognising and resourcing as such by the powers that be. As we move into 2020/2021, FaH is moving into uncharted territory because of the Covid-19 pandemic and its potential aftermath.

It is important to have the surety of continuing fantastic support of our willing volunteers, underpinned by our committed and professional members of staff. We have always been a charity that has been prepared to adapt to changing circumstances and the needs of clients - an approach likely to be crucial for sustaining our long-term future.

Partnership working will also be key to our long-term success. We are looking to establish a unique 'Later Life Partnership' (LLP) for our area on the back of closer working and alignment with Carelink and Age UK locally. We are also keen to develop our presence further by the greater use of the social media forums- Twitter, Instagram, LinkedIn, and Facebook- to maximise our reach and raise and broaden our profile and impact further afield.

On behalf of fellow Trustees, I wish to record my sincere thanks to all Members, Volunteers and Staff for all your hard work and support during 2020, commend this Annual Report to you, and look forward to your continued involvement and commitment in the current year. I am honoured to be your Chair. Thank you for making this a great and treasured organisation.

Ray Oxy, CHAIR

2020 OPERATIONAL & DEVELOPMENT MANAGER REPORT

AWARDS AND ACHIEVEMENTS

I'm delighted to present to you our annual report after what has been a difficult year for our members, organisation and indeed the nation! I think you will agree it truly reflects the passion and vision of our staff team, our network of associates and our Board. Despite the challenges of the Covid situation it has been an extremely exciting and productive year for FaH, supporting older people, families, and their carers with a variety of provision. 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 donors; we thank you so very dearly.

As demonstrated throughout this report we have fulfilled the main objectives set for 2020 paying close attention to member's feedback

- To reduce social isolation and loneliness
- To improve quality of life
- To support older people in maintaining their independence
- 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.

SERVICES

Our staff and volunteers always go above and beyond but they have reached even further during Covid and have worked tirelessly to ensure that none of our older people felt alone, frightened and disconnected from their community. The Coronavirus situation reinforced the importance of human relationships and the prominence of our service. We have been able to ensure that older people in North East Lincolnshire have remained safe and received essential food items, medication etc.

We have undertaken doorstep and garden visits during the summer delivering activity packs to keep them stimulated. A local schoolgirl 'May' (age 9) wrote wonderful letters to many of our members and continues to write to them-thank you May you are a star! Equally as important have been the regular wellbeing calls, which during the thick of the crisis FaH was making 650 on a weekly basis with the support of our incredible volunteers.

These have provided reassurance and social interaction for them and kept those vital networks alive. We have been at the forefront of support and cohesion as the Covid situation reduced the visibility of vulnerable adults as their usual support structures had been removed or reduced. We were also one of the first organisations to reinstate our home visits in line with government guidance in response to our service being locally recognised as enhancing mental wellbeing.

Many of our plans for 2020 had to change or be put on hold, however, it enabled us to bring forward a pilot of digital connection which has been extremely successful. Our plan to pilot out virtual services became a priority. We delivered 5 virtual sessions per week which have been well received by our members. Our goal for 2021 is to have 7-10 virtual sessions per week. The purchase of tablets with inbuilt sims has given us the opportunity to encourage and support more older people to get online and join the virtual world. We also developed our own app which has the ability to be developed further to meet the growing needs of our older people and the community they live in. The world has changed so much during 2020 and we have learnt so much about how we deliver services and how people can access them. We have continued our work with Active Humber and Lincs Inspire to implement physical activity during Covid. We secured funding to help deliver these sessions online using our app and personal subscriptions to keep them physically active. We also stepped up our intergenerational activities with a local primary school building on the success of the pilot the previous year.

Due to the COVID pandemic we had to quickly diversify and adapt our services to ensure that we continued to meet the needs of older people in the extreme circumstances we were facing.

"Brilliant! Love it! I enjoy seeing people and talking to them" - Member

During the COVID pandemic we faced numerous challenges:

- A greater demand for our services,
- New challenges within our existing members e.g., the need to rebuild up confidence and self-esteem
- Redesign of income generation as we rely heavily on club income
- The re-shaping of our services to meet the new climate
 - Financial pressure due to the loss of income.
 - Working from home
 - Delivery of services from a distance to ensure older people were enabled to deal with the increase in loneliness and isolation, which was imposed on them.
- Staff and volunteer team felt supported and had the adequate resources to deliver services.
- Embracing new ideas also supporting and encouraging our members to join the virtual world.

FUNDING AND THE FUTURE

Covid has made a huge difference to the demand on our services, our service delivery and securement of funding. This has seen our overall expenditure soar, however our income generation plummet. We have had to implement contingency plans to accommodate these extra costs. Currently, and historically, the charity has been primarily funded via grants from foundations and trusts. Our core funding comes primarily from the Big Lottery which has provided continuous support for the last 10 years. During Covid they have supported us with short-term grants of an additional £29k to cover additional Covid expenditure and loss of income and £56k which ended in May 2021. Our focus going forward is to look at contract opportunities around older people's provision and provide the sustainability of our core service. On a positive note, 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. Other sources of income include donation and monies raised through activities (such as club fees and fundraising). Friendship at Home is constantly looking at alternative ways to secure our funds. We have recently been commissioned by the local authority to deliver a project specifically aimed at 75 and overs.

This has been funded for 3 years. We are hoping that this is the start of a funding partnership with the local authority and Friendship at Home and one that will grow. 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 2021 coupled with strategies to achieve our future vision. We aim to build upon the learning of the last year guiding us on 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. 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.

IMPACT SUMMARY

The most significant difference our project makes 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. Information gathered from various stakeholder groups: Service users, public sector partner organisations, voluntary and community sector partner organisations and members of the Board of Friendship at Home brings to the area, these include

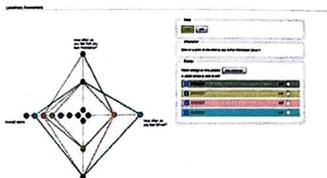
- Agencies across the NEL having access to a range of service users that may not have engaged with their organisations previously.
- Increased take-up of specialist advice and support services by service users.
- Increased take-up and availability of volunteering opportunities.

