



## **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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**Wilbraham St Ninians Church  
Egerton Road South  
Chorlton M21 0XJ**

**Tel: 0161 881 2925 / Tel: 0161 881 6208  
Email: [helen@chorltongoodneighbours.org](mailto:helen@chorltongoodneighbours.org)**

## **Chorlton Good Neighbours**

### **Annual Report 2017**

**Charity Number 1013285**



## Management Committee 2016-2017



CHAIR	Rev Ken Stokes
SECRETARY	Mrs Kate Grand
TREASURER	Ms Sue Cockerill Mr Michael Schaefer (from December 2016)

### 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 WERBURGHs	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	

**With many grateful thanks to Pam Carter and Beryl Tarpey who are stepping down as trustees at the end of the term, having given 13 and 15 years respectively as board members.**

## Chair's report.....Rev Ken Stokes

Chorlton Good Neighbours has reached the milestone of its 50<sup>th</sup> birthday because it has made a significant contribution to the lives of so many older people. Our organisation is deeply valued by those it serves and by those volunteers without whom the organisation simply would not exist. Clearly, we are fortunate to be blessed with excellent and committed paid staff who see their work as a calling as well as a job. Yet it is, in the end, our volunteers who make Good Neighbours what it is.

Much volunteer work is clearly visible and its benefit is obvious. For example, we only have to think about the many folk who work to make the Thursday Morning Coffee Morning possible every week. Indeed, some volunteer work is of a very direct and personal benefit to individual older people, such as those who provide transport for people who want to come to our activities or visit folk in their homes.

Yet there are also some folk whose contribution to Good Neighbours is essential, but whose work is a somewhat hidden from sight and its benefit is less easily understood. We owe an enormous debt of gratitude to those volunteers who work behind the scenes to make sure that Good Neighbours maintains its long-held reputation as well-run and effective organisation. The volunteers who work to make sure that despite the uncertainties of life we balance the books. The volunteers who insist that we spend money as carefully and as effectively as possible. The volunteers who as members of our management committee bring a rich variety of different skills and experience to bear on our work. They are deeply committed and ensure our regular committee meetings are well attended and increasingly lively occasions where members can address and make the decisions about the challenges that we face.

Clearly there is so much to be thankful for, yet we cannot afford to simply pat ourselves on the back. We must look to the future. One of the roles of any management committee is to do some hard thinking and to evaluate what we do and how we do it. Just as the whole of society is changing, the needs of older people are changing too. We must ask ourselves not just what does it mean to act as good neighbours to older people in Chorlton today, but also what could it mean to be good neighbours in five years' time? Therefore, over the next few months the management committee will be looking to review what we do and explore what we might need to consider doing in the future. The management committee do not claim to have any monopoly on all wisdom, so if you have any thoughts about ways we could work more effectively, opportunities that we could take or threats that you see on the horizon that you think we need to address, please contact me directly [ks16532@gmail.com](mailto:ks16532@gmail.com) 07504471430 or pass on your concern to our wonderful coordinator Helen.

## Treasurer's Report....Michael Schaefer

I am pleased to report that this has been a positive financial year for CGN. We generated more income than it costs to run the charity, so unlike last year we did not have to tap into our reserves. This is despite the fact that our main source of income, the funding from MCC, now covers less than half of all our operational costs.

Also, the many generous donations we gratefully received throughout the year, including monies from Gift Aid, and other grants like the Allen Lane Grant and funds received from the Lottery to contribute to the 50-year anniversary celebrations, have helped to bridge the funding gap.





Additionally, a new source of income has been established through the letting of our flat, which was acquired from the proceeds of the sale of a property donated to CGN by another charity last year.

Despite this overall good result, careful monitoring of rising costs has to remain our focus for the year ahead. CGN has enrolled some of its employees into the new government pension scheme and a new lease with Wilbraham St. Ninians Church has been signed, both leading to higher costs compared to this year.

The position of MCC regarding the level of future funding remains unclear at this stage, but we are hopeful that we will receive at least the same level of support that we have enjoyed over the last two years.

As an income stream, donations and Gift aid are becoming more and more important in making sure that CGN will continue to be able to provide the community with the level of support many of you so appreciate.

Finally, a big thank you to all who have donated or gift aided. Your continued support is greatly appreciated.

### Co ordinator's report.... Helen Hibberd



Fifty years ago, a group of local people decided to 'do something' to tackle the issue of loneliness. They probably never envisaged that half a century later their kindness, actions, and resilience would result in a vibrant, well established charity, giving purpose and enjoyment to so many people.

The ability of the group to adapt and evolve over the years to meet older people's changing needs, to recruit volunteers with a whole range of skills, as well as build and cement community networks, means that it is currently in a very strong position. Volunteers, staff and service users enter into the spirit and ethos of the group, wanting it to succeed, and working hard to

ensure that it does. It is truly a team effort.

