



York Neighbours

...for that little bit of help

Annual Report of York Neighbours

October 2018 - September 2019



Registered Charity No. 1163768

Foreword from Chris Cullwick

I am delighted to have been invited to write this forward to the York Neighbours 2020 annual report, not least because I was involved in the inception of the charity in 2014. York Neighbours was formed in response to an identified need in the city where older members of the community often do not know where to turn for help. Through harnessing the generosity of volunteers who give their time and skills York Neighbours has proved to be highly effective and fruitful.

Essentially York Neighbours supports people on a one to one basis; assisting with one-off tasks, supportive phone calls and occasional outings. It is the individual Neighbours meeting the individual volunteers that really helps to combat isolation. Both Neighbours and volunteers find this to be mutually beneficial.

York Neighbours partners with a number of other charities in the field; enabling people to remain independent in their homes in their latter years. It is important not to duplicate provision - so it is particularly gratifying that from the outset York Neighbours established a Memorandum of Understanding with AgeUK York.

I am delighted that York Neighbours is acknowledged as a growing force in the City and this has been recognised by the award of Lottery Funding for three years. However, further resources are needed going forward and I sincerely hope that this vital work will attract the support it deserves in order that it can continue to grow and flourish as a sign to the community that we are all better when we work together and help each other.

Chris Cullwick
City of York Councillor,
Vice Chair, Health and Adult Social Care Policy and Scrutiny
Designate Lord Mayor of York 2020 - 2021

Letter from the Chair

There are some good ideas. York Neighbours is one of them. It makes sense to link people who need help with those who have time, skill and enthusiasm to meet the need.

Most good ideas are not complex - but they do need managing. We are so grateful that our office staff work skilfully to ensure the smooth running of the charity. This year we have seen a change in our Office Coordinator - Helen left the role in November (though still a volunteer) and Roni was appointed, and started in January.

We are also very grateful for our volunteers who are at the sharp end of things. You will see more information about the scope of the work in this report. The phone calls continue to support, the outings appreciated and the tasks are multifarious - and so, it seems, are the skills and willingness of the volunteers.

As the number of Neighbours registered with us increases we also need to continue to recruit new volunteers.

These days charities are under tighter scrutiny - which is a good thing - but it does mean that the trustees have to be aware of changes in practice and governance. So it is good that we have a good range of skills and experience in the trustees.

And we are grateful to our Neighbours. Many of them give so much of themselves when visited, phoned or taken on an outing. They also give appreciative feedback.

York Neighbours has benefitted from the National Lottery Community Grant this year - and will do for the next two years. We are also grateful to many other individuals, organisations and grant making authorities for the generous way we are supported financially. It is a challenge to ensure sufficient provision for the charity after the Lottery Grant ends.

So as we enter our fifth year as a charity we are grateful and in good heart and want to continue to fulfil our purpose going forward.

David Casswell

17th Feb 2020

York Neighbours Report of the Board of Trustees

Reference and Administrative Information

Charity name: York Neighbours

Charity Registration Number: 1163768

Contact Details

Registered address: The Raylor Centre, James Street, York, YO10 3DW

Website: www.yorkneighbours.org.uk

Email: info@yorkneighbours.org.uk

Tel: 01904 891627

Board of Trustees

David Casswell (Chair)

John Barton (Treasurer) (appointed July 2019)

Tessa Denbeigh (resigned January 2019)

Paul Luxton (resigned July 2019)

Matt Nelson (appointed January 2019)

Lis Ramage

Wendy Smart (resigned July 2019)

Dr. Walter Stockdale

Rachel Thistlewood

Kelly Wheatley

Caroline Wilson

Principal Bankers

CAF Bank Limited, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4TD

Reserves Policy

The policy of York Neighbours is to hold an amount of reserves equal to the average expenditure over a six-month period and for this amount and the financial risks of the charity to be reviewed every six months.

Structure, Governance and Management

York Neighbours is a Charitable Incorporated Organisation.