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

As our members reported feeling alone, frightened and disconnected from their community during 2020 we introduced innovative ways to ensure that older people in NEL remained safe and connected to society, hugely by digital inclusion. We have introduced older people to a whole new world which provides both physical and mental benefits. During the 12 months when we were not sure exactly when life would return to normal, we made sure members were still connected to the outside world to reduce their loneliness and isolation. Our members reported a positive impact on their loneliness by engaging in the activities.



The provision enabled older people to engage in activities 7 days a week, whenever they felt a little lonely, they could access the app to chat to 24/7 volunteers or join in a live social activity. Christmas time was an especially lonely time for our members as family time was limited. Our Christmas session on Christmas Eve enabled members to watch 'live entertainment' participate in festive games and share a mince pie together. This enabled them to see a friendly face and not feel so alone with the protection of a secure network.

Our updated information section and live discussion sessions enabled members to access credible information from a number of sources to make informed decisions and choices about issues affecting them. Our 1-1 and group support sessions have also enabled the members to be supported to video chat their family and friends. These activities are not meant to replace but complement the face-to-face activities when they are reinstated and give them more access and more choice in activities. The difference we have made is that our older people still feel part of their community and are less anxious about venturing back into the community when restrictions were lifted.

Shielding by Mike Reeves

(S)ADNESS - thinking of lost loved ones

(H)ELPLESS - Scared to go out

(I)SOLATION - Missing human contact with others

(E)XCESS EATING - Delivered take away food & ready meals

(L)ONELINESS - Not speaking to my family, friends & neighbours

(D)EPRESSED - After comfort eating and gaining weight

(I)NDICATIVE MOMENTS - Starting to double check my security

(N)IGHTTIME - Not sleeping, lying awake and fearing the worst

(G)RATEFUL - for Friendship at Home and my EE tablet.



CASE STUDY

Mike has been a member with Friendship at Home since October 2020 when he joined to take part in our new virtual sessions and our be-friend app. Mike has enjoyed using the tablet Friendship at home were able to provide and is now keeping in touch with his family and

"Thanks to the FaH tablet, I have been able to see my grandchildren for the very first time. They live abroad so I've haven't met them yet but atleast we can see each other now. I also love joining the groups and talking to others on it." - Member

accessing a variety of our virtual sessions each week to help reduce the feeling of isolation and loneliness. Mike has kindly documented below how lockdown affected him and how he helped himself to overcome this which he has kindly shared with us.

LOCKDOWN

I live on my own like many others my age, even younger & older. I started lock down (shielding) from family & Friends in March 2020. I have no outside/inside activities or face to face contact with others. I have been eating delivered ready & take away meals and am lacking motivation, spending long periods of time sitting alone. I have gained 2.5 stone in weight comfort eating during isolation & being lonely. I have had increased lack of sleep blood pressure, anxiety & despair. I am too scared to venture out for shopping, exercise, or activities.

FIGHTING BACK TO GOOD HEALTH

I have created a gymnasium in my spare bedroom. I have stopped eating weight gaining foods & exercising outside. I have now reduced my lack of sleep, blood pressure, anxiety & despair. I have lost 2.5 stone through the support team of the (N.H.S.) my medical centre and the I YOU LINCOLNSHIRE (I.U.L.).

LIFELINE

I have gained access to Friendship at Home who supplied a tablet for activities, IT & office support via a video link. I am now enjoying searching the internet with my (FaH) tablet and zooming with my family & friends with face-to-face contact.

CONCLUSION

Thank you to the N.H.S, I.U.L. & F.A.H. Mary, my family, friends, and neighbours who have given me so much support during my shielding. I just hope many more lonely people like myself get the support I have had in these dreadful times. Thanks to you all concerned.

CASE STUDY

D is an 83-year-old lady who lives alone since her husband passed away many years ago. She remains active and enjoys being sociable, going out and seeing friends and family. D has been attending one of our weekly social clubs for many years now where she enjoys the company and social aspect of meeting others and making friends.

Due to the Covid-19 pandemic this all came to an abrupt end for D with the closure of the Social Clubs and Social Distancing restrictions on our daily lives. Like many others, during the first wave of the National Lockdown, D found herself isolated, scared and extremely lonely as she shielded within her home.

Friendship at Home responded to the unprecedented situation by introducing a series of Virtual Groups for its member to enjoy. This was no easy task as we found that many older people faced multiple barriers when it comes to accessing and using computers/IT equipment.

Luckily, we were able to support our members to engage in the virtual activities and help to break down the barriers they faced by providing them with step-by-step guidance and demonstrations on how to work the tablet and how to access Zoom for our virtual groups.

We also created our own Friendship at Home App which has many features aimed at keeping connected and chatting with other members and our volunteers, a daily activities diary that allows you to see which events & sessions are coming up with the ability to join any session with one simple click. It also includes other features such as Armchair Travels, Audio Books and Daily Exercises.

Since receiving her tablet, D has been able to reconnect with some of her friends that she used to see at the social clubs and indeed been introduced to many new faces too. She engages with several virtual zoom groups each week, enjoying games of bingo, quizzes, other fun games and chat.



"I can't thank you enough. After shielding for 16 weeks and seeing no one, I can't tell you what it means to see and talk to others this way" - Member

She also very much enjoys taking part in the Daily exercises on the App and tells everyone in the groups about what she has been doing that morning and about how helpful she finds them as they not only keep her mobile and fit, but it helps to lift her mood also. She has now encouraged other members of the group to join in with her doing the exercise tutorials as she says they are great fun, and it doesn't feel like exercise.

D states that since using the tablet, she feels more confident about her ability to use technology and much more independent in that she doesn't have to rely on someone else to help her to access the internet. She also states that being able to join

the zoom sessions gives her something to look forward to and in the event of a future national lockdown/restrictions she will not feel as lonely knowing that she will have face to face contact with others in the form of a virtual group.

