



Chorlton Good Neighbours

Annual Report 2016

Charity Number 1013285

Management Committee 2015-2016



ACTING CHAIR	Ms Sarah Mitchell
SECRETARY	Mrs Kate Grand
TREASURER	Ms Sue Cockerill

Representatives from the Churches Together in Chorlton

ST CLEMENTS CHURCH	Rev Jenny King
WILBRAHAM ST NINIANS URC	Mrs Enid Woods
ST JOHNS R.C.	Mrs Joan Constable
ST WERBURGHES	No representative
CHORLTON CENTRAL	Mrs Kate Grand
MANLEY PARK METHODIST	No representative
CHORLTON METHODIST	Mrs Pam Carter
ENGLISH MARTYRS CHURCH	Mrs Beryl Tarpey

STANDING COMMITTEE MEMBERS

Mr Bernard Leach	Mr Andrew Dawson	Ms Sarah Mitchell
Mrs Christine Bentley	Mr Philip Lloyd	

"CGN members have been a consistently valuable source of knowledge offering spirited debate and innovative ideas regarding the future developments of the city. Many CGN members I have worked with commented upon the significance of CGN in helping them to sustain a purpose and sense of place within their community. Additionally, it is evident that CGN functions as a vital source of social stimulation for those who would otherwise be overlooked, vulnerable and lonely. CGN actively improves the resilience of both its members and the communities of which older people are a necessary and important part. All of the above is particularly poignant given the recent initiative by the WHO to create Age-Friendly Cities, of which Manchester is the first in the UK."

Amy Barron, University of Manchester completing an MSc in Geographical Science



"Chorlton Good Neighbours is a truly excellent Service. It offers hope and happiness to older people and their families. It is inclusive, warm and friendly. Furthermore, it is very easy to access. Nothing feels too much trouble and it literally feels like there is more oxygen with services like this."

Chorlton Good Neighbours literally improves health and well-being by lifting depression and feelings of low mood and anxiety. In turn this increases confidence and positivity. The Group offers a sense of belonging, it is fun and interesting. It's a fantastic opportunity to share stories and information."

Before Chorlton Good Neighbours my family were on the edge of crisis with increasing health problems and feelings of isolation and disconnection to community and services. This Service has provided light and angels in what was a dark and frightening tunnel. Thank you so much for all your considerable help, love and care."

Long may this Service continue and flourish, in the words of Tina Turner 'You're simply the best'!"

Angela, daughter of new referral into our services

Sarah Mitchell, Acting Chair



Thank you to all good neighbours, staff, friends and volunteers.

Another great year has come and gone and how appropriate it is that in the year Helen was recognised by Her Majesty for her services to older people - that we could celebrate the Queen's 90th birthday. The Queen's example of achievements in older age through service to others reminds me of how much good comes from the neighbourly support offered by our older volunteers, staff and friends on a weekly basis. Thanks to Helen, Diane, Wayne, Karin, Geraldine and Moira. We rely so

much on reliable staff and volunteers and we couldn't do it without you.

Best wishes for another good year for all good neighbours.

Sue Cockerill, Treasurer

The financial review of the year has brought some good news and some not so good news. The core income for the charity from Manchester City Council has again been reduced but with a 2-year commitment to the amount received (2015-17).

Over the last few years the increased costs of running the charity have, in the main, been offset by increased donations alongside successful (one off) grant applications and a consistent review of charging, undertaken by the Co-ordinator.



In order to continue to provide the range of services during the year the charity has had to use some of its reserves. This is the first time this has happened whilst I have been treasurer and the committee has therefore spent time considering a longer term funding strategy.

Fortunately, Chorlton Good Neighbours has significantly benefited from the sale of assets by another local charity that ceased to operate some time ago. The charity in question chose Chorlton Good Neighbours as the beneficiary because the objectives and client group are similar and the trustees wanted to ensure that the assets of the charity were used to continue to support older people in Chorlton and Whalley Range.

An investment plan agreed by the management committee will see some of the money used to buy a property that will generate a monthly income for the charity and the remaining money will be invested in a charity account where some interest will be generated, annually. A property has been secured thanks to the commitment of one of the trustees on the management committee and the income from letting it will offset some of the reduction in core funding. However, rising costs of both staff and activities will have to be carefully monitored in order to ensure the reserves policy of the charity is maintained.

As ever a big thank you to all who have donated money to Chorlton Good Neighbours during the year and a big thank you to those who have agreed to Gift Aid your donation. The first claim for Gift Aid has just been submitted.

Helen Hibberd , Co ordinator

Manchester City Council (CGN's main funders) have made it clear that community groups should be funded in line with how they help deliver Manchester's strategic plan. It is worthwhile mentioning some relevant quotes from the recently published **Manchester Strategy** (2016)

*"There will be a focus on **public health and preventing illness**, as well as **transforming care for older people so they can stay independent for longer**"*

*"There needs to be a renewed focus on preventing problems occurring by ensuring people can access the **help they need early** and that they **are equipped to look after themselves**"*

*"the value of the voluntary sector to the city is self evident... especially the **deep connection many organisations have with the people who use their services** and the communities in which they operate"*

Recently at one of the Thursday coffee mornings we were able to celebrate the 100th birthday of one of our longstanding members, Nancy Drumm. I can recall only one other member, Gladys Fincham, who reached that age but Nancy is the first to still be joining in on a regular basis with activities at the Group, albeit with a bit of support from volunteers. Many other service users are in their 90's and still able to contribute and make full use of all CGN has to offer. Certainly this is clear evidence that groups like ours are well placed to deliver and fulfil the Manchester Strategy.

