



# Friendship at Home CIO



## Annual General Meeting May 2019

# Agenda

- 1.** Introduction and Welcome from the Chair
- 2.** Apologies
- 3.** Minutes of the previous AGM dated 22nd May 2018
- 4.** Matters arising
- 5.** Chair's report
- 6.** Operational Manager's report
- 7.** Adoption of audited accounts
- 8.** Accountants for 2018 & 2019
- 9.** Resignation/Election of Trustees
- 10.** Any other business

# Management Committee

<b>Chair</b>	Jennifer Smith
<b>Vice Chair</b>	Cllr Ray Oxby
<b>Treasurer</b>	Plamenna Hargreaves Samruay Mawer
<b>Minutes Secretary</b>	Amy Fenner
<b>Trustees</b>	Michael Bateson Shaughan Farrow (until 01/06/2018) Kevin Franklin (until 01/06/2018) Jill Knott Ann Maggs MBE Mike Mercer Christine Motley Mick Swales

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## Staff

<b>Operational Manager:</b>	Lyse Stephenson
<b>Development Manager:</b>	Julie Rigby
<b>Older People's Support Worker:</b>	Dawn Gibson
<b>Member and Volunteer Co-ordinator:</b>	Dawn Charlton
<b>Dementia Community Support Worker:</b>	Amanda Sparkes
<b>Dementia Aware Worker:</b>	Clare Bellamy
<b>Independent Living Support Worker &amp; Club Co-ordinator:</b>	Toni Herron

# Staff Cont'd

## Independent Support

**Worker(s):** Michelle Bradley  
Natalie Taff  
Bridget Pearson

## Friendship at Home

**Ambassador:** Julia Sethi  
**Administrator:** Amy Fenner  
**Administration Apprentice:** Lucy Hodge

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## Our Activities

### MONDAY BINGO CLUB

Bingo, hoy, raffles and quizzes  
**Humberston Country Club**  
Humberston Avenue  
Humberston  
1pm - 3pm  
Entrance fees £2.00  
Including refreshments  
First Session FREE

### TUESDAY EXERCISE CLASS

Shibashi (Tai Chi)  
**St Aidan's Church**  
Grimsby Road  
Cleethorpes  
10am - 11am  
Entrance fees £2.00  
Including refreshments

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### MONDAY EXERCISE CLASS

Kurling  
**St. Andrew's Church**  
St. Peter's Avenue  
Cleethorpes  
10am - 11am  
Entrance fees £2.00  
Including refreshments

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### TUESDAY MEMORY LANE CHOIR

Two hours of choir practice.  
**The Annie Chapple Centre**  
Aspen Court  
Cleethorpes  
10am - 12pm  
Entrance fees £2.00  
Including refreshments  
First session FREE

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### MONDAY CULTURE CLUB

Drop in, signposting, tea and cake  
**Civic Centre**  
Pelham Road  
Immingham  
10am - 2pm  
Entrance fees £2.00  
Including Refreshments  
First session FREE

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### TUESDAY SOCIAL CLUB

Speakers, quizzes and bingo  
**The Annie Chapple Centre**  
Aspen Court  
Cleethorpes  
1pm - 3pm  
Entrance fees £2.00  
Including refreshments  
First session FREE

## TUESDAY BINGO CLUB

Prize bingo, quizzes and speakers.

### **Littlecoates Community Centre**

St Michael's Road

Grimsby

1pm - 3pm

Entrance Fees: £2.00

Including Refreshments

First Session FREE

## THURSDAY SOCIAL CLUB

Speakers, quizzes and bingo

### **Beaconthorpe Methodist Church Hall**

Grimsby Road

Cleethorpes

10am - 12pm

Entrance fees £2.00

Including refreshments

First session FREE

## WEDNESDAY SPORTING MEMORIES

Reminiscence, speakers and activities

### **Youngs Lower Bar**

Blundell Park

Cleethorpes

10am - 12pm

Entrance donation

Refreshments provided

## FRIDAY EXERCISE CLASS

Chair Based Exercise

### **Scouts Hut**

Cooper Road

Grimsby

10am - 11am

Entrance fees £2.00

Including refreshments

## WEDNESDAY SOCIAL CLUB

*For those with memory concerns or low mood*

Games and light hearted fun

### **The Annie Chapple Centre**

Aspen Court

Cleethorpes

10am - 11.45am

Entrance fees £2.00

Including refreshments

First session FREE

## FRIDAY MEMORY LANE CHOIR

Two hours of choir practice.