SOCIAL CLUBS: NOVEMBER 2019 - DECEMBER 2020

- Members reported feeling more involved in their community (i.e., making new friends, getting out more) - **130**
- Members reported feeling less isolated/lonely (i.e making new friends, getting out more) - **142/146**

BEFRIENDING: NOVEMBER 2019 - DECEMBER 2020

- Members reported feeling less lonely now that they have a visitor from FaH - **65/65**
- Members reported the service having a positive impact on their health/wellbeing - **63/64**
- Members reported feeling better supported and informed by being part of FaH - **87/87**

MEMBER FEEDBACK

"I WAS GETTING REALLY DOWN ABOUT MY GARDEN LOOKING SUCH A MESS DURING LOCKDOWN. I MENTIONED THIS TO THE LADY WHO HAS BEEN RINGING ME EVERY WEEK AND THE NEXT THING I KNOW, I RECEIVED A PHONE CALL FROM FAH TO SAY THAT 2 OF THEIR VOLUNTEERS WOULD BE AROUND TO TEND TO THE GARDEN FOR ME. IT MADE SUCH A DIFFERENCE TO ME. THANK YOU."

"ALL OF YOU AT FRIENDSHIP AT HOME ARE TRUE ANGELS AND I DO NOT KNOW WHAT I WOULD DO WITHOUT YOU."

"YOU REALLY DO WHAT YOU SAY ON THE TIN. EVEN IN THESE STRANGE TIMES I KNOW I CAN RELY ON YOU FOR HELP. THE PHONE CALLS MAKE ALL THE DIFFERENCES."

"I LOST MY HUSBAND JUST BEFORE LOCKDOWN. I USUALLY COME TO YOUR CLUBS, BUT YOU GOT ME A TELEPHONE BEFRIENDER WHO RANG ME TWICE A WEEK. I CANNOT TELL YOU THE DIFFERENCE IT MADE TO ME. WE HAVE SPOKEN OF MANY THINGS. IT HAS REALLY HELPED ME. I WOULD NOT KNOW THIS LADY IF I PASSED HER IN THE STREET, BUT I FELT ABLE TO TELL HER THINGS THAT I COULD NOT SAY TO MY FAMILY. THANK YOU SO MUCH FOR THIS HELP AT A TRULY HORRIBLE TIME FOR ME."

"MY MUM HAD BEEN WITH YOU FOR YEARS BEFORE SHE DIED. I DON'T KNOW IF YOU REALISE WHAT A DIFFERENCE YOU MADE TO HER LAST YEARS. IT ALSO HELPED US AS A FAMILY TO KNOW THAT YOU WERE ALWAYS THERE FOR A CHAT WHEN SHE NEEDED IT."

"IT MEANS A LOT TO US THAT DAD IS FEELING IN A MUCH BETTER PLACE THANKS TO YOUR HELP IN SORTING OUT CARE FOR HIM. HE IS NOW NOT ONLY MAKING SURE HE HAS HIS MED, BUT LOOKS FORWARD TO THE VISITS AND INSISTS THAT SHE HAS BECOME A FRIEND TO HIM."

"I WASN'T HAVING A GOOD DAY TO DAY, A BIT DOWN, THANK YOU FOR MY BIRTHDAY CARD FOR WEDNESDAY. IT IS SO GOOD OF YOU TO RING, I FEEL SO MUCH BETTER."

"THANK YOU FOR SO MUCH FOR RINGING. I WILL TELL MY SON YOU CALLED, MADE MY DAY! BE NICE WHEN YOU CAN VISIT AGAIN."

"VERY DOWN, WE CHATTED AND HAD A LAUGH, SHE SAID "I HAVEN'T LAUGHED IN AGES, YOU HAVE CHEERED ME UP!"

"REALLY GOOD OF YOU TO RING, IT REALLY MAKES A DIFFERENCE."

"YOU MAKE ME FEEL I HAVE SOMETHING TO LIVE FOR AFTER LOSING BERYL, I AM SO GRATEFUL."

"THE GIFTS ARE WONDERFUL, THANK YOU SO MUCH FOR NOT ONLY RINGING BUT MAKING THINGS SPECIAL WITH GIFTS."

VOLUNTEER FEEDBACK

"I REALLY ENJOY MAKING MY PHONE CALLS, IT MAKES ME FEEL USEFUL AND THAT IS ALL ANYBODY WANTS TO BE REALLY."

"AFTER SEEING THE LOOK NORTH, I PROUDLY TOLD MY PARTNER, "THAT IS WHO I VOLUNTEER FOR, THEY MAKE SUCH A DIFFERENCE TO PEOPLE'S LIFE!"

"I AM NEW TO VOLUNTEERING DURING THE PANDEMIC AND IT HAS BEEN GOOD FOR ME TO GET TO KNOW MY MEMBERS WITH PHONE CALLS. I HOPE THAT WE CAN SOON MEET UP IT WILL BE LOVELY TO SEE EACH OTHER."

"I HAVE BEEN BEFRIENDING MY MEMBER FOR MANY YEARS AND WAS REALLY UPSET TO ONLY DO PHONE CALLS, BUT AS TIME HAS GONE ON, I HAVE ALSO BEEN GETTING HER SHOPPING AND TAKING HER A DINNER NOW AND AGAIN. THIS IS NOT THE SAME, BUT I KNOW HOW MUCH IT MEANS TO HER FOR MY DOORSTEP DELIVERIES AS HER FAMILY LIVE IN CANADA AND ARE OBVIOUSLY NOT ABLE TO DO THEIR ANNUAL VISIT."

"I SO MISS HELPING AT THE CLUBS BUT HAVE KEPT MY SELF BUSY BY HELPING WITH DELIVERING PRESENT DURING THE SUMMER, ATTENDING ZOOM AND OUR MEETINGS, AND WRITING OUT CHRISTMAS CARDS FOR THE MEMBERS. I CAN'T WAIT FOR THE CLUB TO RESTART."