Activities such as the exercise classes, the gardening, snooker and singing groups, are all known to promote and enhance good physical health, and the risks of loneliness and social isolation can be minimised through engaging our older people in the range of social activities on offer. Volunteer input and support is of course crucial to achieving all of this and we continue to owe much gratitude to those who give their time, energy and commitment. Volunteer drivers are as always absolutely essential for ensuring less mobile older people can be included and many regular drivers build up meaningful close relationships with those they support.



Although there is currently much talk on 'community asset' building, that does not mean successful projects and approaches should or can be run on next to no finance. As many of us know in the Voluntary and Community sector, a little finance used carefully can generate very valuable and worthwhile outcomes and outputs. Funders, service users, volunteers and indeed the whole community can benefit.

One of the interesting points to note over the past year has been the **increased support from our local community**. We have seen many instances of local individuals, organisations or businesses giving financial donations or goods and we are very appreciative of everyone's generosity. Examples include:

Financial Donations from Egerton Garage, Arden Court Social Club and Chorlton Trade Paints, Nicolas Rd residents who went carol singing, Shell (via nomination from a local volunteer), an individual donation to subsidise a coach trip, and a legacy left in a will by a longstanding member. Whether it has been a regular small monthly donation, or a larger one off gift; these are all hugely appreciated and vital to keep the group operating to current levels. *Goods donated* included: Easter eggs from Morrisons, tea/sugar/coffee and stationery items from Sheila Smith's son and other service users, cards and gifts from Dorothy Ellwood and Lorraine O'Connor, and many other items to raffle and sell throughout the year.

As well as carrying out the day to day work for our older people, it has been important not to operate in a vacuum and therefore CGN has continued to focus on 'keeping connected to the locality' and 'demonstrating what we do'.

Keeping connected to the wider community: CGN has been involved with local schools and events which raise its profile and offers our volunteers and older people a chance to meet new people and do something different.

- *Chorlton Open Gardens* saw 140 people come to see our small community garden at the side of the church, Geraldine had lost her voice by the end of the day talking with so many people!
- *The Chorlton Book Festival* saw 90 attend the coffee morning to view and discuss old archive footage of holidaying in Blackpool, and the pet therapy session with Chorlton High school pupils, library staff and members of CGN and the Together Dementia support group was a really heartwarming event.
- *Liaising with local schools* and supporting each other has been high on the agenda as usual, and has included a visit with 15 CGN members to Brookburn's brilliant WW2 exhibition, 20 older people enjoying the marvellous Christmas show and lunch at Chorlton High and 45 children from Oswald Rd primary coming to sing Christmas carols and songs at a December coffee morning. Such a wonderful uplifting memory for everyone involved
- The coffee mornings continue to provide a focus for *young researchers* to come and gather information and listen to older people's experiences and insights. This past year for example 6 older volunteers/service users have supported a Msc Geography student to record insights about Chorlton as a place to live and enjoy, past and present. 40 of our older people spoke with researchers about nutrition /malnutrition in older people and a student studied a few members with long term health conditions, with particular focus on low mood.
- Promotion of our *onsite Thursday nurse led clinic and monthly hear to help sessions* have slowly started bringing new people into the group, as it remains a soft conduit for introducing local patients to other services and activities which may benefit them.



Demonstrating and keep showing people what we do: The balance here has been to promote the Group whilst acknowledging capacity issues. We all want CGN to be better known locally but without raising expectations that can't be fulfilled. Better promotion has led to many inquiries about volunteering and in some cases we have had to refer people on to other organisations looking to recruit.

- One of the most successful ways of achieving a better profile is *through the website*, and many thanks to Bernard Leach for keeping that updated with regular posts. Please take time to have a look by going to www.chorltongoodneighbours.org
- Promotion of our services and activities to keep a steady referral flow has been achieved by the usual *delivery of leaflets* to local GP surgeries, and health centres, churches and visiting any new sheltered scheme managers as they come in to post.
- In March 2016 we held a very productive *evening with two local councillors*, Sheila Newman and Mary Watson, and 9 volunteers. A discussion took place looking at motivations for volunteering, the challenges and rewards, and the evening gave a better insight into the depth of some volunteers' involvement with the Care Group.

Main focus this past year and going forward

- Strengthening of the visiting & befriending service which is one of the core elements for those preferring 1-1 support. We have engaged more volunteers doing home visits this past year and will continue to work on this. Even though this form of volunteering is often unseen, and potentially viewed as economically less viable than other bigger high profile group activities, it is essential to maintain it, as it is the essence of the charity.

- Be vigilant about finding and developing other activities people may value e.g. Men in Sheds, other older men's activities
- Maintain newly formed referral and engagement routes e.g. via nurses and nurse clinic embedded in Thursday mornings, whilst exploring other options
- Challenge when necessary but keep energies focussed on finding solutions e.g. funding cuts to the exercise classes (due to cease September 2016). With other colleagues, continue to challenge any rationale to cuts in funding whilst seeking finance elsewhere or move to self-financing of activity if possible.
- Engage and influence where possible e.g. by attending meetings with the newly forming Integrated Neighbourhood hubs
- Explore the challenges, and solutions, of how best to support some of our older people presenting with dementia

Highlights: Motto is *have a celebration whenever you can!* Thinking especially here of the recent 100th birthday of Nancy and the party to celebrate the Queens 90th! The parties for 60-70 up at Houghend Police Club have also been great for lifting the spirits and ensuring people feel part of something bigger.



Thank you to:

- Wilbraham St Ninians Church members for housing us and supporting our activities
- To our funders, in particular Manchester City Council, whose support is critical for the funding of staff, insurance and premises to enable the charity to create so many opportunities for volunteers and fulfil all the local and national agendas.
- The CGN Committee, our support workers, Wayne, Diane and Moira, and all the volunteers for their time, skill, passion and commitment

Special Thanks also to those doing the ordinary but essential work in the office; to Janice doing the Monday morning ring round, to Jane, Ann & Peter, and especially to Joan and Enid for covering me on holidays. Much appreciation also to Hamish for his banking and finance administration.