Each member of our Board of Trustees brings specific areas of expertise to the task of supporting York people aged over 65 within their own home, which gives us a detailed knowledge of the statutory framework of working with vulnerable people. It also provides us with excellent access to other agencies in the same field.

The experience of Board members – including Age UK York, safeguarding and social work, general practice, management of voluntary organisations, IT, community care, HR, welfare benefits and law – means we are well-equipped to deliver and develop our work.

The Board meets monthly to set objectives and policy and to oversee our work, with most Trustees also acting as hands on volunteers, enhancing their understanding of the nature of our work.

Objectives and Aims

The purpose of York Neighbours is to reduce social isolation for people over the age of 65 within the City of York and to support them in retaining their independence in their own home.

Our aim is to complement, not duplicate, other services - so we will refer on/signpost to other provision where possible.

We offer support in three main areas:

1. **Help with practical one-off tasks** – e.g. changing a light bulb, small repair and maintenance jobs, disposal of broken or unwanted items, shopping during temporary illness, etc.
2. **A regular phone call** to the most isolated who may not speak to anyone for days or even weeks.
3. **Individual and group outings** – e.g. trips to the coast, garden centre, theatre, exhibitions or other places of interest.

Our History

York Neighbours began as a pilot project in 2012 in response to gaps in services for the over 65's in York. We discovered that people were reluctant to ask for help with small tasks and feared a loss of their independence.

We began as Belfrey Neighbours, supported by St Michael le Belfrey Church. As our vision to work city-wide developed, we changed our name to York Neighbours and moved under the umbrella of One Voice York. We are a church-led initiative but positively welcome people of any or no faith as volunteers and users of our service. To avoid duplicating, or competing with, existing provision in the voluntary sector, we met with the Chief Officer at Age UK York and she agreed with our assessment of the needs and offered to work with us by establishing a Memorandum of Understanding. Today these links are maintained through Trustees from One Voice York and Age UK York.

The need for our services continues to be clear. We are growing rapidly, with more Neighbours and volunteers registering each week as we receive referrals from other charities and statutory services.

Achievements in 2018/19

Between October 2018-September 2019, our volunteers helped us to undertake:

224 one-off tasks;

2630 regular phone calls;

122 Neighbours joined one or more of our group outings

This totals 1004 hours of volunteer support for some of the most isolated and vulnerable of York residents.

Public Benefit

Statistics show that York's ageing population is above the national average and therefore the issues we seek to address are going to increase considerably over the next 10-15 years. Our vision is to encourage the community to become a city of good neighbours, with a volunteer in nearly every street. As an intermediary and facilitator, York Neighbours offers a safe and supportive setting for people to help, and engage with, vulnerable older people in their neighbourhood.

We have a good reputation in the community and particularly with Adult Services, Age UK York and others, including the new social prescribing service. Feedback shows that we offer just what is needed to fill gaps in services, and our 'can do' attitude is appreciated.

We can also respond quickly to emergency situations such as when a carer is unexpectedly unavailable and has been unable to organise a stand-in, or an older person is advised to bring their bed downstairs but there is no-one to help. In severe weather, such as flooding or ice and snow, we can shop for people normally able to get out.

By working closely with older people and getting to know them, we can make it easier for them to ask for help sooner and for them to realise that a little assistance means more independence – a fall when attempting a task, or the frustration of not being able to cope with small maintenance jobs, can lead to mental and emotional problems as well as physical ill-health and huge costs to health and social care services.

Neighbours tell us that it is often easier to ask a volunteer organisation for help rather than always bothering a neighbour, friend or relative which can affect the relationship. Contact with our volunteers helps Neighbours to feel more part of the community thanks to their ability to chat and engage with friends and neighbours without constantly having to ask for assistance.