AWARENESS AND PARTNERSHIP WORK

We have worked industriously to extend our reach this year due to the Covid situation, looking at creative ways we could reach older people amongst the constraints of the restrictions. We attended many of the Covid clinics introducing staff and patients to our services consequently supporting some of their most vulnerable patients. We also attended a variety of older people/health related meetings and forums, such as, Dementia Alliance and VCSE which provide the opportunity to communicate our work and the voices of older people. We bring forward an increased understanding of issues faced by elderly people in relation to their health and social care situation. Attendees at these meetings include local authority, CCG reps and community groups. We have excellent positive working relationships with Public Health Strategic Procurement and Commissioning Manager, Director of Social Services, North Bank Forum-Sector Support.

We have been part of consultations with the CCG and LA regarding social care budgets and Covid provision in meeting these needs. 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 managers and staff are in regular contact with organisations who support older people, providing channels of communication to share ideas or concerns, gaps in the local area. We work closely with Focus, Age UK, Carelink, Navigo, Longhurst and Havelok. We also encourage our organisations staff to shadow each other to gain a further understanding of each other's work and build relationships.

We reached out to our existing links, such as, Lions, Masonic Charitable Foundation, and community groups to help support us with telephone wellbeing checks as well as small pots of funding. We have also gained new links, such as, the Blue Bight Brigade to support us visiting members and undertaking wellbeing checks. These connections have unified groups building stronger relationships enabling a much more coordinated approach. It has firmly established connections for the future should we need to deliver food parcels and essential medication.

As a result of the covid pandemic an intergenerational pen pal project has been developed linking local schools with our older people. Feedback so far from our older people and the children is extremely positive and will be building on this in 2021.

We featured on Look North in October; the feature showed many of our members enjoying our new digital Project. We have received such good feedback on the piece we have received calls from as far away as Norfolk and Wales wanting to replicate the project and asking him for advice on how to set it up.

We have also been interviewed by the local radio stations compass FM and Radio Humberside highlighting the impact of the Covid situation highlighting our projects and reaching out for community support.

AWARDS AND ACHIEVEMENTS



North Bank Forum recently stated that "Friendship at Home is a thread that is woven into all aspects of an older person's life and would be hard to replace". A testament to this is evident gaining the Trusted Charities quality mark in March 20 **passing all 97 indicators with no areas marked for improvement.**

We continue to build and strengthen leadership and management capacity. We have supported and developed initiatives to ensure that FaH had a skilled and experienced workforce to meet the challenges of new and expanding services. The team have undertaken vast development training opportunities during Covid. FaH support social work placements with the University of Lincoln which has enriched FaH with professional methods of working and supported the sector cultivate excellent standards. We were due to support social work placements in 2020 but due to Covid, we had to cut these short. We are looking forward to being able to provide this placement opportunity in 2021.

We are also active members of Befriending Networks and NCVO which our staff and volunteers utilise immensely.

During 2019 and continued into 2020 we were extremely fortunate to be the 'Chosen Charity' of our local Marks and Spencer. They have both been wonderful in helping raise our profile and fundraising for us.

2021

The Board will continue to work in collaboration with the Operational and Development Managers within the framework of agreed objectives. In the difficult times we are facing, loneliness and isolation has risen to the top of the agenda for Local Authorities and Clinical Commissioning Groups. Loneliness and Isolation have a huge impact on physical/mental health and a person's ability to engage with their community these both have huge financial implications for statutory bodies.

They will now be able to see the positive impact we have in the community and to acknowledge the important part Friendship at Home has to play in going forward with the delivery of services for older people. Our plans for 2021 predominantly mean we will continue to raise awareness of loneliness and isolation and develop new and modern services that help build social connections. We are determined to make 2021 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 learning of the last year.

Although we will continue our core services; befriending, dementia support, social activities we want to provide opportunities that are not currently available to older people, e.g., group befriending. We are aware that the needs of people 60 plus are changing, and many do not see themselves as an older person. Technology plays a large part in our lives which has been hugely demonstrated as an essential lifeline in the current Coronavirus situation, therefore, it is important that we factor technology into future activities by equipping older people with the confidence and skills to use it. We want to build and develop our pilot digital service and app. The app will be ongoing in development so that we can organically grow the app as we need to. Linking with a local safety alarm and technology provider will enable us to provide a 24/7 service and be aware of new technology as it is developed. As our pilot has shown such a positive impact we can grow and change with the changing world we are living in. Both locally and nationally there is a big push on digital options, this will not only increase access to social care but will also improve the social care that is provided. Digital options will enable our older people to increase their independence further and be more self-sufficient. 2021 provides opportunities to adapt and build on technology to improve our systems for all that are part of FaH.

We have a challenging year ahead as our core funding from the Lottery ends in May and competition for external funds including public funds continue to rise. 2021 is crucial for FaH to maintain financial sustainability by identifying long term income generation that will fund our core services. Although the total amount of money available from trusts and grants is increasing year on year there is also increasing demand. 2021 will be an opportunity for local tenders. Acting upon feedback from our consultation, we would like to secure funds in 2021 to pave the way into provision of a holistic activity/wellbeing centre.