In memory and with thanks: To David Barcroft, regular volunteer driver for coffee mornings and plenty of one off transport jobs, who passed away suddenly in March 2016. Also a much valued member of the Melodics singing group.

Our former treasurer Philomena Kelly who passed away in October 2015

Remembering also many of our older service users who have passed away this year with whom we have shared so many happy days and have been glad to know and support.

This vibrant annual report compiled with so many contributions from local volunteers and older people demonstrates easily how Chorlton Good Neighbours is working towards fulfilling its **three main outcomes** under funding from Manchester City Council:

1. Supporting the positive contribution older people make
2. Improving the resilience of individuals and communities
3. Increasing volunteering across the city.

I hope you enjoy reading it and come and join us.

Finally...



I had a brilliant time at Buckingham palace in October 2015 and was presented the MBE by the Queen.

I fully recognise that this would not have been possible without the nomination, support, commitment and hard work of all the volunteers who have worked with me over many years.

Thank you for giving me such a brilliant day to remember, and for sharing the joy, hard work and satisfaction that is Chorlton Good Neighbours.

Helen

Chorlton Good Neighbours covers the wards of Chorlton, Chorlton Park and Whalley Range and offers a low key good neighbourly service to local older people through the provision of a wide range of services and activities. Our aim is to support local older people's social, physical, and mental wellbeing so that they can become resilient and live fruitful, independent lives. This is supported through CGN's 90 volunteers, 4 staff and several freelance workers. They enable users to access activities and receive services but also provides opportunities for them to widen their social networks and establish relationships where they will feel valued, cared for and still able to make a contribution to the local community

Our main funders are Manchester City Council, although many activities are self-financing. Grants from Greggs Foundation and a Council Cash Grant have funded the monthly Positive Living Group, and the exercise classes are currently funded by MMHSCT until the end of September 2016.

Most recent figures show:

- 247 registered service users accessed a service /activity
- approx. 90% are Manchester residents
- 80% are female,
- 50% have a disability or long term health condition,
- 50% are 75 years +
- most refer themselves or a neighbour/friend rings in on their behalf/recommends them to us.

Regular Support Services

- Befriending and Home Visiting, including help with telephone calls, paying bills and odd jobs (weekly / monthly); 45 volunteers involved
- Transport to hospitals, medical appointments, health centres and GP's, on site activities and miscellaneous, with or without escort (short and long term); access to 30 volunteer drivers
- Shopping support, with or without transport / escort to the banks, post offices and shops (usually one off/short term when needed)
- Support for wheelchair users to get to the Bank, post offices, parks, hairdressers and shops (usually fortnightly by paid part time staff member)
- Practical support including gardening, dog walking, and help with minor repairs, odd jobs and general advice (weekly to occasional)
- Regular newsletters, once per 6 weeks, Annual report written and produced for circulation locally and to funders, charity commission etc.
- Weekly Tuesday Parent Support Group - 15 parents and their children; access to 12 volunteers



Classes & Activities

- Access to one of three weekly exercise classes (60-70 attend.)
- Monthly Sunday tea (35-40 attend); 16 volunteers including 10 drivers
- Weekly coffee morning, with occasional speakers and advice sessions (60+attend); 6 volunteers and 10 drivers
- Access to local nurse on site at weekly coffee morning (6-8 appointment slots)
- Up to 7 major coach outings per year (45, plus 6 volunteers), New Year's Lunch, parties and celebrations (approx 60 attending)

- Volunteer led Weekly Melodics singing Group (18 attend)
- Weekly Snooker / social afternoon for older men (6-8 attend) off site at local cricket club; 3 volunteers, 1 paid staff
- Weekly gardening Club, aimed at older men (4-5 to attend)
- Volunteer led weekly small arts & crafts session, (6-8 to attend)
- Monthly History Talk with various speakers (30-40 to attend)

Other

- Access to a Monthly Positive Living Group (facilitator funded through other sources) 13-15 to attend
- Volunteers training sessions on confidentiality and boundaries, challenges and strategies
- Monthly on site access to Hear to Help worker for hearing aid users
- Access and encouragement to participate in various other events / workshops led by other community people eg Chorlton Arts festival, Brookburn Primary school , exhibitions , Chorlton High school Christmas Party
- Information provided about services and activities to the wider community via Chorlton Good Neighbours website

Wayne Marr, Older men's support worker



My duties are to visit older gentlemen in their homes for a chat if they cannot go out, or if they are able, I take them out into the Village, shopping or perhaps going for a coffee. The ages of the gentlemen range from 65 to late 80's. I see about 14 people over my working week.

On a Tuesday afternoon I am in charge at the local Cricket Club where we do various activities, bowling, snooker and darts. I offer lifts to the chaps who are unable to make their own way to the venue.

On Wednesdays I spend the day visiting gentlemen in their homes or if they wish we go out for a coffee or to the shops, or just go for a walk, weather permitting.

On Thursday morning there is a coffee morning in the Church Hall and again I offer lifts to people who cannot make their own way there, where we have the opportunity to socialise. On Thursday afternoon I once again visit people in their home.

I think the gentlemen enjoy my visits, we can have a chat in their own home and for some I am their only visitor. I also enjoy this aspect of my job, having a chat and listening to their stories.

Diane Dixon, Visiting & Activity Support worker

My name is Diane Dixon and I am the Visiting and Activity Worker at Chorlton Good Neighbours. I visit 14-16 older people each week. Most of the people that I visit are ladies although I do have one gentleman that I visit weekly. I visit some people weekly and others prefer a visit every other week. I have visited many of these people for over two years now and have got to know them very well. They have varied and complex needs which can be emotional or physical and come from a wide variety of backgrounds.