### **The Annie Chapple Centre**

Aspen Court

Cleethorpes

10am - 12pm

Entrance fees £2.00

Including refreshments

First session FREE



*If you would like to attend one of our groups, please call us on 01472 602500 to check availability.  
All social clubs run weekly, however please note some clubs do close in August.*

### **Dates for your diary:**

> 14th August - Summer Party

> 16th & 18th December - Christmas Parties

# Befriending and supporting older people in North East Lincolnshire

'I now feel more confident and like I have a good support system around me'

- Friendship at Home befriended member, 2018

Monday	9.00am until 5.00pm
Tuesday	9.00 am until 5.00pm
Wednesday	9.00am until 5.00pm
Thursday	9.00am until 5.00pm
Friday	9.00am until 5.00pm



## **Friendship at Home**

Address: 6-7 Aspen Court, Cleethorpes, DN35 0SJ

Phone: 01472 602500

Website: <http://www.friendshipathome.org.uk>

### **Follow us:**

Facebook: @friendshipathome

Twitter: @FriendshipatHo1

# Charitable Incorporated Organisation (CIO)

Charity No 1160062

## Annual General Meeting 2018

**Date:** Tuesday 22nd May 2018  
**Venue:** The Annie Chapple Centre,  
Cleethorpes  
**Time:** 10am - 12pm

### Present:

Chair: Jennifer Smith  
Co-opted Trustees: Michael Bateson  
Jill Knott  
Development Manager: Julie Rigby  
Operational Manager: Lyse Stephenson  
Minute Taker: Amy Fenner  
Others: 20+ members, volunteers  
and attendees from  
various organisations.

NOTE NO.		ACTION AND BY WHOM
01	<p><b><u>Introduction and Welcome from the Chair</u></b></p> <p>JS welcomed all to the meeting and introduced herself as the chair of Friendship at Home (FAH). JS thanked all for attending and informed everyone the meeting would cover FAH's progress throughout 2017 Also elections and re-elections of Trustees, as required by the Charity Commission and FAH's Constitution.</p>	
02	<p><b><u>Apologies</u></b></p> <p>AF noted apologies that had been received – please see the attached attendance list</p> <p><b>Conclusions:</b></p> <ul style="list-style-type: none"><li>• None.</li></ul>	
04	<p><b><u>Minutes of the previous AGM meeting dated 14th May 2016</u></b></p> <p>JS asked all to refer to their copy of the previous AGM minutes and after a few moments of reading, asked if they were a true and accurate record of that meeting.</p> <p>Proposed: Dawn Charlton Seconded: Toni Herron</p>	

	<p><b>Conclusions:</b></p> <ul style="list-style-type: none"> <li>The minutes from the previous year's AGM were approved.</li> </ul>	
04	<p><b><u>Matters arising</u></b></p> <p>JS noted that there were no matters arising from the previous year's minutes.</p> <p><b>Conclusions:</b></p> <ul style="list-style-type: none"> <li>None.</li> </ul>	
05	<p><b><u>Chair's report</u></b></p> <p>JS informed all that FAH have finally moved to the new premises and thanked everyone who worked so hard to help FAH achieve this.</p> <p>JS thanked the staff and Trustees for their hard work over the last year. JS also thanked the volunteers without whom FAH could not deliver their services.</p> <p>FAH are looking forward to develop and expand in 2018.</p> <p><b>Conclusions:</b></p> <ul style="list-style-type: none"> <li>FAH in their new premises</li> <li>JS thanked all the staff, Trustees and volunteers for their hard work.</li> <li>FAH looking to expand in 2018</li> </ul>	
06	<p><b><u>Manager's Report</u></b></p> <p>LS thanked all present for attending.</p> <p>LS gave a brief overview of her report saying that FAH are in their new premises after 12 years at the old offices. LS also welcomed JS in her new role as chair and said that JS has been with FAH from the start and has a lot of hands on experience.</p> <p>2017 saw FAH support around 557 members across all of their services with the help of 155 volunteers.</p> <p>LS thanked all of FAH's funders, The Big Lottery, Lloyds TSB, The Department of Health, St Hugh's and The CCG, for all their continued support. In the first year of the St Hugh's project, FAH supported over 100 people living with Dementia and their families and have help to set up two new groups, Sporting Memories and The Memory Lane Choir.</p> <p>FAH also received donations from Tesco and The Lincolnshire Co-op which LS felt was lovely as they were both picked by local people meaning FAH is becoming recognised.</p>	