Friendship at Home is in talks with relevant bodies to look at current day care provision which is no longer fit for purpose. The discussions include how do we change the provision so that we meet not only the needs of older people 70 plus but also look at creating a preventative service that will meet the needs of those 60 plus. The centre would be shaped and developed by the people. We are aware that the needs of people 60 plus are changing, and many do not see themselves as an older person. This would also provide us with the opportunity to prepare for the older people of the future. Pension Age will be 66 plus for all by 2020, and the activities and socialising they will want to do will be different from today. We want to be able to deliver activities for all older people whatever their outlook on life is. Older people tell us that the weekends can be the loneliest times as most other services are only available Monday to Friday 9 to 5. This would be a first for North East Lincolnshire. We also want to work with specific vulnerable older people's groups including LBG, ethnic minority groups, homeless and Carers who suddenly find themselves with no one to care for. We are still unclear of the full impact of Covid 19 but hopeful that post Covid we can achieve growth and success. We recognise the challenges faced this year and appreciate all the hard work and determination of all staff and volunteers. We are confident we will grow our provision to accommodate an ever-increasing demand for our services as a growing ageing population and the call on overwhelmed NHS services nationally and locally surface immensely Post Covid. Our vision for 2021 takes us further into the fields of community, connections, and partnerships, recognising the positive impact of others in our area of work. We will build on the relationships of organisations that mirror our values and exchange our knowledge and experience. We will work with these as partners where opportunity arises, and where a combined approach will create greater impact. Throughout 2021 Friendship at Home will continue to work 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.

LYSE STEPHENSON, OPERATIONAL MANAGER & JULIE RIGBY, DEVELOPMENT MANAGER

2020 MEMBER & VOLUNTEER CO-ORDINATOR REPORT

WHAT I DO

We have now come to the end of the "Young at Heart" project. What an unprecedented year it has been. It must have been the most challenging year we have had. As you know most of the year has been spent in lockdown which has meant we have had to adapt to a different way of working, as all our weekly meeting clubs and home visits have had to be stopped.

BEFRIENDING SERVICE

This is very much an ongoing service, many of our volunteers who were established befrienders have been telephone befriending and when it was allowed garden visiting. Some have taken on extra members for telephone befriending.

"This tablet has made such a difference to me. I now can join in clubs and see people." - Member

TELEPHONE BEFRIENDING SERVICE

We have had many members ask to change to telephone befriending for this time. It is hoped that once the clubs and our visits can resume, they will once again be able to come along and join in the clubs.

VIRTUAL SERVICES

Since the beginning of October FaH has been able to offer both through our own app, and through our loan tablet service virtual services to our members. These are now gaining more and more users on a weekly basis and include virtual clubs and phone calls between members and volunteers.

Quotes from our members:

"I loved the gift of sweets it's really kind of you to think of us all. It made me feel a bit spoilt."

"You have made such a difference to my isolation. It is lovely to hear a friendly voice and know I can ring in the day and talk to someone if I need to."

"You really do what you say on the tin. Even in these strange times I know I can rely on you for help."

VOLUNTEERS

We have still been able to take on new volunteers. This has been achieved by making appeals on Facebook, the local radio station and we have had enquiries from Vanel. At the beginning of the year, we were able to get out and take our stands to different sites in town. We would normally carry on with the stands at different sites and events throughout the year.

Our volunteers have been invaluable as always helping to keep the members in touch with Friendship at Home

through telephone calls and amongst other things taking out gifts and writing out Christmas cards for the members. Some have also sent in letters to be passed on to the members. Our pairings between Volunteers and Members have been slightly different as well. We have matched them up as Telephone befrienders to start with and this will lead to a relationship being established that can change to the role of befriender when circumstances allow. Some of these have been able to be in contact via the app.

VOLUNTEER RECOGNITION

We have hosted our usual quarterly meetings. The first was in January so we were able to host this in our usual way. The second and fourth were held via zoom new experience for us but I am pleased to say all found it an enjoyable experience. We were able to hold our 3rd meeting of the year face to face in a socially distanced area. This was a lift for our volunteers as they were able to see each other and discuss how they had dealt with Covid restrictions etc. We were unable to host our annual thank you dinner but instead we decided to send a keyring to each volunteer as thank you for bearing with us during this most difficult year.

DAWN CHARLTON, MEMBER & VOLUNTEER COORDINATOR

2020 OLDER PEOPLE'S SUPPORT WORKER REPORT

SHORT TERM BEFRIENDING SERVICE

This year has seen the launch of an exciting new project in August, The Live Well Wellbeing Service, this is a project for people over the age of 75 to have a wellbeing check offering information, help and advice on approximately 20 areas of concern. Funded by Public Health, it offers a wide range of advice from getting help with personal and everyday tasks, managing debt, help with transport, managing illness, disability and loneliness, these are just a few of the areas covered.

Initially GPs sent out letters to their patients aged over 75 urging them to get in touch for a Wellbeing check, then we would go along and carry out an assessment, a friendly chat, to check they were managing to live to a reasonable standard, giving them the opportunity to reach out and get help with anything worrying them and by visiting, you can usually get a general awareness of how they are coping. To do this we welcomed 6 new wonderful volunteers to help with the assessments and gave them training to carry this out.

All was going really well and then we had to stop the visits due to the Covid virus but continued to do the assessments over the phone and in future will be doing some online via the tablets which we have now purchased. From August to December, we have seen 59 people, the main concerns identified were finances, isolation and loneliness, managing illnesses, feeling safe, bereavement, blue badge and transport enquiries. We then contacted the correct services to put the support in place, Friendship at Home taking on those coping with loneliness, bereavement and dementia as permanent members receiving ongoing support from our team. Many people just needed information, telephone numbers for chiropodists, opticians and dentists for example. The numbers per month have dropped significantly since we have had to follow the government guidance with the virus but hopefully will increase as restrictions lift. As the numbers grow the volunteers will do more of the assessments and I will coordinate the information from the different organisations to get the results, chasing up referrals and making sure each one is completed. I will continue to promote our project as much as possible, giving out leaflets and raising awareness in as many public places as I can, most recently the vaccination clinics, also passing our information on to other services.

Going forward we have decided to open up the Wellbeing Check to people over the age of 60 if they get in touch from the promotional work.

We have had some great feedback so far which makes it all feel worthwhile, here are a few examples:

- Mrs X was struggling at night to get ready for bed and was sleeping in the chair feeling very anxious and alone, after the wellbeing visit, I contacting Focus, the lady was provided with carers to help her get ready and into bed which made her life so much comfortable and gave her someone to talk to at the end of a long lonely day.
- Mrs A asked for a check on her finances which we referred to L&H floating support, she was granted Attendance Allowance which gave her money to buy an electric wheelchair as her partner was struggling to push an ordinary one. She said it had made such a difference to her life and was so grateful they could now get out together more.

