

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.