	<p>All 11 of Friendship at Home's clubs are going from strength to strength with two new clubs starting over the coming months. FAH has slots booked at the Annie Chapple Centre on Tuesdays, Wednesdays and Fridays.</p> <p>2017 saw FAH support 107 members through the befriending service which makes such a big difference to the members lives.</p> <p>Lucy Hodge joined the team as the Admin Apprentice, Amanda Sparkes joined as the Dementia Community Support Worker and Clare Bellamy joined the team as the Dementia Aware Worker. Dawn Gibson is covering Rhiannon Walton's post Older People's Support Worker. FAH said goodbye to David Walker who was the Chair for many years and Gulnara Chatburn and thanked them for all the work they've done for FAH.</p> <p>CERT awarded FAH with Employer of the year and AF with Apprentice of the year.</p> <p>LS thanked the Trustee's for all the support they provide LS and JR and thanked the staff for always going above and beyond, never saying no and for everything they do.</p> <p><b>Conclusions:</b></p> <ul style="list-style-type: none"> <li>• Overall FAH is running very well, with activities and clubs well attended.</li> <li>• FAH is looking to develop two new weekly clubs</li> <li>• FAH is in their new building</li> </ul>	
07	<p><b><u>Adoption of audited accounts</u></b></p> <p>JS asked all to refer to their copy of the End of Year Accounts provided and produced by our accountants A G Smith Ltd. JS explained the accounts show that at the end of 2017 FAH's balance stood at £115.258 and added that most of this money was restricted by funders etc. The accounts show that FAH was in the black at the end of 2017 and the accounts have been signed off.</p> <p>JS asked if there were any questions which there were none.</p> <p><b>Conclusions:</b></p> <ul style="list-style-type: none"> <li>• The accounts show FAH are in the black</li> </ul>	
08	<p><b><u>Accountants for 2017</u></b></p> <p>JS stated that the accountants used for 2017 were A G Smith Ltd if no objections were raised, FAH would like to continue to use these accountants as they were efficient, reliable, and familiar with FAH's different funding pots.</p> <p>Proposed by: JS Seconded by: Pat Smith</p>	

	<p>No objections were raised and the accountants were approved.</p> <p><b>All those in favour:</b> 20+ members and volunteers  <b>Against:</b> 0</p> <p><b>Conclusions:</b></p> <ul style="list-style-type: none"> <li>FAH will continue to use A G Smith Ltd for their 2018 accounts.</li> </ul>	
09	<p><b><u>Election of Trustees</u></b></p> <p>JS explained that every three years, a third of Trustees had the choice to either stand down from their role, or be re-elected. This year, Ann Maggs MBE and Christine Motley would be standing for re-election and would like to continue as Trustees. Samuray Mawer, Jill Knott, Mike Bateson would all like to stand for election to become Trustees for FAH and Jennifer Smith would be standing for election as Chair.</p> <p>All those in favour: 20+ members and volunteers  Against: 0</p> <p><b>Conclusions:</b></p> <ul style="list-style-type: none"> <li>AM and CM were re-elected as Trustees.</li> <li>SM, MB and JK were all elected as trustees for FAH</li> <li>JS was elected as Chair for FAH</li> </ul>	
10	<p><b><u>A.O.B</u></b></p> <p>Pat Smith asked if JR was still part of Friendship at home which LS and JS confirmed she does but works two days a week and today happened to be her day off. As our Development Manager JR works very hard securing future funding.</p> <p>JS thanked all for their continued support for FAH</p> <p>The next meeting will take place in 2019 at a date to be confirmed nearer the time.</p> <p><b>Conclusions:</b></p> <ul style="list-style-type: none"> <li>Circulate the date once known.</li> </ul>	LS

## 2018 CHAIRS REPORT

### INTRODUCTION

Hello and welcome to our Annual Report for 2018.

It has been a very busy year for everyone. I am pleased to say that we have settled into the new premises well. People are now aware that Friendship at Home has moved to Aspen Court near the Annie Chapple Centre.

We are still working with St. Hugh's Hospital with our Dementia Program. Our work in this field continues to grow and we are extremely grateful for the help and encouragement we receive from them.

### CLUBS, ACTIVITIES AND EVENTS

The Clubs have also been very busy since the last AGM and we continue to receive new members. Trips, activities and Speakers etc have kept everyone interested. If anyone has any new ideas they would like to put forward please get in touch with the office.

We are also on Twitter and Facebook you can follow us our pages for updates and news. We also have various newsletters, which list events that are taking place.

We had the Christmas Party, which was a great success, and it was wonderful to see everyone enjoying themselves. It is so nice to bring so many of you together and seeing you have so much fun.

We are planning the Summer Party and as soon as details are ready you will be able to get your tickets at your Social Club or the office.

We are always looking for new volunteers

so if you know anyone who would like to volunteer please ask them to contact the office on 01472 602500.

At the moment we have 621 members and 175 volunteers.

I would like to thank all volunteers and FaH team for all their hard work throughout 2018/2019, which has helped to make Friendship @ Home the place it is today.

Let us all work together to make 2019 a wonderful year for Friendship @ Home and all its members.

I wish you all well, enjoy the summer and be happy.

**Every £1 donated to FAH  
has a SROI worth £9.82**

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JENNIFER SMITH, CHAIR

## 2018 OPERATIONAL & DEVELOPMENT MANAGER REPORT

### FUNDING AND THE FUTURE

Welcome to Friendship at Home's Annual Report for 2018. Once again, it has been a very successful and productive year; our focus was to increase provision for older people, their families and carers through social groups, one to one befriending, advice and information and practical support. Our achievements have been outstanding supporting over 600 older people this year proudly supported by 175 volunteers. Once again it is a pleasure to share with you the progress of another exciting year.