All have interesting stories to tell and it is always a great honour to hear their tales from both the distant and not too distant past.

Most of the people that I visit have mobility issues and it can be tricky for them to get out and about. I try to take people out for a cup of tea or a coffee when possible. We are lucky to have access to a wide variety of lovely cafes in Chorlton, and it really does people good to get out of the house for an hour and have a change of scenery and a chat. Some people prefer to go shopping and I have taken people to a variety of places over the last year including Stretford Mall, Morrison's, Chorlton Precinct, Sainsbury's in Fallowfield, Aldi, Asda and the new M&S Food store. I have lovely memories of taking Nora Capper to Stretford to buy her new lipsticks at the grand old age of 99; it was such a shame that she did not make it to her 100th Birthday. Agnes Kelly, in the final months of her life loved to go to Stretford Mall for a Latte and a chocolate éclair, something that she really looked forward to and gave her a boost. It's lovely to know that these trips out have made such a difference to people and improved the quality of their lives and given them happiness.

Moira Bowater, Community support worker



I recently took up the post working 3 days a week and to date I have 13 clients that I visit, the ages vary from late 50's to late 80's.

Some of the people I visit are ambulant and just need assistance to go out whilst others require assistance by using a wheelchair and therefore rely on someone being able to push them. Although it's early days in the role I feel I have engaged well with the people I have visited.

So far I have accompanied some out to the supermarkets to get their shopping, others have opted to go to Stretford Mall to have a look around the shops, whilst others are happy just to get out and go for a drink at a local cafe in Chorlton. And a few just enjoy the opportunity to have a visit for a chat. I have also accompanied some to have a walk in the local parks where we can enjoy the fresh air and also have a chat.

One lady who required wheelchair assistance requested on a visit I push her around the neighbourhood where she lived, she explained that whilst virtually housebound she used to sit near her backdoor and engage with neighbours for a chat as they passed. Recently the council have erected fencing around all the houses, whilst this has increased privacy it has also obscured her view and she missed her random chats with neighbours. I duly took her around the neighbourhood and she met a number of her neighbours and was able to catch up, she reported that she had really enjoyed seeing them and also seeing what the neighbourhood looked like now with the fences around them.

All the people I have visited have been very welcoming and accepting of me and say how they look forward to my visits. Some of the people I visit have extended family that are in regular contact and supportive, others have family who live a distance away and have infrequent contact and others have little or no contact with family and have very little social contact.

I have found it a privilege to visit all the people have been allocated and find the chats we have both interesting, informative and enjoyable.

Many thanks also go to Karin Redmond who was our support worker from December 2014 but resigned in October 2015 due to health problems.

Volunteers

- 90 currently registered
- Male 29 Female 61
- 43% are 65 years +
- 42% live in Chorlton ward, 17 % Whalley Range ward, 12 % Chorlton Park ward,
- 25% are non Manchester residents, living in Trafford or out of Manchester

All DBS checked

Induction and refresher training offered

Ongoing support from Co ordinator

51 inquiries received about volunteering, 12 new volunteers brought on to our lists. Remainder referred to other organisations

Access to 30 drivers. Mileage allowance : 40 p per mile



Chorlton Good Neighbours relies on volunteers throughout all levels of the organisation although the vast majority support the delivery of services and activities, whether that be visiting and befriending, or providing transport for older people to appointments or to onsite sessions, or helping out at the Tuesday Parent & Toddler group, Thursday coffee mornings or occasionally on a day trip.

All volunteers are police checked and are inducted with guidelines and a booklet to refer to. A few months after starting volunteering, and especially for those involved with home 1-1 visiting, a refresher training session is organised and run by our trainer, Debra McCallion and covers topics such as confidentiality, boundaries, challenges, what is working well and safeguarding. Three such sessions have taken place this past year and 25 volunteers have attended.



In March 2016 a "meet the volunteers' session" was organised with two local councillors, Sheila Newman and Mary Watson, as both wanted to better understand volunteers' motivations, the depth of their involvement, the benefits they gained and some of the challenges they dealt with.

Some of the younger volunteers also came along and provided evidence of the fact that CGN is not predominantly supported by retired people. The latter tend to have a higher profile because they are visible at the regular group activities such as the coffee mornings, Tuesday Group, Sunday teas and day trips

Training on wheelchair use: Retired wheelchair worker Arthur Brandreth kindly trained 4 of us in how to use a wheelchair safely; including demonstrations on the pavement outside the office.

Visiting & Befriending

46 volunteers have been involved with this task over the past year, supporting 52 older people. A further 17 people have benefitted from a visitor at some point.	Can include occasional shopping, odd jobs, dog walking, support with form filling and telephone calls or going to a café together
Usually once per week or fortnight	Times and days to suit volunteer and service user

Many thanks go to all volunteers who carry out the most important role within Chorlton Good Neighbours; offering companionship, care and interest to local older people who may feel isolated, not have any family or their relatives live further away. This aspect of the charity's work is by nature less high profile than a larger group activity, but its value and impact can never be understated or underestimated.

Recruitment for this volunteering role is usually not too difficult as we are fortunate that Chorlton and Whalley Range residents seem keen to give their time and energy. This past year has seen particular emphasis on bringing together younger working age volunteers with local older residents; the building of trust and a relaxed, natural relationship replacing some initial doubts and concerns.



Service user, Faith writes:

"Initially I was somewhat concerned about meetings with a complete stranger, though I knew it would be well as it was organised by Helen. I liked the idea as I do not now have a lot of personal contact with my children and grandchildren, some of whom live far from me, and texts are not the same.

I now consider volunteer Rosie to be a good friend to me and we have many things in common, despite the great difference in our ages. And I greatly enjoy the talks we have, particularly about my childhood in Chorlton, as she was also born here and is very interested in past history. So it is really good to share things of long ago, plus other subjects. Older people have much to say and contribute from their lifetimes and the younger ones seem so interested.

