

Meeting Notes Barrow Upon Soar Good Neighbour Scheme

1st Annual General Meeting

26th January 2021 5pm via Zoom

Current Officers of the Scheme:	Joyce Whowell (JW) – Chair, Nick Thomas (NT)– Treasurer Laura Gibson – Safeguarding Officer, Annette Richardson (AR) – Secretary
Current Steering Group Members:	Ginnie Willcocks, Alison Bowley, Rose Ball, Shelley Cross
Attendees:	Sue Preston, Jessica Necchi, Andy Northcote Smith, Alan Willcocks, Karen Selby, Vera Williams, Prue Padmore
Apologies:	Laura Gibson, Penny Margetts, Miriam Forman, Heather Dipple, Sharon Gudger

Item	Description
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1	Welcome and Apologies (Chair)
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Our Chair, Joyce Whowell, introduced herself and welcomed everyone to our first AGM for Barrow Good Neighbour Scheme. JW thanked all the volunteers for the positive contribution they have made to the village, especially under the challenging conditions of the past year. Apologies were noted as above.

2	Summary of the Year - 13 months (Secretary) including latest task statistics
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The Chair handed over to our Secretary Annette Richardson. AR read out a prepared Summary of the Year's Achievements which covered the 13 month period since the launch of the scheme. AR also talked about the Task Summary Report which covered a very impressive 928 tasks.

3	Financial Report (Treasurer)
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JW handed over to our Treasurer Nick Thomas. NT stated that the accounts very healthy. The accounts had been independently examined as of 31 December and the Financial Report was shown. We have had a very good first year with grants from Leicestershire County Council SHIRE Community Grant and Barrow Parish Council and a number of very generous donations. We were also fortunate to be chosen by the Co-op to be a beneficiary of their Community Fund. The Community Fund money is primarily for outings and activities but they have agreed we can use some of it to help with our running costs which amount to approximately £600 per year so we are certainly solvent for 2021.

It was proposed that the Income and Expenditure Account for the period of 1 June 2019 to 31 December 2020 be accepted as a true record of the Financial situation of the Scheme.

Proposed by:	Ginnie Willcocks	Seconded by:	Karen Selby
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For:	All	Against:	None	Abstain:	None
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4	Re-election of Officers:
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All posts for Officers and Members of the Steering Group were up for re-election. Prior to the meeting all current post holders had agreed to re-stand. No other volunteers had come forward for election.

4.1	Re-election of Officers 4.1 - Post of Chair
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It was proposed that Joyce Whowell should be re-elected for the post of Chair.

Proposed by:	Nick Thomas	Seconded by:	Annette Richardson
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For:	All	Against:	None	Abstain:	None
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4.2	Re-election of Officers 4.2 - Remaining Posts of Officers of the Scheme
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It was proposed that all existing Posts for Officers of the Scheme, Nick Thomas for Treasurer, Laura Gibson for Safeguarding Officer and Annette Richardson for Secretary should be re-elected en bloc.

Proposed by:	Alison Bowley	Seconded by:	Ginnie Willcocks
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For:	All	Against:	None	Abstain:	None
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4.3	Re-election of Officers 4.3 - Remaining members of Steering Group
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It was proposed that all existing members of the Steering Group, Alison Bowley, Ginnie Willcocks, Rose Ball, and Shelley Cross, should be re-elected en bloc. It was also stated that any volunteer can attend a Steering Group Meeting at any time.