If we look in more detail at what the above actually translates into we can see how these factors also fit in with the three outcomes that we work to in relation to the Council funding:

**1. Increasing volunteering across the city:** for CGN this isn't just about getting more people volunteering, but ensuring they are placed correctly, and that their skills, time and



strengths are maximised, thus building a strong, self-reliant team. The 45 volunteers involved in 1-1 support and visiting fulfil that most vital aim of reducing social isolation and loneliness, and the 39 drivers ensure we are inclusive of those older people who are frailer or less mobile.



Thanks of course go to all those involved with some form of regular commitment to activities, such as the Thursday coffee morning, Friday exercise class and the monthly Sunday teas, not forgetting manning the office! Equally, though, volunteers with specific skills will always be in demand, and thanks here go to Michael, our new Treasurer; Hamish who does the banking and updates the finance spreadsheets, and Bernard for running the website. Volunteers Leah and Verna who run the weekly Melodics and Wednesday art groups also deserve our thanks for their time and energies.

Across the 3 wards we cover, there is no shortage of offers from potential volunteers and this past year has seen a huge number of inquiries, especially from younger people in full time work.

### 2. Supporting older people to make a positive contribution:

With half the volunteer workforce aged 60 years plus, including 70% of the trustee board, and many opportunities available for older service users to contribute in a meaningful way, CGN has continued to shift its emphasis away from just 'doing things for older people', and encourage involvement in new ventures, meeting new people and facilitating potential for mutually supportive friendships.



The changing needs of older adults is clearly evidenced by large footfall at the exercise classes, positive living groups, history talks and day trips, demonstrating a desire and drive to keep well, both physically and mentally, for as long as possible. Hopefully we will be celebrating Mickie's 100<sup>th</sup> birthday in November, which will be the second CGN person in two years! Mickie of course excelled this year by being the star attraction on the Manchester International festival runway, ably supported by our volunteer Donough.

This past year, particularly with the celebrations of the Group's 50<sup>th</sup> birthday, many older volunteers and service users have contributed to the making of 3 films, various booklets and two pieces of public artwork.

Researchers and local colleagues coming along to Thursday coffee mornings are never short of people to interview who are willing to give an opinion or share experiences; topics this past year have included asking people their views on sedentary behaviours, dentures, what older adults enjoy, virtual reality games, and how a new monthly nurse clinic might work.

Older volunteers are often ideal at mentoring younger people who come along to coffee mornings, offering training and information such as retired wheelchair worker Arthur, or supporting younger parents at the Tuesday Group.



Over the year, older service users have supported local schools by attending various functions, knowing they are contributing in a positive way to the children's efforts: 17 went to see Brookburn Primary's WW2 performance and exhibition, 10 attended Chorlton High's Christmas party and show, and 20 went along to Brookburn's Christmas afternoon.

### 3. Improving the resilience of individuals and communities

For CGN this continues to be about keeping older people going, staying engaged and supporting them to stay independent. Tried and tested strategies to help some older adults, who might be more anxious or nervous, join a new activity, continue to reap rewards, as we see people blossom with new friendships and a sense of belonging to something larger than their immediate family circle.

Around 400 calls in the year from people asking for information and advice, including requests for numbers of tradesmen, chiropodists, cleaners, mobile hairdressers, etc suggest there is a level of staying independent and 'sorting it myself'. Various speakers at coffee mornings, such as the Falls Team, as well as the monthly visits from PCSO's, Diane from Hear to Help and Adelaide and Gilly, (and latterly Janet) of the nurse clinic, also encourage quicker access to support for those with concerns.



Chorlton Good Neighbours could not function successfully without strong connections and networks with other community organisations and partners. Around 450 calls logged as 'discussion with third parties' indicates the level at which the community talks and cooperates with each other. We are grateful for the support of local councillors, staff at Chorlton Library, local health and social services colleagues and managers of supported housing schemes.

**Community and intergenerational events** this past year have been wonderful and include:

- Chorlton Book Festival, with 70 attending
- an Age Friendly winter warmer health information morning attended by 90 people, with speakers from Buzz, the local clinical commissioning group, the Falls team and Loren Grant talking about healthy eating
- Students from Manchester University Music Society, singing modern and classic songs
- 50 Children from Oswald Rd Primary singing on the final Thursday coffee morning before Christmas



One of the most important networks emerging this past year has been the local primary care neighbourhood meetings, where opportunities are available for CGN to meet with GP's and other community colleagues to address local issues. As a result, the Co ordinator is now invited to monthly elderly MDT meetings with Chorlton Family practice, which is a major breakthrough. Excellent working relationships are still ongoing with Dementia Together Support, other Care Groups and the local Active Case manager, Gilly Lee. Of course, raising the profile of the charity with other statutory service providers sounds ideal, but any major increase in referrals to us brings its own challenges in terms of stretched finances and capacity issues.