A Trusted Service Provider

With the Care Act Statutory Guidance (March 2016), we are receiving increasing numbers of referrals from Social Services and other agencies. The Care Act 2014 (section 14) refers to preventative services – what is currently offered and what could be delivered in the future. This means that when Social Services come across older people who have no family, friends or neighbours to help them, and there is no funding or other ways of meeting the need, they can refer them to York Neighbours.

Several referrals have involved people being discharged from hospital. In one case, a woman had come home from an unexpected stay in hospital and had no food and no money in the house. Our volunteers were able to help our Neighbour to the bank and then to the supermarket, making the return home a little easier.

We have utilised our knowledge of other services available in York to signpost Neighbours to other services, including the Good Gym befriending and missions service, The Besom Project, The Carers' Centre and Age UK York.

Our model appears to address many of the issues covered by the Care Act 2014 by offering a community response to some of the problems of an ageing population. Our service works, is low cost and avoids duplication with other agencies.

As can be seen from our accounts York Neighbours annual running costs are low, similar to the annual cost of a place in a care home for just one of our Neighbours. Utilising community volunteers gives us the ability to increase capacity with minimal cost increase.

Our initial assessment visit when registering a new Neighbour is holistic and invariably leads to information on, or referral to, further support and services which will help to reduce isolation. Staff and volunteers are trained so that if they have any concerns about health, safety, unmet needs etc. our links with a wide range of related bodies mean that the Neighbour can be referred to the appropriate agency.

Strengths and Opportunities in our Community

York is relatively small and both statutory and voluntary agencies can easily work well together.

There is a real desire throughout York's churches to support local charities, and one of our Trustees represents One Voice York – the charitable umbrella for cross-denominational churches in the city. It has been wonderful to have the support of the Minster community during this year. We are also supported by local shops and businesses and we plan to build on this.

Our team of volunteers includes social workers, nurses, and retired social and healthcare professionals, who enjoy being able to help in a practical way. Frustrated by seeing people in practical need, but often unable to help within the constraints of their work role they are delighted to be involved as volunteers. Their wealth of experience means they are well aware of the great need facing older people today. We continue to recruit and train working professionals and newly retired who find a sense of purpose and the opportunity to give back to the community at the same time as retaining the freedom that retirement can offer.

Each year when term begins in September, we experience a flurry of enthusiastic students signing up to volunteer through the University of York's Students in Community scheme. We are thankful for the team involved in our three main areas of service, as well as office volunteering and fundraising.

In May 2019 the Student Volunteering Award Ceremony was held at Kings Manor. Jessica Botting - a call volunteer with York Neighbours - received an award and recognition for her work as a call volunteer with York Neighbours.

Being Present in the community at events and fairs presented great opportunities to spread the word about York Neighbours. The 50+ festival in September is a great opportunity to spread the word and extend our service to potential Neighbours.



The York CVS volunteer event in June also provided an opportunity to connect with new volunteers and to network with other local charities

In June, we were part of the FossFest weekend, invited by Ambiente Tapas as one of the charities they supported. Staff, trustees and volunteers came to support the stall, running a few competitions and biscuit decorating for the children.



Following the lottery funding in June, we hosted one volunteer focus group lunch and made home visits to some Neighbours. Hearing both from the givers and recipients of help is hugely important to get feedback and ideas about how we can develop and improve the support York Neighbours give.

Neighbours

It is great to see the vision of York Neighbours being realised on a daily basis. Our volunteers make a real difference to people who are feeling isolated, lonely, frustrated and often depressed. During the period between October 2018/September 2019, 94 new Neighbours registered for support from the charity.

We work to make a lasting difference to people's lives rather than just alleviating the symptoms or solving current problems. We do this in various ways:

On receiving a referral, or a call from someone in need of help, we conduct an assessment visit at the home, which takes about an hour. Undertaken by a trained volunteer or our staff, the visit serves as a risk assessment and ensures that both Neighbours and volunteers are safe and that we can offer an appropriate response.