We are pleased to report that we finally secured the Lease for 6-7 Aspen Court, Cleethorpes in April with Shoreline Housing Partnership. It was a very long process but absolutely worth the wait as we now have the advantage of being situated predominantly within an older people's locality. The office is open until 5pm whereby older people are free to pop in for information and advice on worrying issues. It was an extremely busy and tiring time, but we got there. A massive thank you to everyone who helped us move and especially the staff team and volunteers who managed to continue run our services despite all the upheaval. We have also utilised the community centre next door which is run by the local resident's association by running social activities for older people on a Tuesday, Wednesday and Friday. We are looking to work with the residents to provide them with additional groups.

Each year we build upon the positive support we have implemented over the years and strengthen the breath and quality of our service. As we approach our 4th year of Lottery funding it is a critical time for us as

we look at ways of sustainability. We have revisited our Social Return on Investment analysis which reports a SROI value of £9.82 for every £1 invested in us which we use to advocate our social value for grant and tendering opportunities.

We play a vital role in supporting older people across North East Lincolnshire, making real differences to older people and the people that care for them increasing our reach and impact and targeting the most vulnerable. We have made excellent progress in becoming a beacon service for Dementia support made possible with the financial support of St Hugh's Hospital Management Trust; we have provided continued support for 123 members with memory issues in less than 2 years. We have also trained over 200 people to be Dementia Friends.

We continue to build upon the key recommendations of our 2016 organisational review of our infrastructure which was carried out as part of the Building Capabilities Lottery funding. This has highlighted great strengths and leadership with the team as we have embraced several developmental opportunities, such as, social work assessor training to ensure FaH have a skilled and experienced workforce to meet the challenges of a new and demanding era. This year we have trained Social Workers, Councillors and health and social care students from The University of Lincoln and Grimsby University. Amy has undertaken and passed Level 2 AAT Bookkeeping qualification to support her with her finance work and Lucy is undertaking her Level 3 Business Administration. The team has once again grown in capacity with Bridget Pearson, Dawn Gibbett and Michelle Bradley supporting the Independent Living project throughout 2018. Although the project was very well

received during the 3 years by the members and families it was not financially viable to continue in its current form. We have supported over 40 members with suitable support and supported the 3 Independent Support workers with self-employment. The majority of our members have stayed with their worker under this arrangement. We welcome to the Board Mike Bateson, Jill Knott and the return of David Walker. A sad goodbye to Rhiannon Walton who decided not to return after Maternity Leave but is very much still part of FaH and its events.

During the early part of the year we worked in partnership with other voluntary and community groups, such as, Red Cross, Carelink and Healthwatch to be part of a community information hub within Freshney Place enabling a central point of contact for people to access services. This was a short-term arrangement facilitated by Freshney Place and temporarily financially supported by St Hugh's Hospital Management Trust. We found the initiative to be beneficial in raising awareness and our profile within the area, however it was difficult to sustain long term in terms of funding and staff resources. For 2019 we are looking at the possibility of a weekly presence within the centre which will be much more resource manageable.

## SERVICES

The demand for the befriending service continued to grow with provision of one-to-one support and friendship for 106 members. Factors including memory issues, bereavement and family migration can impact on an older person's social network and consequently induce social isolation. We build lasting and meaningful relationships with our members and volunteers. We implement friendship, trust and a foundation to initiate preventative support

**'I feel more in touch with  
Immingham'**  
*- Culture Club Member*

throughout their membership. Our preventative support, such as, help with small tasks around the home has provided over 3800 hours over the last 3 years. This has been a fundamental part in reintegration into the community after a fall or hospital admission. It has also factored into resettlement and reducing readmission to respite or hospital for over 90 people.

We have facilitated the integration of communities, so they can work together to support and understand older people enabling them to continue being part of their community. For example, the Dementia training programme created for volunteers, carers, family members, retail and public services raises awareness and a better understanding of the key concepts of Dementia and strives to challenge stigma, negative perceptions and lack of understanding. We have facilitated training in schools, Brownie/Guide groups, local hospitals, local factories, Freshney Place and also attended several care homes to train staff, family members and local residents. Our aim is to provide training for volunteers, professionals and members of the community thus equipping them with life skills, improved confidence and self-esteem in working with people with conditions such as Dementia. All our staff are now educated as Dementia Friends/Champions as we believe we should lead by example. We have learnt that workplaces and communities have such power of unification they hold great opportunity to highlight issues that affect a population such as Dementia.

Our volunteers are a diverse group of people, with a wide age, cultural and religious range, and all having their own reasons for becoming a volunteer, these include retirement with time to spare,

unemployment and looking for a career and needing to build confidence and self-esteem, but most importantly all wanting to make a difference. In 2018 we provided 11500 volunteer hours equating to over £90000. Many of the volunteers come to the project with no formal qualifications in anything. They have now undertaken training courses to enhance their knowledge around a wide range of age-related issues such as Parkinson's Disease and Stroke Awareness which they are extremely proud of. Many of our volunteers have also accessed courses that have enriched their employment prospects, such as, Communication and Confidence training. Feedback from our 2018 evaluations stated that volunteers felt "useful", "confident" and "a sense of belonging". We are delighted to announce that 6 of last year's volunteers have all gone onto full time employment, working within the care industry. This positive outcome proves that the support, training and confidence building exercises can work, and we look forward to creating more employees for 2019.