The reduction of the weekly Thursday nurse clinic to a monthly session was undoubtedly a disappointment to us all, especially as it was ticking so many boxes from a CGN perspective and feels somewhat counterproductive within the context of a preventative agenda; however, we are still very appreciative of some regular input, albeit monthly, from that team.

#### **Raising funds and the profile**

CGN has again been well supported by fantastic donations from many individuals, not all directly connected to the group; from local organisations such as St Johns Church, Manley Park, Ivygreen Allotments, and Alderfield House, and from businesses such as Shell, Morrisons and Unicorn. Special mention goes to the Co op whose 3 local stores raised funds for us for 6 months as part of their community

initiative, and amassed an amazing £5,144. Their campaign also raised the charity's profile and contributed towards the huge number of volunteering inquiries this past year.



Individual fundraising efforts were again much appreciated and include: community worker Moira selling knitted chicks raising £250, and trustee and volunteer Sarah running a marathon and raising around £300.

**Time given by volunteers:** A quick analysis of the month of January 2017 calculated that 850 volunteer hours were given, across the whole organisation, which could equate to over £100,000 per annum if paid workers carried out these tasks.

#### **Going forward, challenges and areas of focus:**

- Maintain current high levels of footfall and standard of provision.
- Secure sufficient level of core funding from MCC under new criteria being introduced in September 2017
- Secure monies for the 3 weekly exercise classes, for 2018, potentially through a joint bid with other care groups which would involve a clinical analysis of the classes.
- Continue to get across the impact, value and essence of all the work to funders and partners. An impact report on the work of all 7 neighbourhood care groups is due to be compiled by the end of the year.
- Maintain 'balance' throughout: increasing referrals vs capacity to respond appropriately and safely; explore and develop new areas of activity and service vs being a predominantly volunteer based organisation; raising the profile of the charity vs managing expectations for volunteering opportunities and services.
- Continue to attract and involve volunteers with key skills, at both trustee and service delivery level
- Keep networking with key local partners to ensure they understand where our strengths and limitations lie

#### **My Special thanks to:**

- Wilbraham St Ninians Church for housing and supporting us
- To our community workers Moira, Diane and Phil for their commitment to the people they visit. Especial thanks to Wayne, now retiring, for 5 years kindness and hard work with our older men.
- Manchester City Council & our local councillors for their continued financial and lobbying support
- Joan, Diana, Janice, Ann, Jane, Enid and Leo for their support to me in the office, and to Peter for the many errands and cups of tea he makes! Not sure about the constant singing though!

It has been another fantastic year, with lots to celebrate and be thankful for. Here's to the next one and beyond...

**Helen Hibberd MBE Co-ordinator**





## Volunteers

- 90 registered
- 30% male
- Up to 45 involved in 1-1 support
- 75% live in Manchester Wards
- Access to 39 drivers
- 50% are 60 years +
- 15% under 30



All DBS checked  
Induction and refresher training offered  
Ongoing support from Co Ordinator  
Mileage allowance: 40 p per mile



Chorlton Good Neighbours would not be the success it is without a huge pool of committed volunteers, willing to give their time, energy and a listening ear. Chorlton and Whalley Range is truly blessed that so many local people wish to give their time and have a genuine desire to support older people. This past year we have received 73 inquiries from people wishing to volunteer with the charity, which of course presents its own challenges. Most are referred to other organisations, but 18 new volunteers have been taken on. These have been mainly young people willing to visit and befriend an older person, and a couple of regular drivers.

One of the key successes of the group is its ability to 'blur the lines' between volunteering and benefitting from activities and services. This is especially true for our older volunteers where a sixth not only contribute to running an activity, helping in the office or serving as a trustee, but also benefit from a home visitor, going on trips or joining an exercise class.

**Training and information:** This past year volunteers have been offered several opportunities to enhance their volunteering skills:

- 13 attended a wheelchair training session run by retired worker Arthur Brandreth
- 23 attended an evening refresher session with trainer Debra McCallion and this covered challenges with volunteer boundaries, grey areas and supporting people with low mood.
- 13 attended a First Aid session with trainer Kevin Walker covering areas such as stroke, burns, broken bones, bleeding, heart attack CPR and use of the defibrillator, sited in the Church hall.



## One to one support services



50 older people currently supported by up to 45 volunteers. A further 15 have also benefitted this past year.