This assessment visit is comprehensive and holistic. We recognise that people from other caring bodies, who have already been to see a Neighbour, are often acting in specific, skilled roles with greater time restraints and therefore may not have time to address the bigger picture. For example, the Neighbour might be eligible for Attendance Allowance or benefit from a particular aid, or their mobility may be improved by a simple visit to a chiropodist.

Many new Neighbours we meet do not know about the transport schemes available in York or they may be lonely and unaware of social and support networks nearby. During the assessment we talk through these things and give the relevant leaflets and information, or with their consent refer them on, if appropriate, and this can make a lasting difference to their lives.

Although some older people only ring us occasionally for help with a one-off task, they tell us that just knowing there is someone they can ring if they are 'stuck' reassures them. It can also encourage family members/carers who know they can ring us if they are going away or fall ill.

Activities

Help with one-off tasks

Our volunteers help with a wide variety of one-off practical tasks. Examples include: changing a light bulb, taking down curtains and then re-hanging them once cleaned, defrosting a freezer, setting up a new phone or help with remote controls, resetting central heating thermostats, small household repairs, moving heavy items, getting something out of the loft and one-off gardening jobs.

A neighbour with long-term health problems recently requested help from our volunteers to assist with moving a bed, to make space for the delivery of an electric bed. He said "I am so grateful for the help given by York Neighbours volunteers. I would not have been able to manage to organise this myself.

Another neighbour who requested help from a volunteer following a period of illness said, "This has helped me a lot as I've been getting very depressed due to paperwork building up".

Regular phone calls

Regular Phone Calls

Some people can go for days, or even weeks, without talking or chatting socially with someone. Regular phone calls from York Neighbours make a lasting difference, helping people to feel less isolated and lonely and more part of the local community. Our team



of office volunteers, many of them students, make fortnightly or monthly calls as requested. Neighbours tell us they really look forward to this contact. These calls are a lifeline for some of our Neighbours as they know we will follow up if we are unable to make contact with them. For those that find it hard to ask for help, the regular phone calls provide an opportunity for them to reach out.

Our regular phone support can also be crucial support for those who are going through transitions in their life. This could be due to a change in health or discharge from hospital, or due to responsibilities of their caring role. It is also a good support for those who may have lost a loved one and are coping with bereavement.

Our neighbours often tell us how much they appreciate the regular calls given and how this reduces a sense of isolation. When asked about the benefit that receiving a call makes, one of our neighbours said *"Because it is nice to talk to someone and some weeks I don't see anyone to talk to other than my carers"*. Another lady indicated *"I feel very lonely living on my own and it is nice to know someone checks in on me"*.

During the period of this report, volunteers helped us to make 2,630 regular calls, totalling 334 hours of call time!

Outings

We organise individual and group outings for people with consideration for their various needs and difficulties. These needs often prevent them from taking part in other organised trips, maybe because they have poor mobility, are wheelchair users, have continence issues, dementia, mental health or confidence problems.

Volunteers use their own cars in order to tailor arrangements to each person's need. The trips might include helping someone with limited mobility to shop for items other than general household goods, offering transport for appointments and at the same time providing support in what might be a stressful situation, or perhaps assisting someone to place flowers on a loved one's grave.

We aim to help Neighbours feel at ease and supported.



We also arrange group outings, meeting up at such venues as a garden centre or travel further afield to walk around beautiful gardens and enjoy lunch and a chat.

We have forged links with Tesco where we are treated to an afternoon tea.

One of our most popular trips is to Bootham School at Christmas time for Carols and conversation with the students.

"I really enjoyed the trip to Bootham School for the carol concert. It was the nicest outing I have had for years. The students from the school were so kind and lovely. The children who played were so talented. I have not been out in months, this was a real treat," was the feedback from one Neighbour after our trip to Bootham School Christmas 2018.

Another Neighbour said following the trip to Burnby Hall and Gardens Spring 2019-

"The trip to Burnby Hall was a lovely afternoon and such a nice place to go. It was so peaceful- well done."