DAWN CHARLTON, MEMBER & VOLUNTEER COORDINATOR

INTRODUCTION

We were delighted to have secured a further three years funding from St Hughs for the dementia project and Mandy and Clare have worked hard this year adapting the project to meet our member's needs through these uncertain times of Covid. This pandemic has really taken its toll on people with dementia; it is challenging for people with dementia to keep themselves safe as most do not have the cognitive functioning to recognise invisible dangers or remember what to do to prevent risks such as hand washing and facemasks. Carers have also found it particularly challenging because of the reduction or termination of day care and other respite services. Some of our St Hugh's members reported that they felt very alone, frightened, and isolated. Mandy and Clare, supported by all Friendship at Home staff, were a crucial lifeline to our members; keeping them updated about guidance, making useful suggestions and being that much needed listening ear. During the first lockdown we were calling our members on a weekly basis and supplying them with personalised activities such as puzzles, knitting materials and books/DVDs. We also hand delivered retro sweets to each member, and this gave us an opportunity to see them face to face at a safe distance. We also designed, produced, and delivered monthly newsletters that included activities such as reminiscing, puzzles, recipes, helpful hints and useful information and we continue to deliver these on a bi-monthly basis because they were popular with our members.

During the summer when some restrictions lifted, we were able to meet with our members in their gardens to offer advice, information, and support as well as meeting with some carers. We have also used Zoom on some occasions when meeting face to face has not been possible.

CASE STUDY

Mrs C is an 88-year-old lady who has mixed dementia and chronic kidney disease that causes regular urinary tract infections. Her Daughter in law (Mrs S) lives down the same street and is her main carer, she has provided ongoing care for the past two years but admitted that as Mrs C's needs are increasing, she was struggling to juggle her personal life with her caring duties. Mrs S visits Mrs C four or five times a day and has done for the past six months, she was referred to FaH to provide some social stimulation for Mrs C so Mrs S can have some respite. When I visited Mrs S, she broke down in tears and explained that she feels immense guilt because she wants some time to spend with her family. We explored those feelings of guilt and options available to provide her some much-needed respite. Focus was contacted and they agreed to a 3hr weekly carer sit and a four times daily care package one weekend in four. Mrs S is now able to go away in her campervan, that has been parked in the drive for two years, to spend quality time with her husband and family members. She is also able to have one afternoon a week to herself. Mrs C is now adjusted to having additional support outside the family unit and is open to the possibility of this increasing as and when her needs increase as she enjoys the company. Mrs S was so grateful for the information and support for the information and support from FaH and said:

"Thank you for understanding, I feel better knowing I am not alone in all this" - Carer

"It's so lonely but your calls make all the difference" - Member

"I just want to thank you so much for giving me the confidence to reach out for help, my life is getting back on track, and I feel so much better now"

Mrs S knows that FaH are here to support her in the future and will stay in touch on a regular basis.

DEMENTIA AWARENESS

At the start of the year, Mandy and Clare were active in the community raising awareness of dementia at Grimsby Hospital (Monthly) and at Cleve Medical (monthly). Due to Covid and restrictions that started early in the year we had to withdraw this service and concentrated on virtual activities.

We released eight information videos on to social media platforms these were themed on dementia awareness and understanding:

Week 1: What is Dementia

Week 2: Staying healthy

Week 3: Useful Equipment

Week 4: Understanding local services

Week 5: Information for Carers

Week 6: Getting extra help -Homecare, residential care and respite opportunities

Week 7: Activities for people with dementia

Week 8: Dementia Fact or Myth?

We also tried on several occasions to deliver an online dementia friends session but had very little interest in this so Mandy decided to design her own training session to promote understanding and awareness of dementia using concepts from the dementia friends session and this was well attended, and good feedback was received:

"Excellent course, thank you very much it has been very thought provoking"

"Powerful session with lots to think about, thank you"

FUTURE PLANS

Mandy and Clare are eager and anxiously awaiting the time when they can reduce some of the restrictive limitations of Covid and extend services to fully benefit our members. We are looking forward to including the facilitation of two weekly social groups including Memory Lane Choir and the introduction of a brand-new group that will incorporate concepts of cognitive stimulation therapy. This is an evidence-based treatment whereby each session covers a different topic and is designed to improve the mental abilities and memory of someone with dementia. Evidence so far suggests that Cognitive Stimulation Therapy could be just as beneficial as drug treatments for the symptoms of dementia. We are also currently working on building a dementia section for our FaH app where people can access useful information, hints/tips, and activities specially selected for people with dementia and their carers/families.

As we approach the end of our fourth year for the St Hugh's project, Mandy and Clare are incredibly proud to have supported 309 people in total with dementia, most of these people have also been provided with family/carer support and information. We are currently providing ongoing support to 141 members. We feel proud that the project's development has evolved with the needs of our members, especially during such a difficult time, so we can remain person centred and provide the appropriate support determined by the needs of each member and their carer/family.

AMANDA SPARKES, DEMENTIA COMMUNITY SUPPORT WORKER

SOCIAL CLUBS AND ACTIVITIES

There is no doubt that during the last year we have been presented with huge challenges that have greatly impacted on our social clubs. Prior to the first National Lockdown in March, all clubs were doing very well and continued to be well attended. Our biggest clubs were the Monday Bingo and Thursday Social Club which were each attended by an average of between 50 - 60 members per week. We also had some day trips planned throughout the year with the first being a trip to the popular Batley Mill in March. Unfortunately the Covid - 19 pandemic and subsequent National Lockdown saw all of our plans cancelled and Social Clubs closing completely until further notice. However, we have continued throughout the year to support our Social Club Members in various ways. Initially, we reached out to all of our members to offer support and reassurance at what was an extremely worrying time for most. Many were told to shield and felt more isolated than ever. We made sure that our members had the essential support they needed such as someone to get groceries and prescriptions for them. The staff team provided this service themselves to anyone vulnerable and who could not make alternative arrangements. We gave regular calls to members who said they would like to have someone to talk to during this time. In most cases the calls were weekly but for some of our most vulnerable members, this was 2 - 3 times a week where it was necessary. During those first few uncertain months, our members told us how much this meant to them.

