



Levens Good Neighbours

LEVENS GOOD NEIGHBOURS

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ANNUAL REPORT 1ST APRIL 2022 to 31 MARCH 2023

Levens Good Neighbours (LGN) is now entering its 5th year of operation and continues to fulfil its aims of supporting local people within the parish of Levens.

Trustees: LGN has continued to have an active, effective team of Trustees who meet regularly to review our activity and consider how we can maintain the profile of LGN so that anyone living within the village is aware of us and confident to contact us for support and a helping hand.

During 2022/23 our Trustees have been:

Chair: Richard Jones

Secretary: Wendy Luty

Treasurer: Susan Beckwith

Volunteer recruitment and support: Irene McKay

Safeguarding: Janet Battye

Pat Borland

Helen Burrow

Enid Fraser

Mary Holmes

Volunteers: We are fortunate to have around 50 volunteers, 4 of whom were recruited in the last year. We called upon 29 volunteers during 2022/23 including 10 people who regularly undertake telephone duty. Although some volunteers have more flexibility and availability than others, the high level of willingness to be involved reflects a continuing response from volunteers about how much they value being able to support neighbours and people in the village who need a helping hand.

Telephone helpline: LGN's services are routed through the telephone which continued to be staffed every day during 2022/23, from 8am to 8pm, by a rota of 9 telephone volunteers, usually on duty for a week at a time (with a back-up). Those receiving the calls connect the person seeking help with one of our volunteers. They also record basic information about calls, requests, and action taken, to ensure that the service is efficient with an information file to enable them to respond effectively.



Requests for help: In this last year, LGN received 125 requests for help and assisted 25 local people. In addition, around 12 people were supported through our befriending offer (see Adult Support).

Most requests made to LGN were and continue to be for transport to various medical appointments, help with shopping and similar. Prescriptions have also continued to be collected for local people but the demand for this service has reduced as people can now make use of pharmacy delivery services.

As a more normal life resumed, we were able to respond positively to requests for lifts to village events (eg the monthly Tuesday club or Meet and Eat) and to other social events, to meet a friend or similar. We are always pleased to help in this way, and we know how important social contact is to all of us.

We continue to receive requests for help in a household emergency, often for a plumber and we can respond owing to the goodwill of local tradespeople. Other requests can be as seemingly simple as help with lifting something or sorting out an IT problem (not simple if you can't do it!) and always much appreciated.

It is rare that we are not able to help and if it is something beyond our ability, we can usually signpost help in a different way. There have been a few times when it has not been easy to find an available volunteer if the request has coincided with an event in the village, but this is unusual, and we have never failed to respond.

Adult support: In addition to regular incidental requests for support, we offered "matched" friendship support to several people who were more isolated from the support of family and friends. Each person was matched with an LGN volunteer, where both the person requesting support and the volunteer were happy with a friendship relationship; together they decided where, when and how often to chat or meet. This service continues and LGN is pleased that this is the case.

Meet and Eat: The monthly community lunch, Meet and Eat has continued to be popular and is supported by LGN with volunteers too from Christians in Levens. Around 26 people attend each session. The ticket price is £5 per person with children under 5 free. A core group of six volunteers decide on the menu, source, cook or prepare and serve the meals. A choice from usually two main courses and two puddings or dessert is offered with tea or coffee.

Funding: Being a local service run by volunteers, our outgoings continue to be minimal as can be seen from the Financial Report:

Our accounts for 22/23 have now been independently audited and we can report the following:

Year Accounts to Year end 31st March 2023

Date	Activity	In£	Out£
	Opening Balance	1,627.29	
20.04.22	Donation	40.00	
20.05.22	Donation	5.00	
27.06.22	Donation	5.00	
27.06.22	Donation	5.00	
27.06.22	Donation	10.00	
27.06.22	Donation	5.00	
27.06.22	Donation	10.00	
01.08.22	Interest paid	8.70	
18.08.22	Donation	10.00	
03.10.22	Donation	10.00	
03.10.22	Donation	10.00	
04.11.22	Donation	10.00	
14.11.22	Public Liability Ins.		139.20
29.12.22	Donation	10.00	
29.12.22	Donation	25.00	
20.01.23	Donation	10.00	
20.01.23	24mths mobile rental		191.28
	End Totals	1,800.99	330.48
		1,470.51	

INCOME

Our income this financial year consisted entirely of cash donations given by some of those people who have used LGN services. They, in return, received a personalised 'thank you' card to show our gratitude. The amount in donations received was £165.

Interest earned in our Community Saver Account was £8.70.

EXPENDITURE

Only two out-goings; Public Liability Insurance of £139.20 which has remained the same as last year's premium and 24 month's mobile rental at £7.97 per month which will bring us up to October 2023.

BALANCE OF FUNDS

The accounts show a year-end decrease of £156.78 compared to the last financial year. Despite this the accounts show a healthy balance of £1,470.51,

CONCLUSIONS

Financially, we are in a strong position to continue and with help of regular small cash donations, we are keeping the balance at a steady rate.



Chair's report :

The last year has seen LGN along with our community moving on from the dark days of Covid restrictions. We continue to receive requests for support via our phone line, support the monthly community lunch, "Meet and Eat" and offer a befriending service.

I am extremely grateful for the continuing support of all our volunteers who are either willing to hold the phone to take calls 7 days a week from 8am to 8pm or respond to requests for help and provide support to people who live in the village. Without our volunteers we would not be able to operate so a big thank you to everyone who has helped LGN in the last year

It is important to note again how much people get out of being able to help someone else; many times we are told as Trustees how much our volunteers enjoy being able to support those who need some practical help in their home or a lift to an appointment, or a prescription picking up. None of us know when we might need a little bit of help or support and a quick call to our number is all it takes to get help from a willing volunteer.

If you have any ideas about what else we could or should be doing, please let us know and, as ever, we are keen to welcome anyone who would like to become a LGN volunteer.

Richard Jones

Chair, LGN

PS

This is the report for 2022-2023 but looking ahead to the current year, several LGN volunteers have been pleased to support two new village initiatives: Levens Little Larks which has been meeting since January whilst the first meeting of a community singing group for Levens will take place on Monday 12 June.

We look forward to hearing more of both the above as the year progresses.