Proposed by:	Nick Thomas	Seconded by:	Karen Selby
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For:	All	Against:	None	Abstain:	None
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5	Volunteer Feedback:
5.1	New Volunteer Co-ordinator Role:
<p>We have a new role of Volunteer Co-ordinator starting this year. Shelley Cross will initially liaise with members and volunteers that are involved with our Befriending support, be it home visits, phone calls, walks or door step visits. We need to ensure everyone is happy with how we are providing this support and how we can improve it going forward. Befriending (including telephone befriending calls) now accounts for 75% of the support tasks we carry out.</p>	
5.2	Forthcoming events:
<p>We have 2 types of events: Social events are for Members and Volunteers to enjoy together so we can all meet one another and enjoy ourselves a bit. Training events are for volunteers to hopefully learn something new, or refresh their knowledge, and can either be in-house or provided by organisations such as Alzheimer's Society. Social events planned for 2020, Festive Wreath Making, a Ceramic Tiles workshop and a variety of speakers can be rolled forward to our 2021 plans. Last week we had our first Dementia Friends on-line training, with the second one running next week. Volunteers are encouraged to bring new ideas forward for social events they think are suitable. Anyone wishing to be part of our Promotions team should get in touch with any of the Steering Group.</p>	
5.3	Issues/Comments received:
<p>No Issues or Feedback received prior to the meeting.</p> <p>One big issue that was discussed is how to identify new members that would benefit from our support. Jessica suggested information in the Doctor's surgery. AR replied that the Doctor's surgery had agreed before Lockdown in March that we could have a table and leaflets in the waiting area. This idea is currently on hold due to current restrictions. Other suggestions were; a wider use of local social media pages as well as our own group pages, i.e. Spotted and Helping Hands; new posters to be put up in local shops, Library, Parish Council window and display boards around the village.</p> <p>Prue, who is our village Dementia Friends contact, stated she continues to signpost potential new members to use our scheme. Many Thanks Prue.</p> <p>NT wanted to thank JW and AR for all their hard work in getting the scheme up and running and delivering a successful first 13 months period.</p>	
6	Questions & Answers:
<p>No questions were received prior to the meeting. No further questions were raised at the meeting.</p>	
7	Closing Statement:
<p>The Chair thanked everyone for their time and contribution in the scheme's first AGM and how we can soon hopefully look forward to being able to meet up face to face.</p> <p>The date of the next AGM was proposed as 5pm Tuesday 1st February 2022. Location/method tbc</p>	

Enclosures: (3)

Item 2 Reports – Summary of Year's Achievements, Task Summary

Item 3 Reports – Financial Report

Item 2. Summary of the Year's Achievements (13 months):

Barrow Good Neighbours Scheme was established after about 12 months of talks and discussions with various groups already established in the village. Joyce and I managed to persuade Nick to be our Treasurer and Laura to be our Safeguarding Officer, and we had lots of support from the initial members of the Steering Group, Ginnie, Rose and Alison, who helped to prepare all the myriad of forms, guidance notes and procedures that were needed.

01 Dec 2019 – Our Launch date. Within 3 months we had 20 Volunteers and 18 registered Members. To start with we had 6 weekly home visits, all of which had 2 volunteers visiting together and 2 regular transport tasks for shopping.

March Covid-19 Restrictions were implemented which prevented any face to face home visits or any shopping tasks from being undertaken. We quickly introduced a **Telephone** Befriending service to enable volunteers and members to keep in touch. The support from our volunteers was amazing – despite being unsure and nervous themselves, everyone was keen to ensure those on their own had a friendly voice to talk to at least once a week. In most cases it was 2 or 3 times a week. We were also able to provide lots of help with gardening, essential shopping and collection of prescriptions. Unfortunately our plans to increase both volunteer and member numbers had to be postponed, as well as our plans to have days out to local attractions. This was due to social distancing restrictions and a lack of open venues with toilets and café facilities.

By September we were able to introduce new guidelines to allow home visits and transport tasks to resume. We also tentatively held **our first social event** in the COVID secure annex at the Conservative Club and it was a great afternoon doing Glass Fusion with SmARTsy. More events were planned, Festive Wreath Making– by Sharon from Taylor's Florists, a Ceramic Tiles workshop and a variety of speakers were identified, but unfortunately further restrictions were implemented and all events were either postponed or cancelled.

In **October** we did manage to hold our first **Volunteers Training event** – Safeguarding. We also had on-line loneliness awareness training available with the Rural Community Council which has been running for the last 6 months.

By the end of Dec 2020: We had **31 Volunteers and 30 Members registered**. An additional 5 people have recently shown interest to join as a volunteer and we look forward to speaking with them in more detail over the next few weeks.