I am really pleased to have met her, and I look forward to our trips to local cafes or occasional chats at my flat, all of which are very happy and enlivening."

Volunteer Lisa writes :

"I visit Pam each week to do her shopping for her. I'll ring Pam at the start of the week for a quick chat and to get her shopping list from her. I'll then pop in with the shopping on my way home from work. It works really well, as I can do my shopping at the same time! We always joke that it's the best way to shop, as we can both take advantage of the 2 for 1's!

I visit Pam for about half an hour - 45 minutes each week. We just sit in her apartment and have a natter! We'll talk about the soaps, work, what's been going on with Pam's neighbours or her family. Especially her grandchildren who are at University and working away in Vietnam. I really look forward to visiting Pam every week, she always cheers me up. It's just nice to sit and forget about work and have a nice chat! Even if I've had a stressful or busy day at work it's nice to go to Pam's and completely switch off. I know that Pam appreciates my visits too, and really appreciates my help with the shopping. I've been visiting Pam since October last year and really hope that we continue our visits."

Exercise sessions	
Mondays: with Karen Tynan	1.30-2.30pm
Wednesdays: with Josie Royle	1.30-2.30pm
Fridays: with Don O'Connor	10-11.am
70 older people registered across the three classes.	Volunteer transport provision for 14 attendees to Friday class
Graded classes each with music, go at your own pace, hand weights and stretch bands used. Tea / Coffee provided afterwards	



One of the real success stories for the Group has been the popularity of the three exercise classes run during the week, with currently 70 people accessing a class. Funded through Manchester Public Health Development Service, until September 2016, Chorlton Good Neighbours operates a graded system whereby a whole range of older participants can join a class that really suits their needs and abilities. Each Instructor brings something unique to their own class whether it be the type of music to get people going or telling jokes to keep the class laughing, although all classes focus on improving balance and flexibility, as part of the falls prevention agenda. Newcomers are asked to fill in a health questionnaire, and we make a lot of effort to ensure that people are in the right class from the beginning.

Thanks to regular volunteer drivers: Bob, Trefor, Ron and Anne for their support to the Friday session

Wyllie Longmore, regular participant writes:



"I first joined the Good Neighbours exercise classes following chemotherapy treatment for cancer in the spring of last year. My wife, Estelle, had already been attending the Wednesday classes to keep up her general health and fitness regime and found them very enjoyable and beneficial and suggested I might too.

They proved to be a godsend for me in gradually building strength and resilience in muscles that had been affected by a severe illness. The atmosphere was lively, with everyone engaged.

The exercises are tailored to suit the needs of a diverse group of people; we are encouraged to work at our own pace, either sitting down, working with weights or the elastic stretch bands, or on our feet.

The music is lively and often from an era that brings back memories for older people and though it is always a thorough workout you end up invigorated. I recently switched to the Monday class, which has the same general format as the Wednesday class, with the same caring attitude of the tutor, but which has the added bonus of a dancing element which I very much enjoy."

Sunday Teas	
1 st Sunday in month	4-6pm
Average Attendance : 35	Transport provided for about 30 people available through 12 volunteer drivers
<div data-bbox="225 304 863 723" data-label="Image"> </div> <div data-bbox="895 365 1324 481" data-label="Text"> <p>Two course meal, provided by Margaret Scholes, various entertainment, bingo and raffle</p> </div> <div data-bbox="887 517 1334 710" data-label="Text"> <p>With many thanks especially to the regular helpers; Arthur, Joan, Enid, Diane, Karen, Keith, Christine, Ron, Brendan, Bob, Janice and Colin</p> </div>	

Volunteer Arthur writes:

This once a month "treat" has been going from strength to strength for nearly 30 years. The success of this event is down to the volunteers who give up their time by assisting in the kitchen, serving food and drink or being around to help and support the attendees.



The washing up and pouring cups of teas is a huge part of the afternoon and the voluntary support is exceptional.

Our voluntary drivers enable people to attend by picking them up, bringing them to the Sunday tea, escorting them in and then taking them home again. Without these drivers our Sunday teas would not exist and we would see an increase in social isolation.

At the end of each session the loyal volunteers help to put back the tables and chairs and tidy away

before we leave.

The format of the Sunday tea is a drink on arrival, entertainment, food and of course "eyes down and dabbers ready" for bingo and the raffle.

We have between 30/40 people joining this event every month, the majority receiving transport from volunteer drivers.

The feedback we get from attendees is how much they look forward to these events, one of the main reasons being that they enjoy and look forward to seeing other people as they can feel very isolated in particular at weekends.

We look forward to continuing these Sunday teas with the invaluable voluntary support.

Many thanks to ALL who help at these events.



Coffee Morning and art session

Every Thursday
morning

10-11.30am

Average Attendance :
50-60

Weekly Volunteer transport
for up to 39 service users



- Weekly Art session led by tutor Michael Holland
- Weekly on site nurse, Janet Martin, (appointment slots can be booked)
- Monthly Hear to Help, Diane Whitehead, to check and clean hearing aids and moulds, give advice and batteries (1st Thursday in the month)
- Various speakers giving a range of information

- The first is the well run operation which swings into action each week; there is a regular team of volunteers who know and trust each other, and everyone knows what is expected of them. New volunteers are always made welcome and soon find a role.
- The second is the volunteer drivers. The regular 13 drivers set out with a list of 3 or 4 people to collect from the local community. This means that if a few drivers arrive together, it can be quite busy on the door, helping take the money, supporting the less mobile and making sure to welcome everyone by name and in a positive manner. The service user may not have been feeling too well all week, but a driver turning up and bringing them encourages the less motivated to make that bit more effort and come. The drivers turn out in all weathers and are the mainstay of the coffee morning, allowing it to go on all winter, no matter what happens. Not everyone has a lift. Some live nearby and walk to the coffee morning, whilst others come by bus or taxi or drive themselves.
- The third important aspect is the unseen work that goes on earlier in the week, on Mondays and Tuesdays with Janice and Helen sorting out the transport. It involves checking with the service user that they want to come and liaison with the volunteer drivers. It is extremely rare for a driver to go on a wasted journey or for a driver to forget any one.