Arranged to suit both volunteer and service user; weekly, fortnightly and even monthly

- home or hospital visiting, making telephone calls, shopping
- odd jobs, dog walking, small DIY
- wheelchair support to parks and banks
- escorting to shops and cafes

Reading through the 50 volunteers' reflections booklet is all the affirmation anyone needs to see and feel the immense value that one to one befriending brings to both volunteers and their older service users. Many of these relationships have been going for a number of years now, deepening with time and becoming more relaxed and natural.

Most of the 1-1 partnerships are initially formalised through the Co ordinator so there will always be an element of chance as to whether people will 'hit it off'. These have not been natural selections so more thought has to be put into people's backgrounds, interests and personalities. Efforts to induct, place and monitor correctly are always usually rewarded when we see how much both parties value the relationship.

Here's what Margaret says "I can't thank you enough for pairing me up with Annette. When we both first went cycling, I could get round the track, stopping at least six times. Going roughly about every three weeks, I made a little improvement and stopped once or twice. I now do regular exercise for my legs each day, and today I excelled myself. I did three, yes three, laps of the course. I did stop a while after each one, but I am now so pleased and happy, I can't thank both you and Annette enough".



This past year volunteers have given so much time: to support people when they return home from hospital, especially those with no family, and taking people to medical appointments and out to the shops and banks. Doing some gardening, making telephone calls on their behalf, carrying out small odd jobs – all these tasks aim to help our local older people stay in their own homes for as long as possible.

Developing and making the most of the time together has seen some partnerships try new ideas; a young couple, Tim & Karen, take two ladies out for meals or to the cinema. Volunteer, Sean meets his older gentleman in Manchester City centre and Donough has supported 99 year old Mickie to be the star on the Manchester International festival runway....and we owe an immense debt of gratitude to those volunteers giving their time in this way.





### Weekly Exercise sessions

Mondays: with Karen Tynan	1.30-2.30pm
Wednesdays: with Karen Oakes	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
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Graded classes each with music, go at your own pace, hand weights and stretch bands used. Tea and Coffee provided afterwards

Funded through a grant from MMHSCT, to September 2017, the three weekly classes have now been running for 13 years, and are one of the most successful activities of the charity. Focussing on improving muscle strength, mobility and balance, as well as offering a chance to socialise and meet others, the classes are the perfect introduction for anyone wishing to get a bit fitter as well as join a group activity.

Recruitment tends to be through word of mouth, and of course local GP's refer people as they know the health benefits, particularly in the context of falls prevention.

All 3 Instructors are highly trained, and bring their own unique style, music and methods. We said goodbye to Wednesday Instructor Josie Royle, this past year but welcomed Karen

Oakes in her place. Potential participants are always asked to fill in a health questionnaire to assess suitability for any particular class. Future funding of the classes is likely to be a mixture of small charges and some grant money. Currently CGN is in discussion with other Care Groups about applying for longer term funding which includes some form of clinical analysis of the all-round benefits of these types of classes for older people

Thanks of course go to the regular drivers, Bob, Trefor, Ann, Amanda and Ron this past year, as their time and commitment has ensured those with less mobility can be included in a class.

Thanks also to Lorraine, Joyce and the ladies who help with taking the register and washing up afterwards on a Friday, and to Sheila for her support to Mondays.

Belinda from the Wednesday class says" it is a very good class; it is something to look forward to and it keeps you fit. It's like a social gathering as well"



The Thursday coffee morning is the highlight of the week for both our older service users and volunteers. It is also the best activity to showcase the essence, energy and impact of the charity to visiting guests and colleagues, such as GPs, CPN's, student nurses and social workers. Those coming for the first time are usually astounded by the numbers attending and the noise in the hall!

Imparting information to a large group of people on a regular basis, is often challenging, especially to those not on email, so visiting speakers have an excellent opportunity to do so on a Thursday. Topics this past year have included: bone health and screening, fire safety, Books to Go home library service from MCC, signs of a stroke and the ambulance response, home repairs (Care & Repair) and Boots the opticians.

The art tables with up to 18 attendees have enjoyed being tutored by both Michael Holland and Susan Parry, this past year, but currently we have the services of Juliet Davis to encourage our budding artists.


Sadly, we lost the weekly nurse clinic and said goodbye to nurse Janet Martin. Fortunately, we do have some monthly input from the active case management team, via Adelaide Manu, and our relationship with them is still strong for telephone conversations about mutual concerns of patients. Our colleague Diane Whitehead from Hear to Help regularly supports around 20 hearing aid users each month, and we are grateful for her kindness and support for home visits outside of the time when she is with us on site.