13 months task stats Report:

Page 1. For our first AGM reporting period (13 months) we have recorded 928 tasks supporting members of our community. Telephone befriending calls account for approximately 60% of the total and this type of support is extremely popular with our members and volunteers alike. The total of 928 tasks would have been fantastic under any circumstances, but considering we have been under COVID restrictions for the best part of 10 months of that time, it is just fantastic. Thank you.

Other highlights of the report to mention. **Home visits** may be more limited now, but volunteers are now offering members a variety of other options including walks out on suitable days, or even doorstep chats. We are also continuing with **limited transport support** for medical related appointments. Our **Prescription delivery support** is very popular especially with those members isolating again. Introducing **WhatsApp group messaging** to keep the various support teams updated has proved to be very helpful and will hopefully be rolled out further.

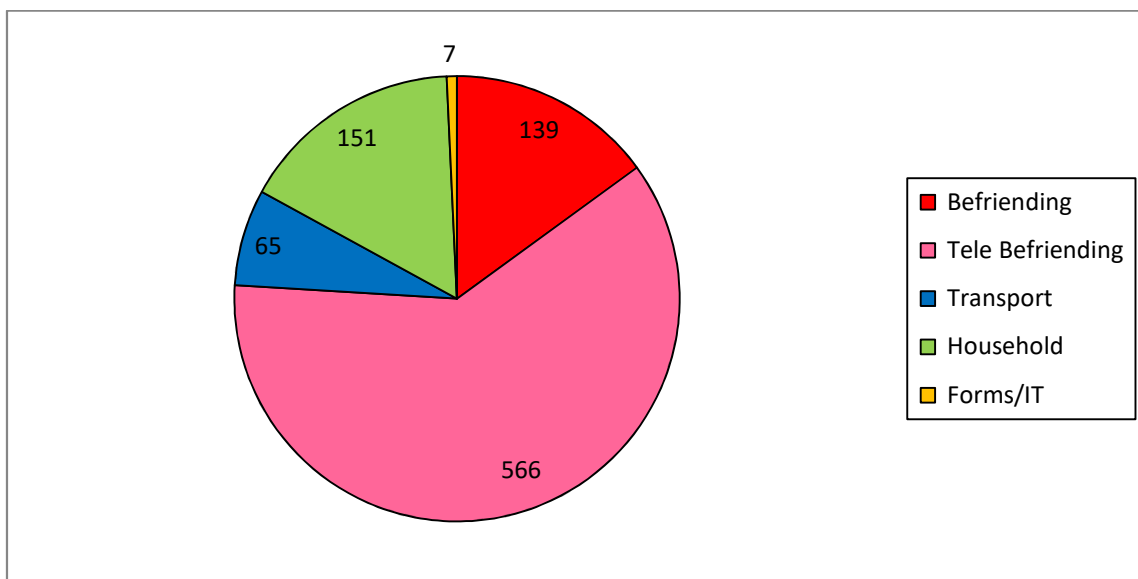
Page 2. Same information as pie chart on page 1 but shows different types of task for each month so you can see how many of each are being carried out.

Page 3. Shows support to each member – Pink lines show telephone calls. Some levels are high for members that have been poorly so needed additional help, but some reflect those members that just like to chat a lot.

Page 4. Shows how much support each of our volunteers' offers. Those that have been with us longer generally have the higher numbers. We try to use these figures to ensure we are not asking you to do too much.

Finally, we really appreciate all your help and support over the last 13 months, and ask again that you continue with all your enthusiasm and good will to make 2021 another successful year for Barrow Good Neighbours.