"Well what a busy place" and "Goodness me, how busy it is!" are common statements from people arriving at St Ninian's Church hall, anytime between 10 am and 11.30 pm on Thursday mornings.

Thursday mornings start early with Helen and her husband getting all the tables and chairs ready, ahead of the arrival of the first volunteer, Joan. Joan then starts preparing the tables and when volunteers such as myself arrive, at around 8.45am the hall is quiet and still. By 9 am there is usually a lively group of volunteers sitting down for a quick "cuppa and a chat". Soon after, the first arrivals enter the hall and from then onwards when Mary and I "take over the door" it gets busier and busier. Mary and I take the register and money at the door of Good Neighbours each Thursday morning. It's a privilege and a joy, though never quite as straight forward and simple as it sounds.

The success of the coffee mornings is down at least 4 factors.



- Finally the fourth thing, which makes it work and makes it all worthwhile is the determination and spirit of the service users and volunteers coming together to share a happy morning. There is an energy and buzz about the room, which is so often commented upon. There is genuine pleasure in coming together and spending time together.

The nurse led clinic is now an important feature of the morning. Janet Martin the nurse practitioner often has student nurses with her. The success of this project is noted elsewhere, but on the door, we see how trusted she is and hear many comments of the help her service is providing.



The Art Class is an important ongoing pleasure on Thursday mornings. The Art group come each week, bringing their own materials and working at their own pace. Michael Holland, the Art Teacher has a friendly informal manner and provides support to those who want it. The standards are amazing with those demonstrating great skill whilst others enjoy colouring in and the pleasure of relaxing this way.

Another great success is the Hearing Aid Clinic which occurs on the first Thursday of the month. Diane Whitehead is able to check and clean people's hearing aids and moulds and give out batteries and advice. This is so useful as many of the service users are not able to get out and the clinic coming to them is a great help.



The announcements usually made by Arthur, a volunteer, are greatly enjoyed. It may be about a forthcoming trip or a special birthday for someone in the room. Everyone quietens down and sometimes a lively discussion follows. We have also had a variety of speakers including the Fire service, the sensory team, a dementia nurse, a colleague from Homeshare and our local PCSO's talking about scams.

Young researchers often come down to the morning to seek the views of our older people and this past year this has included a nurse looking at low mood and depression amongst those with long term health problems, and researchers from Manchester University trialling a template for assessing undernutrition.

The service users and volunteers also bring books, bric a brack and small items of clothing, to the weekly stall. Items are given and then sold for a small donation to raise funds for Good Neighbours. We have also



been supported by Morrisons at Easter time when the store kindly donated an Easter egg for everyone.

The challenge on the door is in recognising and welcoming new members. The coffee morning is so established and so successful that it is hard to find an empty seat. One table is so popular that it has to have an "overflow" table added on.

Somehow, there is always room for a few more, and new members are quickly made welcome and assimilated. Why not come and join us....

Snooker, Bowls & darts

Every Tuesday
afternoon

1-3 pm

Av attendance: 6-8

Activity for older men

Held at SW Manchester Cricket Club

Francis Gomes, volunteer writes "The Chorlton Good Neighbours Snooker session is led by older men's worker, Wayne and takes place at the South West Manchester Cricket Club on a Tuesday afternoon. At this two-hour session, attendance varies between 5 and 10, mostly averaging 6 men and is very much dependant on the attendees' health that day.

The regular attendees are Terry, Derek, Richard and Charles. 98 year old Don also attends when he can get a lift. There are also 3 volunteers, Keith, David and myself, who also participate in the games of snooker and interact with the attendees while playing snooker. Everyone is responsible for putting money in the meter to ensure that the snooker lights are on during the game. There is always a light hearted banter during the games, and Keith is wonderful at maintaining this light hearted atmosphere with his seemingly endless supply of humorous anecdotes.



South West Manchester Cricket Club also has facility of Crown Green bowling, darts and cards. The club kindly allow us the use of the bowling green and access to their bowling equipment, and this enables us older folk to exercise our creaking ageing knees! Some of us have taken this option, as Don and Wayne are keen enthusiasts of bowling, but bowling can be more tiring than playing snooker for some of the attendees. We are also grateful to have the use of the bar facilities and the staff will also serve tea and coffee to those want hot drinks. Please come and join us ...

Melodics Singing Group

Every Thursday

11.45-1pm

Av attendance: 15

Led by volunteer Leah
Cavanagh

Group for those who just love singing

Mary O'Mahoney volunteer writes "Seven years ago Leah Cavanagh came up with the idea of starting a singing group here at Good Neighbours. We meet every Thursday after coffee morning from 11.45a.m – 1.00p.m. There are about 20 of us in the group ranging from 55 to our oldest member who is 93.

Leah chooses a wide range of songs for us to sing and accompanies us on her electric organ. Wyndham Lane conducts us and encourages us to improve our singing.



We perform regularly at Good Neighbours coffee mornings and at various retirement homes including Mariana in Whalley Range and Manor Hey in Urmston.

This year was over shadowed for us by the sudden death of one of our members David Barcroft. David was a volunteer driver for Good Neighbours who provided transport for Leah, the organ and other members of the group. He was very kind and reliable and we greatly miss him. We were privileged to be asked to sing 'Abide with Me' at his funeral.

We all love singing and are more cheerful after our sessions! We would welcome more members, so do come down and join us."