The Thursday coffee morning is a **huge team effort**; starting from the Monday morning ring round by Janice, confirming transport runs with the drivers, volunteers Joan, Keith and Frank setting up the room early, followed by Mary and Angela taking names on the door, and the efforts later on of volunteers Bob, Ray, Trish, Theresa, Janice, Zoe, Brendan, Christine, David and Arthur. Our grateful thanks to all of them for their commitment and kindness, and to the drivers especially, who ensure their regulars get here.

No one wants to miss a Thursday !!



### Weekly Coffee Morning and art session



Every Thursday morning	10-11.30am
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Average Attendance :	Weekly Volunteer transport through
60-70 people	13 drivers for up to 40 service users
	Average 13 volunteers to help; thanks to everyone who contributes

- Weekly Art session led by tutor Juliet Davis
- Monthly nurse clinic, Adelaide Manu here on 2<sup>nd</sup> Thursday in month
- Monthly Hear to Help, Diane Whitehead, to check and clean hearing aids and moulds, give advice and batteries (1<sup>st</sup> Thursday in the month)
- Various speakers giving a range of information





## Monthly History Talks

First Thursday in the month	1.30-3pm
Average attendance: 35	Led by volunteer, Ray Wood. With thanks also to volunteers Mary O' Mahoney and Angela Downing
Suited to any participant with an interest in a wide range of topics. Tea/coffee served	

With very good attendance numbers, usually around 35-40 people, the monthly talks have offered people the chance to indulge their love of history. A variety of speakers have given interesting insights into their subjects, and the audience always has a few questions or comments to keep it all flowing. The topics this past year have included: *history of Wythenshawe Airport, the Oddfellows society, Alexandra park, the Ted Heath band & the Women's Peace Crusade. Other speakers spoke about the Halle, accessibility issues of the Paralympic games, colonised peoples' perspectives of WW1 and building a theatrical career after coming from Jamaica in the 1960's.*

Grateful thanks to Ray for leading the afternoon, with his witty introductions, and also to Mary, Angela and Peter for taking the register and providing refreshments. Thanks to Linda Rigby also for helping to organise speakers and the programme.

For many of our older residents with little or no local family, the weekends can seem to lack some focus, so the Sunday Tea provides a perfect escape from shopping and the television. Those who come often express much gratitude for the volunteers who give up their time to bring them to the Hall, and help make the afternoon a lot of fun.

We lost the services of caterers Margaret & John Scholes this past year, after 8 years preparing the meal. Many thanks for all their commitment over that time. We welcomed in their place Celia Donnelly, who is now doing a sterling job.

The teas have continued to benefit from a range of entertainers, mainly musicians or buskers, and songs from all decades, and of course the afternoon wouldn't be complete without that game of BINGO! Dabbers at the ready....



## Monthly Sunday Teas

1 <sup>st</sup> Sunday in month	4-6pm
Average Attendance 35-38	Transport provided for about 30 people available through 12 volunteer drivers
Two course meal, provided by Celia Donnelly, various entertainment, bingo and raffle	
With many thanks to the regular helpers; Arthur, Joan, Enid, Janice, Bernadette, Diane, Karen, Michelle, Marianne, Trish, Christine, Ron, Brendan, Hannah	

Funded through the Allen Lane Foundation until September 2018, 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 12-16 participants. The group decide for themselves what topics they would like to explore, including some very challenging areas, and is always ready to welcome new attendees.

Some subjects explored this past year include:

*Dealing with loneliness, our limitations and feeling vulnerable, managing fears and anxieties, how to harness more motivation, acceptance of ageing, change & the choices others make, and forgiveness.*



This past year 6 big day trips have been organised to: *Oswaldtwistle Mill, Clevelys, Southport, Greenlands outlet village and longlands pub, Rivington barn, Port sunlight and to see Panto Aladdin at the Plaza.*

All went with a full coach, (there is usually a mad rush to book a seat, and we always have a waiting list) and volunteers were on hand to support with wheelchair pushing or escorting a small group. The Big Xmas Meal at Houghend Police club saw over 93 older clients and volunteers enjoy a meal and entertainment, the Xmas party saw 55 enjoy music from Dave Francis, and the Spring party welcomed 60 to hear the Bobbysocks sing. Both held the obligatory pass the parcel, quiz, raffle and bingo!

Invitations to Christmas parties were gratefully received from Brookburn Primary School and Chorlton High, and CGN Co ordinator Helen supported a local student Anna Seifu to organise a Christmas day meal at Chorlton Central Church, for local people wishing to share the day with others.

None of these trips and parties would be possible without the input of volunteers who come along and support in any way they can. We thank them for driving, bringing people to the venues, and taking them home afterwards, doing bingo and raffles, preparing and serving food, and clearing away.

## Monthly Positive Living Group



1 <sup>st</sup> or 2 <sup>nd</sup> Monday in month	10-12 midday
Av Attendance: 13-16	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.	