Tasks completed 1st December 2019 – 31st December 2020



The chart and table show tasks delivered in the **first 13 months** of opening for reporting to our 1st AGM

Year/Month	Befriending	Tele Befriending	Transport	Household	Forms/IT	Sub Totals
Dec	9		1	3		13
2019 total	9	0	1	3	0	13
Jan	11		11	1	2	25
Feb	15		16	9	1	41
M1-3 Total	35	0	28	13	3	79
Mar	12	31	6	16		65
Apr	9	51		16		76
May	5	50		15		70
M4-6 Total	26	132	6	47	0	211
Jun	2	45		14		61
Jul	5	44		10		59
Aug	5	43		14		62
M7-9 Total	12	132	0	38	0	182
Sept	3	44	4	14	1	66
Oct	8	73	8	6	3	98
Nov	16	79	9	19	0	123
Dec	39	106	10	14	0	169
M10-13 Total	66	302	31	53	4	456
2020 Total	130	566	64	148	7	915
Running Total	139	566	65	151	7	928

- We now have **31 volunteers** that have completed DBS checks and **30 Members** registered
- **Telephone Befriending:** We have 12 members receiving regular calls from 17 different volunteers. Each volunteer will call a member at least once a week
- **Home visits:** With lockdown 3 restrictions in place home visits have reduced. We have 5 volunteers visiting 5 members. In addition we have 2 volunteers that offer walks to members they would usually visit.
- **Transport:** We have 3 volunteers that offer transport to 3 members as this is now reduced to medical related appointments.
- **Household:** We have 1 volunteer shopping weekly for 1 member. We have a team of 8 volunteers providing a prescription collection and delivery service.
- **WhatsApp:** Most of our tasks are now run using various support teams on WhatsApp and are proving really successful in keeping everyone informed.

Number Of Tasks By Type Each Month:

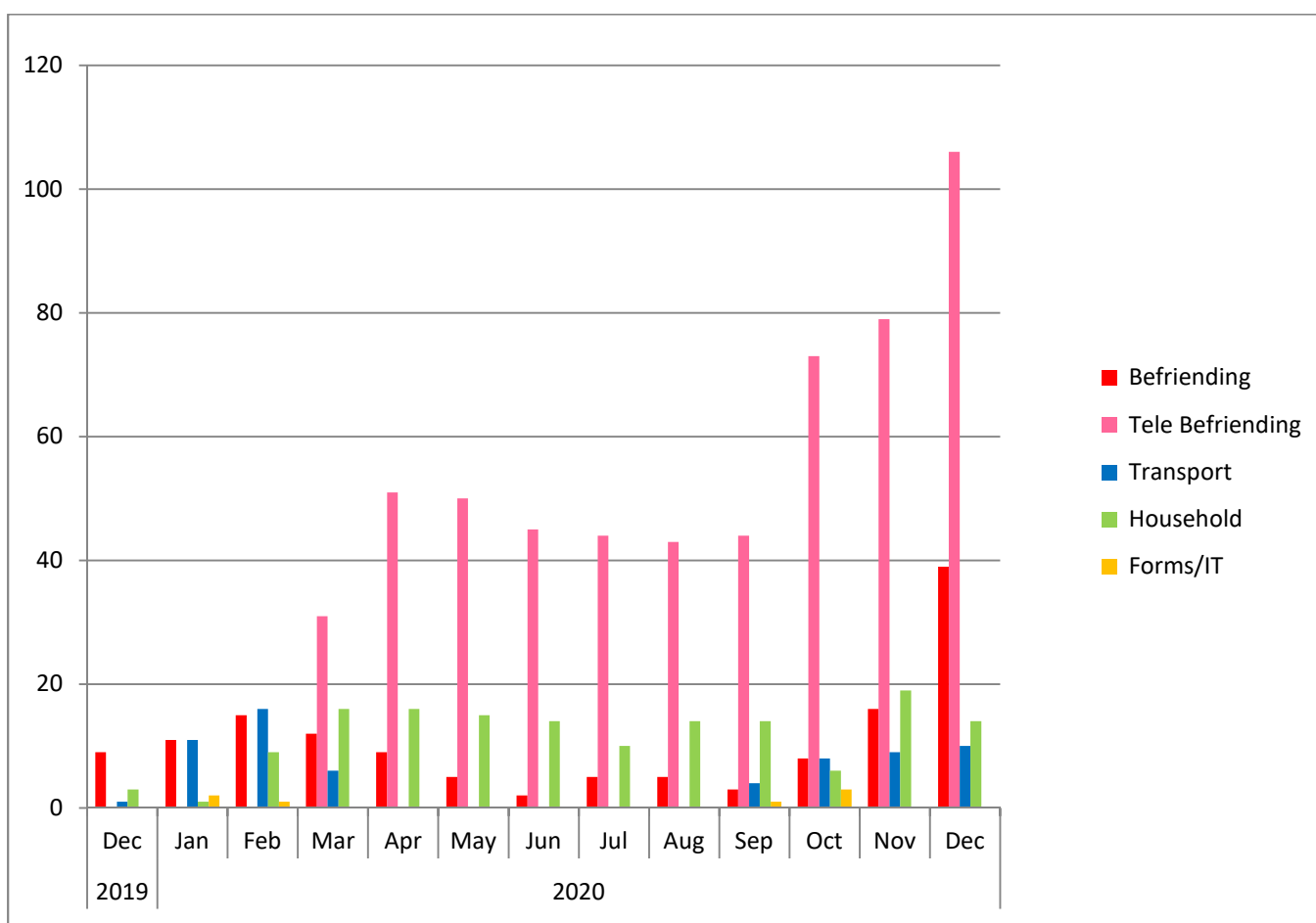
Below is the same data as shown above but shown as a monthly bar chart.