Volunteer Verna writes "We are a small but very lively Art & Craft group who meet on Wednesday afternoons at St Ninians. We have been meeting up for a few years now to socialise and at the same time enjoy a bit of art therapy whilst making something creative. We have made cards, Christmas decorations, collages and pictures and we try to do something different each week.

Art & craft session	
Every Wednesday	1-3pm
Av Attendance : 7-8	Led by volunteer Verna Hoyle
For those who enjoy a chat, whilst making simple craft work. Materials provided.	



We have had two of our displays at Chorlton Library.

We have also made bunting for Princess Charlotte's birth and more recently for the Queens 90th birthday, along with table decorations for the celebrations.

Whilst making things and enjoying some refreshments, we find ourselves chatting, laughing and sharing thoughts and ideas. We end the session with a quiz, a game or bingo and anyone is welcome to come and see what we do and maybe join in! "

Gardening Club	
Every Friday morning	10-1pm
Av Attendance : 5	Led by gardening expert Geraldine Wall
Come and share gardening tips and enjoy being outdoors. Plenty of tea and biscuits as we potter	

Geraldine writes "The group meet up every Friday. As well as being a quiet place to sit and enjoy a safe space outdoors, the garden is also a place where we meet and enjoy each other's company, do some gardening, drink plenty of tea and even discuss current affairs. The ages of the group rang for mid 50's to 70's.

The group is now well established and each member has found their own role within the group. One member collects spent coffee grinds every few days from a local coffee shop which goes in the compost bin and the tiger worms love it. This has helped us produce plenty of compost for our raised beds, helping them to retain moisture in the hot weather. A couple of members come to the garden a number of times throughout the week, to water the plants to keep them alive between sessions. Another member brings a family joke book and everyone looks forward to the tea break and joke time.

The group works well together and everyone is always warm and welcoming to new members.



This year the cauliflowers were a great success and so were the red currents and the garlic. We are regularly harvesting the runner and borlotti beans. The tomatoes are starting to ripen and we are looking forward to taking home our sprouts again this Christmas.

Looking to the future.

With the success of our crops and our homemade compost, we have decided that over the winter months we would like to build a few more, smaller raised beds, so that we can increase the variety of plants to grow. We have not had much success with the apple

trees so have decided to move them this winter, from behind the greenhouse, to the fruit bed near the gate, whilst moving the red currents to where the apple trees are. See the website posts for regular updates."

Monthly History Talks	
First Thursday in the month	1.30-3pm
Av attendance: 35	Led by volunteer Ray Wood
Suited to any participant with an interest in a wide range of topics. Tea/coffee served	



My name is Raymond Wood and I introduce the monthly history talks that we have at Chorlton Good Neighbours. It has fallen to me to write an annual report on what we do with these talks.

To give some idea of the very varied nature of such talks here is a short list of some of the topics we have covered:

- Glen Miller in the north west by Eddie Little
- Last day of peace, first day of war (September 1939) given by Geoff Scargill
- Look back in laughter (History of Comedy) given by Susan Craig
- How music reflected the politics of the day (1960s) given by Steve Millward
- The Manchester Peterloo Massacre given by Paul Fitzgerald
- The history of Dunham Massey by Sylvia wright
- Superstitions of the home and their origins by Brian Hallworth



Many of these speakers have used visual aids and tapes to illustrate their talks and throughout the year we have encouraged our audiences to participate with questions and comments. This has sometimes resulted in our speakers being somewhat amazed by the level of thoughtfulness and knowledge that our audience members exhibit!

Our talks generate between 30 and 40 audience participants each month with a majority core of regular devotees.

We have a number of volunteers who give of their time to make our talks welcoming and interesting. We have two ladies on the door, Mary and Angela who welcome the audience members in a cheery way, whilst divesting them of the necessary entrance charge to gain admission!

Peter and Janice who provide sustaining tea and biscuits. Enid, one of our longest serving volunteers is always on hand as an audience member.

In conclusion, I must mention our tireless co-ordinator, Helen Hibberd. Without her spending hours organising the speakers to come there would be no talks for a very supportive and interested audience to attend. We would, of course, welcome any newcomers to attend and enjoy our talks on the first Thursday of each month.



Monthly Positive Living Group	
1 st or 2 nd Monday in month	10-12 midday
Av Attendance: 11-13	Led by life coach and trainer Debra McCallion
Suitable for anyone wishing to learn and share strategies for keeping positive and finding solutions to everyday issues.	

This monthly group has been running successfully for a number of years now, supporting the emotional resilience and improving the coping strategies of a regular group of 11-13 participants. It is based on positive psychology and supports the mental well-being of participants. It has been called 'Life Lessons' as a wide range of interesting and often over-looked subjects are explored and strategies gained. The attendees have taken ownership of the group in an enlightened and empowering way, and decide for themselves that which they need to learn. The group welcome new attendees and the workshop space is a warm and friendly environment to explore some insightful and sometimes challenging areas. Funding for the group this past year has been a mixture of a council Cash grant and money from Greggs Foundation. Some subjects explored this past year include:

Acceptance of change and support Dealing with vulnerability Becoming more resilient
Benefits of creativity Looking holistically at our wellbeing Power of meditation
Power of kindness Deepening our listening skills Rising above being right and others being wrong

Positive Living Courses: Funded through a social isolation grant from the clinical commissioning groups four 12 week courses took place from October 2014 through to December 2015.

We had 51 inquiries and of these 47 were interviewed within a 1-1 setting prior to any course starting. 3 attendees were 65 years and under, one being 45 years. 5 attendees were male, one was a transgendered woman and the rest were female.

Findings : 41% said the course had reduced their feelings of social isolation by a lot, 18.5% considerable 60.3% felt that their confidence had increased considerably or a lot.