Here are just a few of the lovely comments we have received from our members, all very thankful to know they have a friend on the end of the phone:

"Apart from my daughter dropping groceries at my door, you are the only person I speak to all week. Thank you so much, I really appreciate it."

"Our chats make me feel like I have a friend right here in the room with me."

"Your phone calls really cheer me up."

"I was feeling quite down about everything, but you've cheered me up no end."

"It's so scary and worrying having to shield on your own and not seeing anyone but knowing I still have
- - - *contact from you really helps."*

When it became apparent that the pandemic would prevent our return to social clubs for quite some time into the future, we decided to embrace the virtual world and find alternative ways of keeping our members connected with each other. This took the form of weekly virtual groups via zoom, starting with a Bingo session and gradually introducing new groups along the way. For our members who had experience using technology, this was a welcome relief to the lack of social contact they had endured over the previous months. For those who had no previous experience or knowledge of technology, despite desperately wanting to get involved and be social once more, this was more of a challenge for them. In addition to our various weekly virtual groups we also held a Special Christmas Celebration on Christmas Eve, complete with live entertainment, bingo, quizzes, fun & games. I also took the decision to continue providing the virtual groups throughout the Christmas period so that our members would still have that social connection during these tough times. This was very well received and appreciated by our members. Going forward into 2021, we will be introducing even more virtual groups. We will be adapting our Shibashi and Sporting Memories clubs and taking them into the virtual domain as well as developing new groups based on the feedback we have received from members.

While the past year has proven to be unprecedented and unpredictable, I feel that we have successfully adapted our services and have still been able to provide social outlets for our members to feel connected to each other and the community.

I feel that in the event of our eventual return to 'in person' social clubs, that the virtual world will still be an advantage for some and will therefore still have a part to play in reducing loneliness and social isolation for our older people of North East Lincs.

TONI HERRON, SOCIAL CLUB & VIRTUAL ACTIVITIES COORDINATOR

TABLET LOAN SCHEME

Commenced Tablet and App project in October 2020 had a slow start due to the App still being developed. This was due to specifics which we required the App to perform correctly. Therefore, concentration was put into getting a batch of 25 tablets ready, with all relevant logos, set up permissions changed and zoom client installed.

Activity rota planned to input Zoom activities on a timely basis to allow a rolling timetable of new activities including Armchair Virtual Tours, Audio books, Live entertainment, Gentle Fitness videos and any one-off events such as cyber security, historical Grimsby, and the Zoom Christmas party

"These groups are my lifeline! It's absolutely marvellous what you are doing for people" - Member

The first Covid 19 lockdown came into effect which meant tablets could be delivered to the door, but no 1 to 1 training could happen, which completely altered the method of training which had previously been planned for. Although many changes had to be re-planned it showed the importance of the project with many members now having to shield and become further isolated.

Mr X is isolating and has no form of contact to his family, his shopping is delivered to his door, after receiving his tablet he has been able to get involved with the live meetings and Zoom's his grandchildren regularly, he states the tablet and app has been his lifeline and looks forward to everyday so he can talk and interact with other people. He completely believes it has changed his life.

Weekly contact via telephone started to help train and guide members on how to use Tablet and App, this has become one of the most time-consuming activities due to being unable to visit the members face to face, having to re visit the same problems weekly is not uncommon. Training sessions tend to be repeated weekly and on a reactive basis as calls come into the office.

A new regular Zoom session has been planned and will commence weekly in January 2021 this will be a how-to session, which will have no agenda other than allowing new users log in with no pressure usually associated with the other live meetings. Users are encouraged to bring along questions or problems which can then be sorted.

Contact has been made with the former Shibashi club, this comprises of 12 members and 2 instructors, with a view to moving it on-line via Zoom. Out of the members 8 require tablets and the App, also training on how to use and operate the tablet. Members have been contacted and has had a very positive response. The start date is planned for the end of January to allow time to deliver the tablets but importantly ensure all members are trained and able to work the equipment.

A Survey has been carried out on members with the tablet and app, this was to see how they are finding sessions, usage, preferred times, what they enjoy and what they don't and what they would like to see in future updates. Findings were varied, a lack of skills among the members was the most common finding, with many members reporting how difficult it is learning over the phone!

Even with the difficulties the current situation may be causing the overall response is a very positive one.

Positive Comments

"Wow, just wow..."

"Thank you so much for putting my name down for one of your tablets."

"Received mine today (2nd Feb) and am now fully charged and caring to go."

"What a great thing these tablets are, fully loaded with lots of things for me to access... just try keeping me off!!!!"

"Well done team for this great piece of kit to get me through isolating."

As lock down looks set to continue for some time, moving forward a new instruction manual will be produced, starting from the very basics, and including areas of the tablet and app that continuously creates the members problems. It will include both photos and text to aid simplicity of use. These will be supplied with every tablet from January onwards.

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 Policy and is monitored and regularly reviewed by the Trustee Board.

Friendship at Home

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Website:
www.friendshipathome.org.uk

Follow us:

Facebook - @friendshipathome

Twitter - @friendshipatHo1

Instagram - @friendshipathome

Financial Review section update:

Net income of £306,552

Net expenditure £186,610

Surplus £119,942

Reserves held £159,355



Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/
members of

Friendship at Home

On accounts for the year
ended

December 2020

Charity no
(if any)

1160062

Set out on pages

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:

03/06/2021

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

Unit 8, Laceby Business Park, Laceby, Grimsby, North East Lincs,

DN37 7DP

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.