It clearly shows the uptake in **Telephone Befriending** calls starting in March (Lockdown 1). An increase in October/November was due to a couple of our members having additional daily calls due to illness. A further increase in December reflects new volunteers being introduced to more of our members and Lockdown 2.

Home Visits have steadily been rising since the end of summer as more members have asked if it is available, and more volunteers were able to provide it.

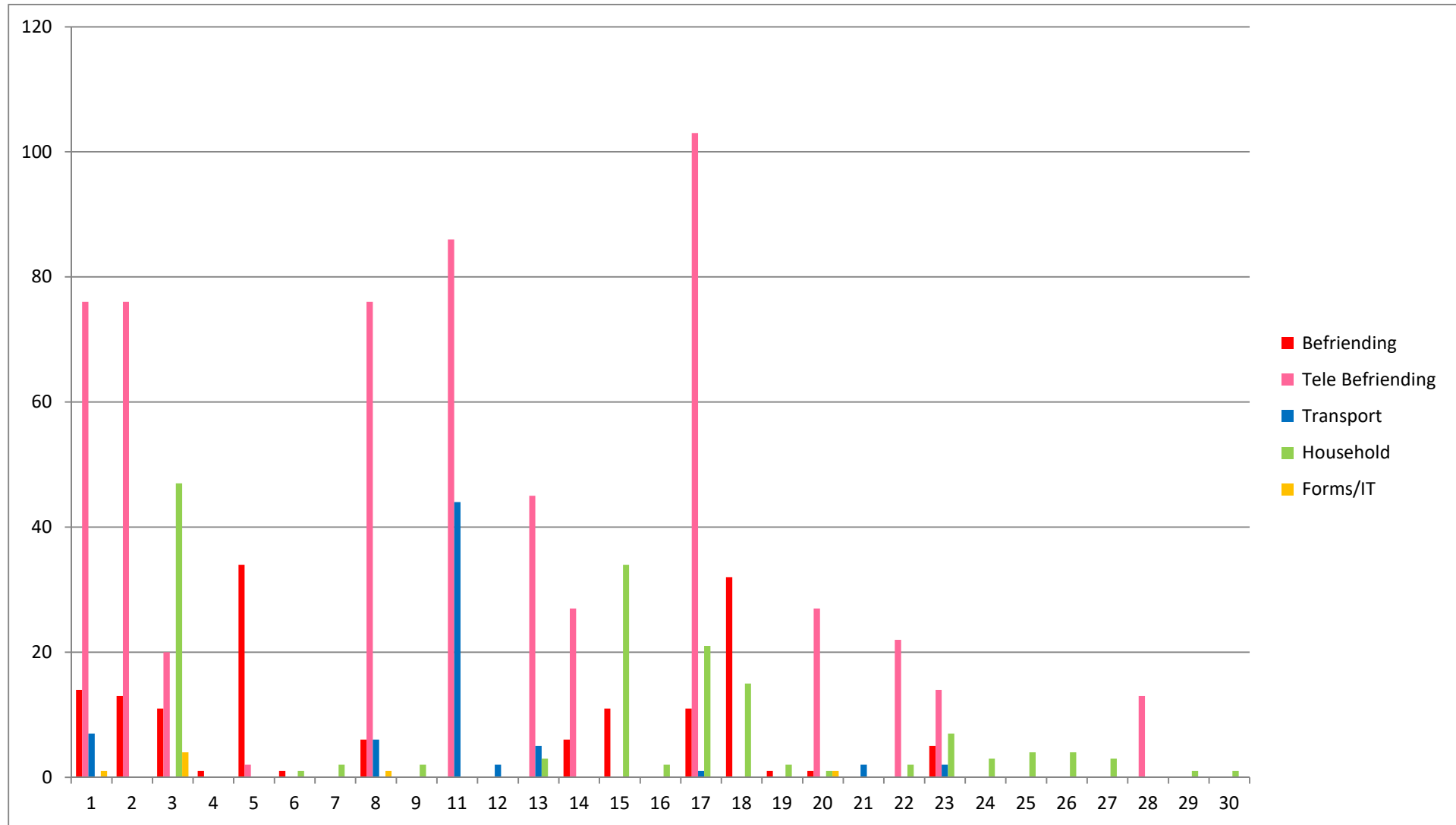
Household tasks have been steady throughout the reporting months. Prescription collection/delivery is now a regular request for a few of our members.