Throughout the year 2018/19, group outings have included:

- Christmas lunches at a local garden centre
- Outing to Burnby Hall and Gardens
- Carol concert at Bootham School
- Afternoon tea at Tesco

In total 112 Neighbours took part in these trips.

After a few outings Neighbours and volunteers start to get to know each other and it becomes a real social event, some neighbours stay in contact between trips. For many, it's a treat to have a drive out and see spring flowers or autumn colours they would otherwise miss, choose from a menu and eat in company rather than a ready microwave meal prepared by a carer who has no time to stay and chat. Not only do the outings offer something to look forward to, they also provide memories to think or talk about afterwards.

Feedback and evaluation is very important to us. Within a few days we contact all the Neighbours who came along, and their suggestions and comments guide us in our choice of venues and activities for the year ahead.

Volunteers

York Neighbours volunteers contribute their time, energy and skills to help make a real difference to some of the most vulnerable older people in York. Our volunteers come from all walks of life, some working, some retired, some students, all sharing a desire to contribute to their community.

Innovative and Flexible

The way volunteering at York Neighbours starts is with an application form followed by an informal interview, DBS check and training. Once this process is completed the volunteers are ready to begin working with us. At York Neighbours we do not ask for a regular time commitment for volunteers who help with the one-off tasks. This is attractive to those who work full-time, or are away from home regularly, those who are at university and therefore away from York for weeks or months at a time, busy parents, or those retired people who don't want to be tied down.

In the office at the Raylor Centre we enjoy regular volunteer support – answering the phones, making regular calls to Neighbours, working with the database and providing us with information and help on which we can base decisions and develop.

The majority of volunteers help with requests for assistance with the practical one-off tasks. We email exact details of what is required and when, and only volunteers who are able to help need to reply. This flexibility means that volunteers are not faced with tasks outside their skill or comfort level and, if short of time, they can choose tasks which can be easily completed on the way to or from work or when children are at school or nursery.

Our work also makes a positive difference to the lives of our volunteers.

Volunteers who are new to York, or have just retired, or parents working at home or caring for young children have found working with York Neighbours has been a great way of meeting new people (other volunteers and Neighbours) and gaining a sense of purpose and fulfilment.

We are able to provide valuable work experience, skills and training for students or unemployed office volunteers which helps build a CV and can then provide a reference when they apply for work.

It can be hard for younger people to get involved in their local community, particularly if they know they are only in York for 3-4 years, and volunteering with York Neighbours gives them this opportunity as well as helping to combat the negative messages about younger people often portrayed by the media. Our volunteers gain in all sorts of ways through their contact with our Neighbours, enjoying outings and sharing life stories and experience together.

All volunteers complete induction and safeguarding training before making a visit. In the past 12 months we have supplemented our training sessions with those offered by associated charities, such as offering dementia awareness, welfare benefits, moving and handling etc.



Pippa, one of our former student volunteers wrote: *"I decided to become a volunteer with York Neighbours because I was looking for a way to help the local community. York Neighbours focus on support in the community fitted perfectly with my goal in York.*

My volunteering experience with York Neighbours lasted approximately a year and 3 months, during which time I was studying and working. The York Neighbours team was welcoming and flexible. My one-off tasks included aiding Neighbours while they went shopping, fixing video players, and accompanying our Neighbours on trips out. I particularly enjoyed the Christmas outing hosted at a local school. I also helped at promotion events.

York Neighbours helped convince me to work in the charity sector. I now work for Plan International UK, a humanitarian charity that focuses on helping children and young people, with a particular focus on girls. Although its focus

is different to that of York Neighbours, both roles require safeguarding training, and a desire to help vulnerable people and make the world a better place."

In 2018/19 we recruited 30 volunteers. This was mostly through word of mouth or via our website, bringing our total number of volunteers to 78. We held 9 training sessions during the year for both new and experienced volunteers. Apart from giving people valuable insight into safeguarding, these sessions present a good opportunity for new volunteers to meet and hear from experienced volunteers. Again this year volunteers also attended a



Dementia Awareness training session which was hosted for us by Dementia Friends from the Alzheimer's Society.