Our Dementia support services for members and their families are in further demand. During 2018 we created two further Dementia groups due to demand and full capacity. During 2018 we supported 141 older people with Dementia and their carers by providing information, advice, advocacy and access to our befriending and social activities. The activities have provided the opportunity for the Carer to have some much-needed respite time and access to information and advice on sensitive issues, such as, end of life. This is an extremely emotive time and knowing there is support makes a huge difference to their coping abilities as they often they reach out to services at point of diagnosis or early memory concerns. The members are supported by Dementia Awareness trained

volunteers who are also able to give information and advice if required. Building on the success of our existing groups we have created 2 Dementia focused Choir groups in partnership with St Hugh's HMT and the CCG. The choir enables members with Dementia to sing along with family members, carers and older people who like to sing for fun. Our Friday Memory Lane choir was chosen to sing at the switch on of the Christmas lights in the Town Centre and at Louth Hospital as part of the 70th anniversary of the NHS. We have also recorded a CD of the choir and have sold 50 copies to families and friends, so they have a lasting reminder of those they love.

**'Coming to the club has changed my life'**  
**- Wednesday Club Member**

Our social activities which we run throughout NEL are going from strength to strength. We currently

have 300 members attending our groups. Over the last year we have run activities each weekday at various venues throughout Grimsby, Cleethorpes and Immingham.

Some of the activities/presentations the groups have enjoyed are: The M. S. Society, Grimsby In Bloom, Live entertainment with Jeanette, Bon Marche clothes, Operation Christmas Child, Marie Curie Nurses, Music from Reverb, Chocolate tasting session, Barn Owls demo in addition to day trips such as, Batley Mill and Leeds.

Our summer and Christmas parties were very well attended by around 150 members at each who enjoyed a buffet, 3 course Christmas meal as well as entertainment by Marty Wilson and Tom Weston, a raffle and lovely Christmas present. Many volunteers and dignitaries attended both functions including the Mayor and funders St Hugh's. Monies raised at the events through name cards and a raffle were almost £800.00.

Excellent achievements in 2018 reflected in the feedback from our member's annual survey:

*'THANK YOU SO MUCH FOR INTRODUCING ME TO MY BEFRIENDER. I DO NOT HAVE ANY FAMILY IN THIS AREA, AND IT IS SO LOVELY TO HAVE A FRIEND TO TALK TO AND CHAT WITH'*

*'I AM BED BOUND AND MY WIFE HAS DEMENTIA. WE DO HAVE CARERS, AND SOME ARE BETTER THAN OTHERS. BUT I CANNOT TELL YOU HOW MUCH IT MEANS TO HAVE A FRIEND WHO COMES IN AND TELLS US ABOUT WHAT IS GOING ON IN THE OUTSIDE WORLD. WE LOVE HER COMPANY AND IT MAKES SUCH A DIFFERENCE TO US'*

*'MY BEFRIENDER IS A YOUNG LADY WHO BRINGS SO MUCH FUN WITH HER. I FEEL THAT WE LEARN THINGS FROM EACH OTHER I HAVE SO MANY THINGS TO TELL HER. WE HAVE A LAUGH TOGETHER'*

*'MY BEFRIENDER HAS MADE ME SUCH A DIFFERENCE TO ME. NOT JUST WHEN SHE COMES TO SEE ME, BUT SHE HAS BROUGHT ME PUZZLES AND COLOURING BOOKS WHICH HELP KEEP MY MIND OCCUPIED WHEN I AM ON MY OWN. I SO ENJOY HER VISITS AND WISH I COULD SEE HER EVERY DAY'*

*'I CAN'T TELL YOU HOW MUCH I LOOK FORWARD TO MY BEFRIENDER COMING TO SEE ME. WE HAVE A CHAT AND SHE STAYS WITH ME FOR AT LEAST 2 HOURS WE HAVE A CUPPA AND IT IS SO GOOD TO TALK. ALSO, IF I AM GOING TO HOSPITAL FOR AN APPOINTMENT, SHE WILL MEET ME THERE AND KEEP ME COMPANY IT MAKES SUCH A DIFFERENCE'*

## **AWARENESS AND PARTNERSHIP WORK**

Loneliness and isolation is now recognised as a public health issue and for many an unbearable reality. Tackling this modern-day issue underpins all our day to day work. We are confident we will achieve our goal to make NEL a better place to grow old in with the support of our dedicated staff team and volunteers.