Transport tasks were halted in March (Lockdown 1) and not reintroduced until September. We have a limited amount of volunteers able to restart this support so numbers remain steady.



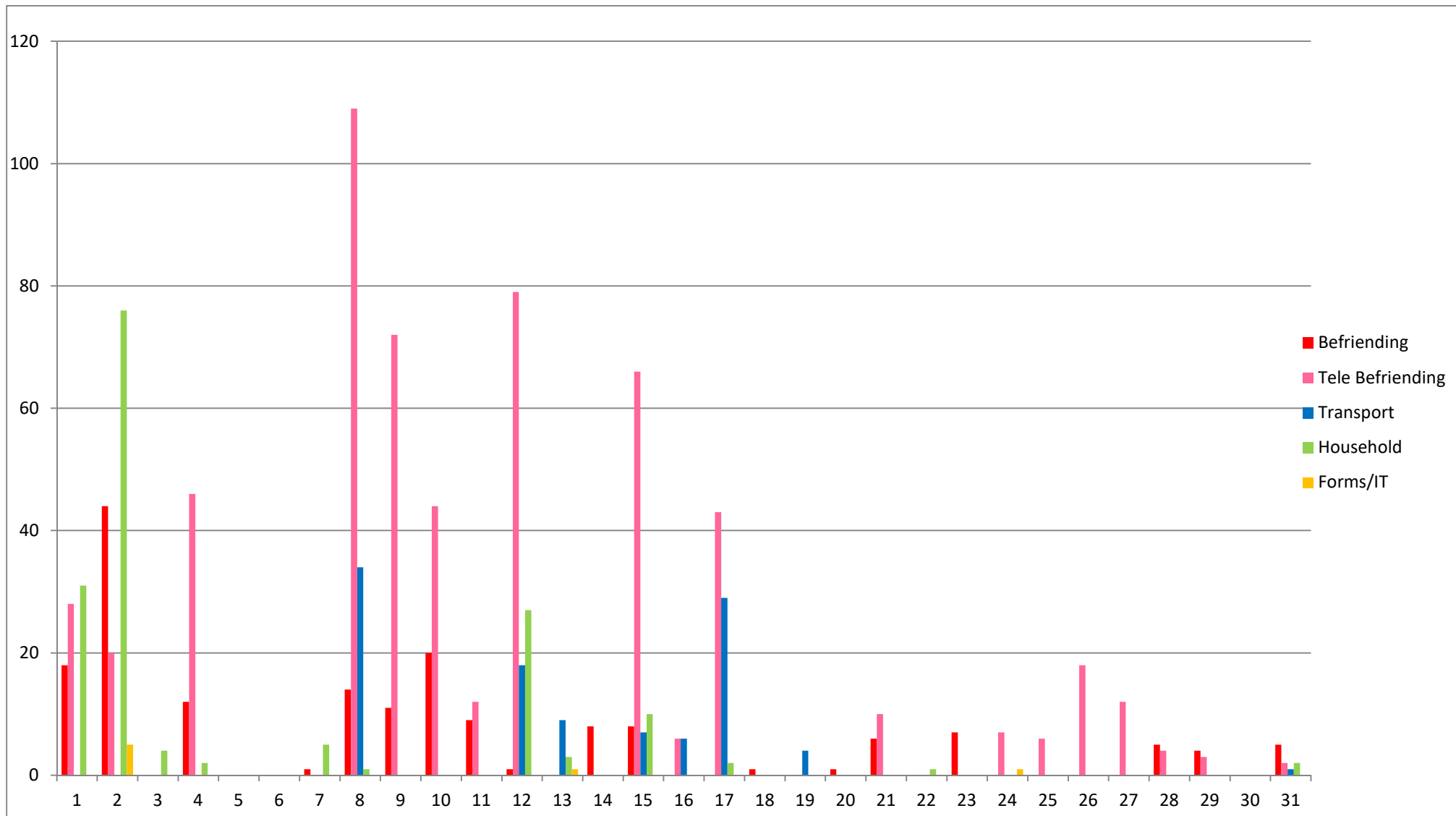
Member's Tasks: The data about the amount and type of task each of our **members receives** is shown below. Data has been anonymised.