Giving volunteers the opportunity to learn more about issues which face older people is something York Neighbours is always seeking to develop.

All York Neighbours' volunteers were invited to the York Minster on Tuesday 4th June. Staff at the Minster hosted this outing as a thank you to York Neighbours' volunteers and their own volunteers, and it was enjoyed by everyone who went.



Funders and supporters

The following trusts, organisations and private businesses have supported us during the 2018-19 financial year (1 October 2018 to 30 September 2019).

Arlish & Chambers Charity

Clifton Parish Church PCC

Labour Party – Heworth Branch, York

National Lottery

Nether with Upper Poppleton PCC (event)

Persula Foundation

Probus - York

Rotary Club - York

Skipton Building Society

Spearhead Cafe

St. Edward The Confessor PCC

Tesco - Bags of Hope

University of York - Langwith College

Waitrose

York Common Good Trust

York Minster

A big thank you goes out to them and to our many individual supporters.

Treasurer's Report

Once again York Neighbours has remained financially secure. The general income from donations, grants and gift aid amounted to just under £30,000, which is very encouraging. But, with outgoings at £44,000, this is not sustainable in the long term. The accounts could have shown a carried forward balance of just £23,165 compared with last year's balance of £37,417. However, an application was made for National Lottery funding and we were allocated £120,000 over a three-year period, which started in June 2019. The first instalment left the accounts looking deceptively healthy. In addition, we were also allocated £15,000 from the National Lottery to provide training for staff and trustees.

We received grants from 15 organisations and donations from many individuals, including a small number who donate each month. Special mention must be made of the Queen's Hotel whose guests have donated £885, mainly in change.

As last year, almost 78% of our income was used for staff salaries. This will inevitably be the case because of the type of charity. Much of the National Lottery funding has been restricted for salaries, so we need to be working on ways to cover this in 3 years' time when the funding ceases.

In last year's accounts it was mentioned that HMRC owed more than £3000 towards Statutory Maternity Pay. We did not receive this money until after the year end but, in consultation with our independent examiner, it was decided to include it in this year's accounts.

For most of the year the treasurer was Paul Luxton. In the summer, Paul moved to the coast. We are very grateful for the work he did for a number of years. Our previous independent examiner has also left and we are grateful to Lynne Bowser MAAT for taking on the role, without charge.

The Reserves Policy is to hold an amount of unrestricted funds equal to the average expenditure over a 6-month period and for this to be reviewed, if necessary. With annual expenditure of £44,000, the reserves should not fall below £22,000. The unrestricted funds at the end of the year were £35,448.

The accounts have been drawn up using the Receipts and Payments method, as approved by the Charity Commission for a CIO of our size. The only assets held by York Neighbours are computers, printer and telephones.

John Barton, Treasurer

York Neighbours CIO Charity Number 1163768

Receipts and Payments Account

For the year ended 30th September 2019

	Unrestricted Funds 2018-9	Restricted Funds 2018-9	Total 2018-9	Comparative 2017-8
Receipts				
Donations	£ 7,892		£ 7,892	£ 7,407
Grants	£ 14,101	£ 30,550	£ 44,651	£ 41,154
Contributions from Neighbours	£ 758		£ 758	
Queen's Hotel guests	£ 885		£ 885	
Gift Aid recovered	£ 3,305		£ 3,305	£ 3,033
Total Receipts	£ 26,941	£ 30,550	£ 57,491	£ 51,594
Payments				
Salaries, NI & Pensions	£ 19,786	£ 14,368	£ 34,154	£ 34,865
Training	£ 277	£ 100	£ 377	
Rent & Rates	£ 1,860	£ 2,124	£ 3,984	£ 3,877
Stationery & Postage	£ 1,594	£ 72	£ 1,666	
Promotions	£ 1,154	£ 73	£ 1,227	
Phones/Internet	£ 774		£ 774	
Room Hire and Insurance	£ 432		£ 432	
Bank Charges	£ 60		£ 60	
Expenses - Staff & Volunteers	£ 191	£ 247	£ 438	£ 5,938
DBS	£ 170		£ 170	
Miscellaneous	£ 108		£ 108	
Office Equipment	£ 341		£ 341	
Outings	£ 510		£ 510	
Total Payments	£ 27,259	£ 16,984	£ 44,243	£ 44,680
Net Receipts	-£ 318	£ 13,566	£ 13,248	£ 6,914
Brought Forward			£ 37,417	£ 30,503
Carried Forward			£ 50,665	£ 37,417