We have been raising our profile and communicating our members needs/views/wishes within the local area influencing local policy around new social care provision for older people. Our LA, Adult Social Care team, memory clinic, CCG are all fully aware of what we do and what we offer. We attend many local meetings such as Dementia Action Alliance, where we meet local mental health teams, CCG members and health and social care representatives. Because we offer a hands-on approach we are regularly asked for opinions and ideas that may impact on the provision and need for the improvement of local services. The Development Manager has been a Director on the local Voluntary Sector Alliance which has been a rewarding position enabling us to have a broader in-depth look into what is happening within North East Lincolnshire. We have been involved in the consultation process of the local adult social care union which are looking at savings and efficiencies across wellbeing commissioning and infrastructure. We feel we are in a prominent position to provide quality and cost-effective support to the older people of NEL and develop an era of innovative services that factor in the value of building social connections.

We targeted the most isolated through campaigns, such as 'Loneliness Awareness Month', Carers Week, Dementia Awareness Week and Volunteer

Week. We have enabled much wider social networks by addressing individual barriers such as transport and carer respite time. We have been extremely proactive in reaching as many older people as possible far and wide, making sure our services are accessible to anyone that needs them. During 2018 we have raised awareness in a range of ways;

**'I've made fantastic friends, it's made a huge difference'  
- Thursday Social Member**

- > Drop in at Freshney Place unit each weekday between December and March 2018
- > Regular articles in the local newspaper highlighting loneliness
- > Regular slots on local radio
- > Interviews on local TV
- > Attendance at relevant events; Older People Advice Day, Health Watch event, Dementia Awareness Day
- > Leaflets/newsletters in a variety of venues across NEL and sent to specific members including hard to reach/most vulnerable members
- > Presentations at various events including W.I's
- > Partnership working with voluntary/community groups, statutory organisations, local authority and Clinical Commissioning Group
- > Attendance of meetings at our local Voluntary Sector Alliance, Healthier Communities Group, Health and Well Being Board and Dementia Action Alliance

We are still supporting 'Caistor Cares' which has been set up in Lincolnshire based on our delivery model. They support around 22 members with a befriending service and hold regular social events and coffee mornings with the support of 21 very dedicated volunteers. This has been very well received in such a rural area where isolation is prevalent. We will continue to support them during 2019 until they secure independent charity status.

## AWARDS

As always none of the work we do would be possible without the hard work and dedication of our volunteers, staff and Trustees and the support of our funders and

donators; we thank you so very dearly. We are so proud that three of our volunteers were chosen as finalists for the local Compass FM Volunteer Awards at the end of October; Jack Cook, June and Joan Gorry, Joan won the overall special recognition award for all the great work she does with the Memory Lane Choir.

## 2019

We are in the process of gaining the quality mark 'Trusted Charity' (formerly PQASSO) which will give us more kudos and build a benchmark, helping us to secure funding and sustainability. Lloyds has provided full funding for this as part of their Enhance programme. We are working with Steph Mallis our assigned mentor who will see us through the process. Steph and the assessor will be consulting with Trustees, staff, volunteers and members.

As part of our longer-term plan we aspire to secure a building whereby we can run activities 7 days a week for older people. We are also looking to initiate 2 further social groups in Grimsby and Cleethorpes. We are also looking to work with Active Humber to

implement sports specific groups after consultation with many older people.

We have ambitious plans for 2019 where we welcome more members and volunteers and look at sustainability. The team are implementing a variety of fundraising events throughout the year, such as quizzes, baby events, table top sales, Summer Fayre's with a few more idea's in the pipeline. Any help with these would be greatly appreciated.

*Thank you to all that has supported Friendship at Home in 2018 and we look forward to sharing 2019 with you.*

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LYSE STEPHENSON, OPERATIONAL  
MANAGER &  
JULIE RIGBY, DEVELOPMENT MANAGER

**98% of Friendship at Home's befriended members felt the service had a positive impact on their health and wellbeing**

## 2018 MEMBER & VOLUNTEER CO-ORDINATOR REPORT

### AWARENESS

I have now been with Friendship at Home for 3 years and have been working on the Young at Heart Project during this time. My role as Member and Volunteer Coordinator means that I am in constant contact with both members and our volunteers. I also work in the role of assistant manager.

My role as volunteer manager means that I am often out and about in the community seeking new volunteers and trying to make sure that as many people know about our work as possible. During the last year I have attended various events including going into various supermarkets and the local cinema.

This year we condensed our Loneliness awareness events into a week and felt this had more impact so we will be repeating it next year. We were supported in this by the local press and Compass FM who ran an advert for us daily. We would like to thank all for their continued support.

We are now into the 3rd year of our project and I am pleased to say that it is going from strength to strength, we met all our targets for the last year and even gone above our expectations on some.

### BEFRIENDING SERVICE

We have once again had a busy year as more people than ever are being referred to us

We now have a member of staff who is responsible for short term befriending and this is working out to be very advantageous to the project. It enables us to get a much better idea of the members needs. We also still offer our telephone befriending service which works well for our members who do not want to have a visitor but would like to

talk to someone for a little while.