74% felt the course had encouraged them to take more responsibility for their own health and wellbeing

52% of attendees had joined a new group by the end of the course with 10% saying not yet but with a view to.

64% said the course had considerably increased their motivation and self esteem to try and build new social connections/maintain current new ones.

'I now realise we can change things by being positive and in control of our lives and by listening to other people in the group, how they get on with life. I now know to get rid of negative thinking'

'Do things, not just say I will do them, don't then put things off for another day or year. Go and try something different, do not say next week'

A copy of the full report is available on request.



Day Trips and Parties

6 big day trips per year

60-70 people at the big parties at Spring and Christmas

New Year's Lunch

Swans Coach with tail lift to take up to 50 people



Volunteer support throughout

We have enjoyed some lovely trips out over the last year and they have continued to be a very popular part of what is offered by Chorlton Good Neighbours. Always well supported and enjoyed by many, we all enjoy getting out of Manchester for the day and feel better for a change of scenery and for being in good company.

Highlights from the last year have been our visit to Buxton Pavilion Gardens in September where we enjoyed a delicious meal, walks in the gardens and visited the shops and sights of the town centre. The Hanging Gate in October was a spooky affair with the pub fully decorated for Halloween. We were entertained while we ate and the meal was followed by a quiz and a game of Bingo. In February we went to the Poachers Inn and were very well looked after, had a lovely lunch and enjoyed a game of bingo hosted by our very own Arthur. We travelled a bit further afield in March when we went to The Millstones in Harrogate, lots of food, good music and dancing took place on that day out. We were very lucky with the weather on our two recent summer trips to Lytham St Anne's and Llandudno and many of us enjoyed sunshine and ice creams on the pier.



Two fantastic parties at Houghend Police Social club at Christmas and Spring saw 70 of us, volunteers and clients come together for a marvellous 3 course meal, with silver service, entertainment, and bingo. The money collected from the raffles went towards the 'thankyou for the waitresses' who are so attentive towards everyone. A New Years lunch was held at Chorlton Central Church in January, and thanks to Margaret Scholes for her catering skills.



None of these trips and parties would be possible if it weren't for the volunteers who come along and support us on the day. We thank them for driving, bringing people to the venues, and taking them home afterwards, and also for coming along supporting people and generally getting involved on the day.

Tuesday Group

Tuesday mornings term time only

10-11.30am

The Tuesday Group is a joint project with Wilbraham St Ninians Church. Its aim is to offer support and space to a small group of parents/carers who may have specific needs eg multiple births, first time mothers, new to the area.

All volunteers are police checked and are very committed to the Group, offering a listening ear and looking after the children when the parents go for tea/coffee in an adjoining room.



Referral is usually through the local health visiting team. Average attendance: 10-15 parents and their children. The group has access and support from up to 15 volunteers

Volunteer Doreen writes:



"I really enjoyed working with children as a primary school teacher. After retiring I have continued working with children as a volunteer in schools and at a library. In addition, for the last 2 years I have volunteered at Chorlton Good Neighbours playgroup helping to create a fun and stimulating environment for confidence, language and other skills to develop. I enjoy sitting alongside the children, encouraging them to chat or sing and play with language whilst they are enjoying their activity. These are activities which the carers can share with their children when they are at home.

The volunteers help create a supportive environment for both the children and their carers and within the volunteer group there is a feeling of mutual support which makes the sessions beneficial to everyone."

Over the past year the parents also have benefitted from a couple of sessions with a paramedic giving them information about how to deal with common emergency situations. A group of parents and children also went together to Wythenshawe Park to spend a morning together and have a bit of lunch.

Many Thanks to our regular Volunteers: Lesley, Kath, Sarah, Christine, Rachel, Maggie, Doreen, Pam, Hilda, Ron, Trefor, Ayako, Ann, Sue, and Jane.



Chorlton Good Neighbours
Statement of Financial Activities
for the year ended 31 March 2016

	Note	Unrestricted funds £	Restricted funds £	Total funds 2016 £	Total funds 2015 £
Income from:					
Donations and legacies		325,113	-	325,113	23,805
Charitable activities		49,946	7,380	57,326	72,640
Total income		375,059	7,380	382,439	96,445
Expenditure on:					
Charitable activities		74,297	13,198	87,495	94,252
Total expenditure		74,297	13,198	87,495	94,252
Net income/(expenditure) before net gains/(losses) on investments		300,762	(5,818)	294,944	2,193
Net income/(expenditure) for the year		300,762	(5,818)	294,944	2,193
Transfer between funds		432	(432)	-	-
Net movement in funds for the year		301,194	(6,250)	294,944	2,193
Reconciliation of funds					
Total funds brought forward		51,993	7,375	59,368	57,175
Total funds carried forward		353,187	1,125	354,312	59,368

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

Chorlton Good Neighbours

Balance Sheet as at 31 March 2016

	Note	2016	2015
		£	£
Current assets			
Debtors		71	67
Cash at bank and in hand		356,416	60,968
Total current assets		356,487	61,035
Liabilities			
Creditors: amounts falling due in less than one year		(2,175)	(1,667)
Net current assets		354,312	59,368
Total assets less current liabilities		354,312	59,368
Net assets		354,312	59,368
Funds of the charity:			
Restricted income funds		1,125	7,375
Unrestricted income funds		353,187	51,993
Total charity funds		354,312	59,368

Approved by the trustees on 22/09/2016 and signed on their behalf by:

Sue Cockrill (Treasurer)



Chorlton Good Neighbours

**Co-ordinator
Mrs Helen Hibberd**

Hours Open
Monday, Tuesday, Thursday, Friday
9.30am – 12.30pm
Wednesday
12 Noon – 3pm

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Egerton Road South
Chorlton M21 0XJ

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Email: helen@chortongoodneighbours.org