## Day Trips and Parties

6 coach trips. Big parties at Spring and Christmas

Swans Coach with tail lift to take up to 50 people



Volunteer support throughout







The Chorlton Good Neighbours Snooker session is led by worker, Wayne, who is retiring this August. It takes place at the South West Manchester Cricket Club on Tuesday afternoons. At this two-hour session, attendance varies between 7 and 10, with 3 gentlemen receiving transport help, and is very much dependant on the attendees' health that day. South West Manchester Cricket Club also has the 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 everyone to spend time outside in the sunshine on brighter days. 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 ...

Snooker, Bowls & darts	
Every Tuesday afternoon	1-3 pm
Av attendance: 8-10	Activity for older men
Held at SW Manchester Cricket Club Overseen by paid worker, gratefully supported by volunteers David, Francis & Keith	

Melodics Singing Group	
Every Thursday	11.45-1pm
15 registered Av attendance: 10-11	Led by volunteer Leah Cavanagh
Group for those who just love singing	



The Melodics meet every Thursday after coffee morning from 11.45a.m – 1.00p.m. There are about 12 members in the group ranging from 55 to our oldest member who is over 80 years. Volunteer Leah chooses a wide range of songs to practise, and accompanies everyone on her electric organ. Wyndham Lane conducts and encourages us to improve our singing. We occasionally perform at Good Neighbours coffee mornings and at various local retirement homes. 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 says” 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.”

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!

Art & craft session	
Every Wednesday	1-3pm
Av Attendance : 4-6	Led by volunteer Verna Hoyle
For those who enjoy a chat, whilst making simple craft work. Materials provided.	




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	

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 range from mid 50's to 70's.

The group is now well established and each member has found their own role within the group. A couple of members come to the garden 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...

The big bonus for us recently has been the installation of a rain shelter, which means we can be outside come rain or shine. Thanks very much go to Michael, Ian and Bernard for their efforts with that.



The Tuesday Group	
Every Tuesday morning during term time	10-11.30am
	Av Attendance : 12-15 parents with their children  Referral is usually through the local health visiting team.  The group has access and support from a pool of 15 volunteers
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	

**Many Thanks to our regular Volunteers this past year:** Lesley, Kath, Sarah, Christine, Rachel, Maggie, Doreen, Pam, Hilda, Trefor, Ayako, Ann, Sue, Marianne and Jane. Volunteer Ron is no longer able to join us on Tuesdays but we thank him for his many years of support and kindness to the children, and for being Father Christmas.

As well as the usual group sessions during term time, the parents have also enjoyed going to Head over Heels in Chorlton, having lunch together whilst the children had a fabulous time on the play equipment.





My name is **Diane Dixon** and I am the **Visiting and Activity Worker** at Chorlton Good Neighbours. I visit 14-16 older people (all ladies apart from one gentleman!) either weekly or fortnightly; I feel I know many of them quite well now as I have been seeing them for over two years. 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, so 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 so I take them to 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 100<sup>th</sup> 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.

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**My name is Philip Barrett and I am currently employed as the Older Men's Visiting worker.**



I aim to make contact with approximately 15-16 elderly people over 3 working days. The ages of these people vary between 75 and 92 years of age and they all have varying interests and have previously been employed in various industries from engineering to nursing.

As you can imagine they all have an eclectic mix of interests and past times that they like to pursue. During my individual time with these people we talk about our mutual interests and our backgrounds. This helps to form positive working relationships.

On occasion, some of the people may want me to escort them to the bank or to the shops or we may just sit and chat whilst watching TV or listen to 1960s pop songs played on an old cassette player.

I do find my work both interesting and at times challenging. There are some whom for whatever reason may not want a visit on a particular day. Sometimes it can take a few visits before a person may invite me into their home. However, I do find that once they get to know me the trust comes soon after and I am always welcomed like one of the family. It is very satisfying to know I am making a difference in these elderly people's lives.

Of course, one of our main aims as an organisation is to reduce isolation amongst our client group to help and give them a little support and company for a short time within their week. On leaving an elderly person's home I was told "do you know Philip if I didn't see you for this hour a week I probably wouldn't see anyone. I really do appreciate your visits"

It is so nice when I hear things like this and again reassures me that I am making a difference to an elderly person's life.

\*\*\*\*\*

**I am Moira Bowater and have worked at Chorlton Good Neighbours as a Community**



**Support Worker** 15 hours a week since July 2016. I have 20 clients whose age range between 61yrs and my eldest is 90yrs.