Restricted Funds	B/f from 2016-7	Received	Used	Remaining
Two Ridings (Comic Relief)	£ 450		£ 320	£ 130
G&R Henderson	£ 1,200		£ 1,200	£ -
York Common Good Trust		£ 500	£ 72	£ 428
Persula Foundation		£ 2,000	£ 2,000	£ -
National Lottery		£ 27,500	£ 13,392	£ 14,108
Skipton Building Society		£ 550		£ 550
	<u>£ 1,650</u>	<u>£ 30,550</u>	<u>£ 16,984</u>	<u>£ 15,217</u>

Assets and Liabilities

Unrestricted Funds	£ 35,448
Restricted Funds	£ 15,217
Current Account balance	<u>£ 50,665</u>

Signed - John Barton, Treasurer

30th January 2020

	Unrestricted Funds 2018-9	Restricted Funds 2018-9	Total 2018-9	Comparative 2017-8
Receipts				
Donations	£7,892		£7,892	£7,407
Grants	£14,101	£30,550	£44,651	£41,154
Contributions from Neighbours	£758		£758	
Queen's Hotel guests	£885		£885	
Gift Aid recovered	£3,305		£3,305	£3,033
Total Receipts	£26,941	£30,550	£57,491	£51,594

Payments				
Salaries, NI & Pensions	£19,786	£14,368	£34,154	£34,865
Training	£277	£100	£377	
Rent & Rates	£1,860	£2,124	£3,984	£3,877
Stationery & Postage	£1,594	£72	£1,666	
Promotions	£1,154	£73	£1,227	
Phones/Internet	£774		£774	
Room Hire and Insurance	£432		£432	
Bank Charges	£60		£60	
Expenses - Staff & Volunteers	£191	£247	£438	£5,938
DBS	£170		£170	
Miscellaneous	£108		£108	
Office Equipment	£341		£341	
Outings	£510		£510	
Total Payments	£27,259	£16,984	£44,243	£44,680
Net Receipts	-£318	£13,566	£13,248	£6,914
Brought Forward			£37,417	£30,503
Carried Forward			£50,665	£37,417

Restricted Funds	B/f from 2016-7	Received	Used	Remaining
Two Ridings (Comic Relief)	£450		£320	£130
G&R Henderson	£1,200		£1,200	£0
York Common Good Trust		£500	£72	£428
Persula Foundation		£2,000	£2,000	£0
National Lottery		£27,500	£13,392	£14,108
Skipton Building Society		£550		£550
	£1,650	£30,550	£16,984	£15,217

Assets and Liabilities	
Unrestricted Funds	£35,448
Restricted Funds	£15,217
Current Account balance	£50,665

Computers, printer and telephones

Independent examiner's report to the trustees of York Neighbours Charitable Incorporated Organisation ('the CIO')

I report to the charity trustees on my examination of the accounts of the CIO for the year ended 30 September 2019.

Responsibilities and basis of report

As the charity trustees of the CIO you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIO's accounts carried out under section 145 of the Act. In carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Name: Lynne Bowser MAAT

Relevant professional qualification(s) or membership of professional bodies (if any):

Address:

162A Wains Road
York
YO24 2UE

Date: 9 November 2019