Quotes from our members:

*"I would miss her terribly if she did not come and see me. It is so lovely to have someone to talk to."*

*"I enjoy the company so much we talk about all kinds of things"*

### VOLUNTEERS

Volunteers are a big part of FAH that truly we could not manage to provide the services we do without them.

We all work together to provide the best services we can for our members the main examples of this being the Christmas and Summer parties. But the weekly clubs are also made possible by the many volunteers who help with different roles during the meetings.

TOTAL NO. OF VOLUNTEERS IN 2018 – 175

BEFRIENDERS – 67

SOCIAL CLUBS – 46

TRUSTEE'S – 11

TOTAL NO. JOINED IN 2018 – 39

TOTAL NO. LEFT IN 2018 – 29

Our volunteers also are invited to a quarterly meeting were they are kept up to date with all that is going on at FAH and also a chance to meet each other and share any thoughts or ideas that they may have. We also hold a thank you dinner during volunteer week.

**'It's people like you that make my life worth living'**  
*- Friendship at Home Member*

## MEMBERS

We hold many social clubs weekly including exercise. Bingo and we now also have 2 choirs. This also includes our Summer and Christmas parties days out and of course our befriended members.

TOTAL NO. OF MEMBERS IN 2018 – 673

BEFRIENDING SERVICES – 106

SOCIAL ACTIVITIES – 323

EXERCISE CLUBS – 39

OTHER PROJECTS – 265

TOTAL NO. JOINED IN 2018 – 250

TOTAL NO. LEFT IN 2018 – 191

## SUMMARY

We have had a very busy year and we are growing in our numbers as more and more people become aware of our services. Looking forward we will once again be looking to provide a quality and individual service for older people within North East Lincolnshire.

DAWN CHARLTON, MEMBER &  
VOLUNTEER COORDINATOR

*'It was not until I become involved with FAH that I gained enough confidence to go out'  
- Friendship at Home Member*

## 2018 OLDER PEOPLE'S SUPPORT WORKER REPORT

### WHAT WE DO

With the help of a small team of volunteers and paid staff we have provided low level care services in individuals own homes to help them remain safe and independent and to be able to stay living at home for longer. We felt it was extremely important to provide a high-quality service where members will know who is visiting them and receive the same person for each visit to ensure quality, trusting relationships were formed.

The types of services which we offer include; domestic, shopping, gardening, medication prompts, assisting with transport to appointments and safety calls.

The service has been running since 2014 and was funded initially by Santander for the first year. We were very fortunate to secure a further 3 - year funding for the project provided by Lloyds TSB who have provided invaluable help and support.

### WHAT WE ACHIEVED IN 2018

2018 was a busy year for Friendship at Home and this was no different for the Independent Living Service. We gained 17 new members throughout the year, who received regular support and as at the end of 2018, we currently have a total of 63 members for our Independent Living Service who receive our support.

We didn't gain any new volunteers for the service during 2018 but the 3 volunteers that we do have are an absolute asset to us and provide such valuable support.

During 2018, to cope with the high demand

for our services, we had to employ 2 additional members of staff, Dawn Gibbett and Michelle Bradley, to help carry out appointments.

Our Independent Living Support workers have all been a valuable part of the team and we are always hearing from the members how they go above and beyond for them.

### MAKING A DIFFERENCE

We are very blessed to work and volunteer within a charity where we can make a difference to someone's life on a daily basis. The Independent Living Service helps contribute to this. Here are just a few of the fantastic comments and feedback we have received during the past year.

*'Nice to see friends every week'  
- Tuesday Exercise Member*

.....

'DON'T HAVE TO WORRY ABOUT THE HOUSEWORK ANYMORE. IT WAS LIKE HAVING MY DAUGHTER BACK IN THE HOUSE, LOVELY COMPANY TOO!'

'IT HAS PROVIDED ME WITH HELP SINCE MY SISTER PASSED AWAY AND I HAD NO SUPPORT'

'I HAVE TO RELY ON OTHER PEOPLE DUE TO MY FAILING EYESIGHT, SO THIS HAS BEEN A GODSEND.'

'WELL DONE TO FRIENDSHIP AT HOME FOR PROVIDING THE SERVICE. BOTH GIRLS ARE VERY GOOD'

'OUR FAMILY ARE VERY GRATEFUL THAT SOMEONE IS VISITING MUM AND DOING THE CLEANING AS IT GIVES US SOME RESPITE TIME.'

### PLANS FOR 2019

Unfortunately, the funding provided by Lloyds TSB will come to an end on 31st January 2019. With the end of the project in sight, the very difficult decision has been made to discontinue the Independent Living Service.

While we would have loved to be able to continue to provide our members with this much needed and valued service, unfortunately, it is just not financially viable for Friendship at Home.

The service will continue to run as normal until 31st January 2019. In the run up to this period, we will work closely with our members, and provide support in finding alternative service providers to minimise any disruption and allay any anxiety or

worries our members may have.