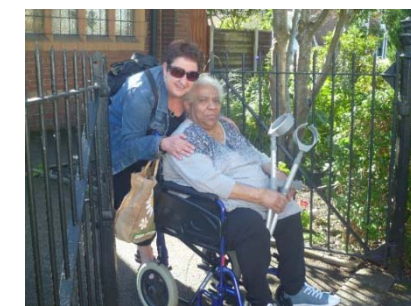
I visit either weekly or fortnightly and have had some people since commencing the role. I have built up a good rapport with all of them, and feel that they really rely on my visits. In some cases, I am the only person they have to take them out or have a chat with.

Over the year I have got to know each of my clients individually and many of their extended families. One of my ladies, who is registered blind and has mobility problems, recently celebrated her 90<sup>th</sup> Birthday. I take her out in a wheelchair to the local cafes where we have a good chat and laugh. She says this is a time she looks forward to as she says that nobody else is happy to push her in a wheelchair, so come rain or shine she is eager for this weekly outing and always extremely grateful for the time we spend together. "I look forward to our trips out".

I take a number of my clients out to do some shopping and feel they enjoy the opportunity to do this as it retains their independence and they don't have to rely on family members doing shopping for them. Some of my clients have no extended families so really rely on getting out shopping.

I have on occasions taken them to hospital appointments or accompanied them when they have been admitted to hospital for planned procedures or surgery as they have no family to accompany them.

I have supported some of my clients when they have experienced life events. One of my ladies' sons died suddenly, and another whose husband died, so they have welcomed the chance to talk about their grief. Also, one of my ladies was diagnosed with breast cancer and had little family support, as her family live far away, and another is currently battling cancer. Some have enduring health problems (Arthritis, Parkinson's) and some have long term mental health problems, so I have experienced highs and lows with them, but they appreciate the consistency of my visits. When I hear comments such as "God was good to me when he sent me you" and "I don't know what I would do If you did not come and see me" I feel privileged and honoured to work with my clients, and it is a very rewarding job.

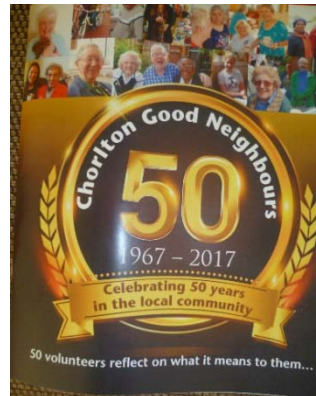
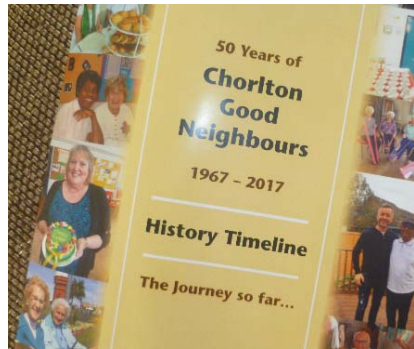




## Celebrating 50 years in the community

A successful application to the Lottery for a £10,000 Celebrate grant has enabled CGN to celebrate its 50<sup>th</sup> anniversary with a range of activities to include as many service users, volunteers and members of the local community as possible. Here has what has been achieved this past year:

- **Three short films** were designed and created by members of CGN and students from Chorlton High school, under the direction of Hannah Powell from MACC community reporters. They can be viewed through the CGN website or via the following:  
**the volunteers**, [https://youtu.be/XiTOVZdot\\_8](https://youtu.be/XiTOVZdot_8) , **local impact** <https://youtu.be/bHPcXp2nVVA> and how the charity **it has sustained itself for 50 years** <https://youtu.be/Ande99iVXZo>
- A booklet of **50 current volunteers' reflections** on their reasons for volunteering and what it means to them, was produced (hard Copy available from the office or via the CGN website)
- A **history timeline** of the charity was produced by Linda Rigby and Co ordinator Helen, charting the group's development from 1967 to current day, and this will form the basis of a commemorative board to be sited outside the office.



- Local artists Lara Norris and Nicola Winter encouraged the decoration of hundreds of pebbles which will form a **pebble border** outside the office entrance. Students from Loreto High, as well as older people and volunteers at the various activities of CGN spent time creating their designs, which symbolise what the charity means to them and the community. Plenty of children and families who attended the Vegan Fayre and Makers Market at the Chorlton Arts Festival also enjoyed taking part.



- A big meal & party for over 100 people will take place at Houghend police social club early September, with reflections from those who originally formed the charity.
- Work on the creation of a **commemorative timeline board** was started in August, under the direction of Artist Kevin Dalton Johnston. Ideas and discussions were held with a small group of older volunteers and users, and this will form the basis of the final piece to be sited in the garden in front of the office.