The chart clearly shows which of our members are receiving the most support, but it also shows that this support is mainly in the form of telephone befriending calls. A number of our members also contacted us for quiet specific support and have not requested any additional help.



Volunteer's Tasks: The data about the amount and type of task each of our **volunteers provides** is shown below. Data has been anonymised.

We have some very dedicated volunteers that were able to provide a considerable amount of support during Lockdown 1 (Mar-Jun), and have continued this high level of support since. Most of our new volunteers have been with the scheme for less than 3 months and are already providing valuable support.



**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
BAROW UPON SOAR GOOD NEIGHBOUR SCHEME**

I report on the accounts of the Charity for the period ended 31 December 2020.

Respective responsibilities of trustees and examiner

As the charity's trustees you are responsible for the preparation of the accounts; you consider that the audit requirement of section 43(2) of the Charities Act 1993 (the Act) does not apply. It is my responsibility to state, on the basis of the procedures specified in the General Directions given by the Charity Commissioners under section 43(7)(b) of the Act, whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with these records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) Which gives me reasonable cause to believe that in any material respect the requirements to keep accounting records in accordance with section 41 of the Act; and to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act have not been met: or
- (2) To which in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



K Rimmer
Accountant

13/01/2021

**Barrow upon Soar Good Neighbour Scheme
Income and Expenditure Account for the period
1 June 2019 to 31 December 2020**

	2020	
Income		
Grants	£	£
SHIRE	1230	
Barrow upon Soar Parish Council	300	
Community Fund		
Co-op	3192	
		4722
Donations (Group)		
Trinity Church	175	
Barrow Residents Action Group	100	
Co-op Community donation	250	
		525
Donations (Individual)		
Other	175	
Driving	217	
		392
		5639
Expenditure		
Insurance		248
Publicity		194
Website etc		418
Stationery		173
Mobile phone		139
DBS checks		408
PPE		45
Outings		248
Community volunteer vouchers		68
Training		65
Miscellaneous		20
Mileage		126
		2152
Funds carried forward		3487
Funds brought forward from previous year		
Total funds		3487
Represented by:		
Bank Account		3487

These financial statements were approved by the Trustees on 28 December 2020

Signed:



Treasurer