I would like to say, having been a part of this project since the beginning, even though there is much sadness at its ending, it has been an absolute joy to be a part of. Knowing and seeing first hand, the difference it has made to older people brings me great joy and immense pride in our entire team at Friendship at Home.

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TONI HERRON, OLDER PEOPLE'S SUPPORT WORKER

## 2018 DEMENTIA COMMUNITY SUPPORT WORKER REPORT

### INTRODUCTION

Clare and I started working for Friendship at Home in April 2017 on the Dementia project that has kindly received 3 years funding from St Hugh's HMT to support people with memory problems and their families and carers. At the start of the project we dedicated a lot of time to promoting the project and establishing networks with other agencies and organisations and we both feel that this has been greatly beneficial to our knowledge base and can now utilise this with our members. Local health and social care events such as National Carers Week and Dementia Awareness week also provided a great platform to build networks and to promote the project; we soon proudly realised how unique the Dementia project is, as unlike many other support services the St Hugh's project aims to provide person centered help and support prior to diagnosis right through to end of life care for both the person with memory concerns and also their families and carers.

### MEMBERS

Since the project launched Clare and I have supported a total number of 150 people, this well exceeds the annual target of 30 people and most of these members have carers and families that have benefited from a wealth of advice, information and support too. We feel this really does highlight the need for this service. So far, every evaluation completed has indicated that the service certainly does have a positive impact and improves the lives of people affected by dementia and their carers/families. We aim to provide person centered support unique to the needs of that individual and their family/carers; this

**100% of befriended members asked felt as though they were better supported now they were involved with FAH**

may be anything from emotional support to practical advice, information and advocacy.

'I'VE LEARNED MORE FROM YOU ON THIS ONE VISIT THAN I DID FROM OUR SOCIAL WORKER IN SEVERAL VISITS'

'YOU HAVE MADE SUCH A DIFFERENCE, I REALLY DON'T KNOW WHAT I WOULD HAVE DONE WITHOUT YOU'

'WE CAN'T BELIEVE HOW MUCH IS ACTUALLY AVAILABLE AND WOULD NEVER HAVE KNOWN IF YOU HADN'T TOLD US'

Sadly, we have also found that there are many people living with this disease who do not have any personal support networks such as friends or family members and for those people we are a crucial lifeline to them feeling supported to remain independent for as long as possible in their own homes at such a scary time for them. It is especially these members that value the trust in the working relationship as stigma often causes barriers to successful relationships with statutory services.

### DEMENTIA AWARENESS

Statistics suggest that dementia affects 1 in 14 people over the age of 60 but it has been suggested that this number is just the tip of the iceberg and the prevalence of undiagnosed people is in fact much higher. For people who have dementia and their family/carers, life can be much improved when the community as a whole has a better understanding of the impact dementia has on their lives. Since the start of the project we have created over 300 dementia friends! That is 300 people in our community who understand dementia better and can positively contribute to ensuring our community remains dementia friendly.

We are also very pleased to announce that this year we have been working very closely

with healthcare providers and are currently attending Clee Medical and Scartho Medical centres on a monthly basis to provide the public with an information and advice drop in session, these are going well and we expect them to grow as more people hear about it.

### *FUTURE PLANS*

Clare and I are excited to continue building trusting relationships with our current members and predict the numbers to continue to grow as more people hear about us. We feel that we have certainly had a successful 2 years on this project and would like to take the opportunity to thank everyone who has supported us in our roles and helped make us feel welcome and valued. We feel proud of the achievements these past two years have brought and know that with the continued support of the rest of the team and other organisations we will continue to flourish and grow.

We are also incredibly excited to be taking an active role in Dementia Friendly Communities, a local movement involving people from all walks of life who want to commit to building a dementia friendly community in their local area (Previously called DAA). We have been working very closely with other agencies to make this a success and are looking forward to the Promotion launch at the end of February 2019.

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AMANDA SPARKES, DEMENTIA COMMUNITY  
SUPPORT WORKER

## FUNDRAISING

Friendship at Home has a fundraising Policy which has been produced with the current National Codes of practice in mind and conforms to recognised standards as advised by the

### INSTITUTE OF FUNDRAISING

[www.institute-of-fundraising.org.uk/home/](http://www.institute-of-fundraising.org.uk/home/)

### FUNDRAISING STANDARDS BOARD

[www.frsb.org.uk/](http://www.frsb.org.uk/)

### CHARITY COMMISSION

Charity fundraising a guide to trustee duties

[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/549287/CC20.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/549287/CC20.pdf)

One of the key points of our Policy is that we aim to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches, and undue pressure to donate.

Our Policy is overseen daily by our Operational Manager and strategically by the Board of Trustees. It is also regularly reviewed.

We have not employed any commercial participators/professional fundraisers in the reporting period.

Our approach to fundraising is governed by our needs and guidelines determined in the Policy and is monitored and regularly reviewed by the Trustee Board.

### Friendship at Home

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