*'We are very fortunate to have Chorlton Good Neighbours in our area. Chorlton Good Neighbours make a huge difference to the lives of many people. Volunteers support residents in their own home and activities such as coffee mornings, Sunday teas, trips out, exercise classes, singing and gardening groups, all reduce loneliness for people who live alone. Chorlton Good Neighbours is Our Manchester in practice; developing resilient communities and improving health and wellbeing. '*

Councillor Sheila Newman, Chorlton Councillor

*'The fantastic work that Chorlton Good Neighbours and its volunteers do ripples right through our community. Some achievements are bold and obvious, and others small and incremental. All achievements are based upon solid, supportive, real relationships, and by caring for each other as neighbours ... very grateful for all the work we continue to do together'*

Gillian Lee, Advanced Practitioner, Adult & Specialist Services, Community, Central Manchester NHS Foundation Trust

*"Chorlton Good Neighbours is a first-class community model supporting and giving a voice to people as they get older. The high regard that CGN is held in by local residents (including myself) over such a long period, is testament to the impact that Helen and her team make every day to people of Chorlton."*

Paul McGarry, Strategic Lead, Greater Manchester Ageing Hub and Age-Friendly Manchester





## Service user data

Currently registered at time of report: 256	
Male: 50 Female: 206	160 identify as having a long term health condition
<b>Wards of residence</b> Chorlton: 50 % Chorlton Park: 22% Whalley Range : 16% outside those wards :11%	<b>Ages:</b> 173 are 75+ 55 are between 65-74 Remainder are under 55
<b>Referral route :</b>  self : 52% family/friends: 23% social services: 7% health services:6%  Remainder via others including PCSO's, sheltered scheme managers, other VCS eg Age UK	<b>One to one Support</b>  Including home visits for chats, shopping, being taken to shops/banks/parks, dog walking, odd jobs and wheelchair support.  Total receiving a regular visit/call from a volunteer or staff: 90 people or 35% of referrals  11 people have both regular staff and volunteer input  50% have a <b>visit</b> and join in <b>with one other activity</b> eg an exercise class or snooker afternoon  30% have a <b>visit</b> and attend <b>2 or more activity sessions</b>



Chorlton Good Neighbours  
Statement of Financial Activities  
for the year ended 31 March 2017

	Unrestricted funds £	Restricted funds £	Total funds 2017 £	<i>Total funds 2016 £</i>
<b>Income from:</b>				
Donations and legacies	28,408	-	28,408	<i>325,113</i>
Charitable activities	53,421	18,060	71,481	<i>57,326</i>
Investments	5,665	-	5,665	-
<b>Total income</b>	<b>87,494</b>	<b>18,060</b>	<b>105,554</b>	<b><i>382,439</i></b>
<b>Expenditure on:</b>				
Charitable activities	88,202	7,970	96,172	<i>87,495</i>
<b>Total expenditure</b>	<b>88,202</b>	<b>7,970</b>	<b>96,172</b>	<b><i>87,495</i></b>
<b>Net income/(expenditure) before net gains/(losses) on investments</b>	<b>(708)</b>	<b>10,090</b>	<b>9,382</b>	<b><i>294,944</i></b>
<b>Net income/(expenditure) for the year</b>	<b>(708)</b>	<b>10,090</b>	<b>9,382</b>	<b><i>294,944</i></b>
Transfer between funds	-	-	-	-
<b>Net movement in funds for the year</b>	<b>(708)</b>	<b>10,090</b>	<b>9,382</b>	<b><i>294,944</i></b>
<b>Reconciliation of funds</b>				
Total funds brought forward	353,187	1,125	354,312	<i>59,368</i>
<b>Total funds carried forward</b>	<b>352,479</b>	<b>11,215</b>	<b>363,694</b>	<b><i>354,312</i></b>

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 2017

	2017 £	2016 £
<b>Fixed assets</b>		
Investments	176,459	-
<b>Total fixed assets</b>	<b>176,459</b>	<b>-</b>
<b>Current assets</b>		
Debtors	1,339	<i>71</i>
Cash at bank and in hand	190,740	<i>356,416</i>
<b>Total current assets</b>	<b>192,079</b>	<b><i>356,487</i></b>
<b>Liabilities</b>		
Creditors: amounts falling due in less than one year	(4,844)	<i>(2,175)</i>
<b>Net current assets</b>	<b>187,235</b>	<b><i>354,312</i></b>
<b>Total assets less current liabilities</b>	<b>363,694</b>	<b><i>354,312</i></b>
<b>Net assets</b>	<b>363,694</b>	<b><i>354,312</i></b>
<b>Funds of the charity:</b>		
Restricted income funds	11,215	<i>1,125</i>
Unrestricted income funds	352,479	<i>353,187</i>
<b>Total charity funds</b>	<b>363,694</b>	<b><i>354,312</i></b>

Approved by the trustees on 21/09/2017 and signed on their behalf by:

Michael Schaefer (Treasurer)