Friendship At Home		1160062		CC16a
Receipts and payments accounts				
For the period from	1st January 2020	To	31st December 2020	

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	7,754	160		7,914	10,653
BIG LOTTERY FUNDING	-	103,238		103,238	98,670
LOTTERY BRIDGING FUNDING	-	29,533		29,533	-
CAF	-	39,426		39,426	-
INDEPENDENT LIVING	-	-		-	1,855
ST HUGHS FUNDING	-	34,602		34,602	10,000
OTHER FUNDING AND GRANTS	80,150	3,000		83,150	32,945
OTHER INCOME	3,087	-		3,087	3,461
DONATIONS RECEIVED	5,603	-		5,603	5,572
Sub total	96,594	209,959	-	306,552	202,960
A2 Asset and investment sales, etc.	-	-	-	-	-
Total receipts	96,594	209,959	-	306,552	202,960
A3 Payments					
OPERATIONAL EXPENSES	13,675	-		13,675	19,963
BIG LOTTERY EXPENSES	-	100,148		100,148	99,342
LLOYDS TSB EXPENSES	-	-		-	2,115
LOTTERY BRIDGING EXPENSES	-	21,250		21,250	-
CAF	-	3,943		3,943	-
ST HUGHS EXPENSES	-	27,641		27,641	27,005
OTHER FUNDING AND GRANTS	-	5,659		5,659	4,813
OTHER EXPENSES	-	-		-	1,502
RESERVES AND FUND RAISING	14,294	-		14,294	37,087
Sub total	27,969	158,641	-	186,610	191,827
A4 Asset and investment purchases, etc.	-	-	-	-	-
Total payments	27,969	158,641	-	186,610	191,827
Net of receipts/payments	68,624	51,317	-	119,942	11,133
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	-	-	150,787	139,054
Cash funds this year end	68,624	51,317	-	270,729	150,787

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

Category	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))

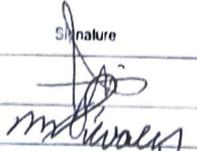
Category	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Category	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-

Category	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-

Category	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Ray Oxbey M. OXBEO	5/8/21 20.06.21

R OXBEO  30/9/2021.



Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of	Friendship at Home		
On accounts for the year ended	December 2020	Charity no (if any)	1160062
Set out on pages			

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:

03/06/2021

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

Unit 8, Laceby Business Park, Laceby, Grimsby, North East Lincs,

DN37 7DP

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.



Friendship At Home		1160062		CC16a
Receipts and payments accounts				
For the period from	1st January 2020	To	31st December 2020	

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	7,754	160		7,914	30,653
BIG LOTTERY FUNDING	-	103,238		103,238	98,670
LOTTERY BRIDGING FUNDING	-	29,533		29,533	-
CAF	-	39,426		39,426	-
INDEPENDENT LIVING	-	-		-	1,655
ST HUGHS FUNDING	-	34,602		34,602	30,000
OTHER FUNDING AND GRANTS	80,150	3,000		83,150	32,949
OTHER INCOME	3,087	-		3,087	3,461
DONATIONS RECEIVED	5,603	-		5,603	5,572
Sub total	96,594	209,959	-	306,552	202,960
A2 Asset and investment sales, etc.	-	-	-	-	-
Total receipts	96,594	209,959	-	306,552	202,960
A3 Payments					
OPERATIONAL EXPENSES	13,675	-		13,675	19,963
BIG LOTTERY EXPENSES	-	100,148		100,148	99,342
LLOYDS TSB EXPENSES	-	-		-	2,115
LOTTERY BRIDGING EXPENSES	-	21,250		21,250	-
CAF	-	3,943		3,943	-
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Sub total	27,969	158,641	-	186,610	191,827
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Total payments	27,969	158,641	-	186,610	191,827
Net of receipts/(payments)	68,624	51,317	-	119,942	11,133
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end				150,787	139,654
Cash funds this year end	68,624	51,317	-	270,729	150,787

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))

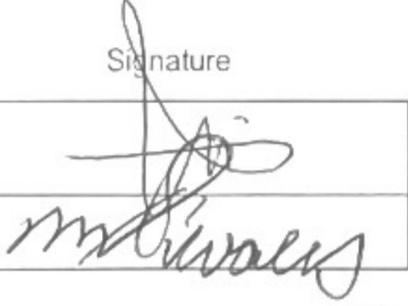
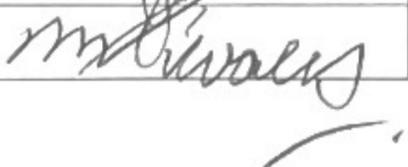
Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Ray Oxby	5/8/21
	M. SWALES	25.06.21



Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of	Friendship at Home		
On accounts for the year ended	December 2020	Charity no (if any)	1160062
Set out on pages			

Respective responsibilities of trustees and examiner

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Signed: **Date:** 03/06/2021

Name: Andrew Smith FCCA

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

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Association of Chartered Certified Accountants

Address: A G Smith & Co

Unit 8, Laceby Business Park, Laceby, Grimsby, North East Lincs,

DN37 7DP

Section B

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Friendship At Home		1160062		CC16a
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For the period from	1st January 2020	To	31st December 2020	

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A6 Cash funds last year end				150,787	139,654
Cash funds this year end	68,624	51,317	-	270,729	150,787

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))

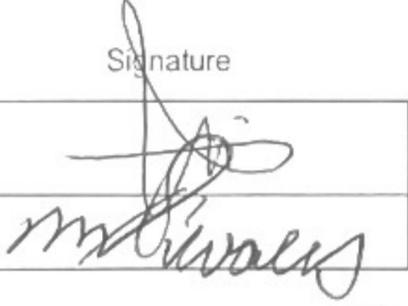
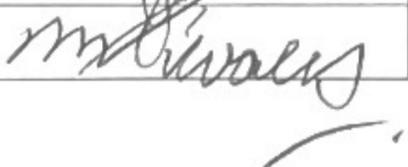
Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Ray Oxby	5/8/21
	M. SWALES	25.06.21