



“Hand in Hand enabled my Mother to be independent of family and maintain social contact. Your support was invaluable to her family.”

ANNUAL REPORT 2011

About Us

Through our befriending service we offer one to one support to socially isolated elderly people often living on their own in North Tyneside and Centre & East Newcastle, matching them with a volunteer who will take them out or just sit and chat with them for a few hours a week.

Through our Lunch Club we provide a place where those who are not as active as they once were can come to enjoy a well-balanced meal and the company of others.

Through our Activities and Reminisce Club (ARC) we provide a place for people to go and people to socialise with, encouraging integration and inclusion.

Through involving volunteers we give the opportunity to local people to be involved in their community.

Mission Statement

Through friendship and compassion we provide personal support to elderly people who are socially isolated and often living alone. We want to see elderly people actively engaging in their community, being treated with dignity and respect, and no longer subject to loneliness and isolation.

Our Vision

To expand Hand in Hand to enable us to make a difference to more lives.

Management Committee

Alan Barker – Secretary	Rev. Ian White – Chair	Mary Bellshaw
Jennifer Compton – Treasurer		Brenda Gibson – Service User
Margaret Allison – Volunteer		Stuart Lindsay – Social Worker
Rev. Janet Appleby		David Lowry – Circuit Steward



Hand in Hand is a Project of The Methodist Church

The Newcastle Central and East Circuit of The Methodist Church is a
Registered Charity Number 1134265, registered in England and Wales

Chair's Report



The writing of any Annual Report is an opportunity to look back over the past 12 months as well as taking a look into the future. This report gives us cause to be very grateful for the past year and to look to the future with keen anticipation for what lies ahead.

It could be said that the theme is 'Change'. In September 2010 we said goodbye to Beth as she moved to London and we welcomed Denise as the Project Co-ordinator – a new title that symbolises the changes that have occurred or being planned. Elsewhere you will read of the work of ARC and the Lunch Club. These two particular aspects of 'Hand in Hand' have seen changes, in particular the increase in numbers attending ARC.

The Government has made much of the term 'Big Society'. We already have considerable experience of this within 'Hand in Hand'. It is a clear fact that without the Volunteers giving of their time and care 'Hand in Hand' could not function. The role of the volunteer lies at the heart of our being able to deliver a good standard for all the activities to which we are committed. On behalf of everyone, 'Thank You' to the team of volunteer workers amongst whom I also count the Management Committee. This is Society caring for one another in a Big way.

You will read more of the additional funding we have received during the year. Just as we depend upon the Volunteers so we rely in equal measure on those who fund the work. In a time of increasing financial difficulty we are deeply grateful for the support and encouragement we have received during the year and for the commitment for the coming period.

Denise joined us a year ago and during that time she has brought new ideas and ways of doing things. In this way she has built upon the work of others and the vision of those who founded 'Hand in Hand'. She has also brought a deep commitment to the work and a pastoral aspect of being the Co-ordinator. It has been a privilege to work alongside her during this time and on your behalf I say "Thank You" for all that she has done and will continue to do.

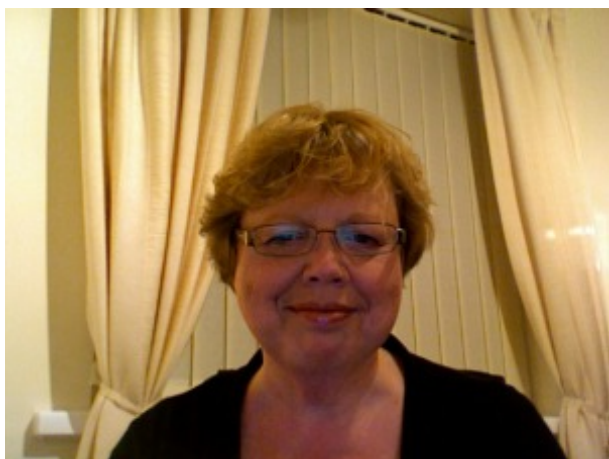
It has been my privilege to be Chair of 'Hand in Hand' during these past 2 years - a time of change with the arrival of new volunteers, new activities and the inevitable goodbyes to those who, for one reason or another, have moved on. This rich variety of gifts and people is one of the many aspects I cherish from my time as Chair.

I look forward to our wider sharing of these gifts as Hand in Hand extends its caring work.

We look to the past year with thanks and to the coming period with hope and confidence.

Ian T. White
Chair

Project Co-ordinator's Report



As Ian said in his report the theme for the year was 'change'. I joined Hand in Hand on 1 September 2010 on a funded placement from the Government Office for the North East until 31 January 2011. I started in my role as Project Co-ordinator with Hand in Hand on 1 February 2011.

The essence of Hand in Hand quickly gets to you and from my first week I knew I had found 'my home'. I am passionate about all that Hand in Hand stands for and I give thanks to those who have gone before me. I feel as though I have been passed the 'baton' and it is my responsibility to carry on the vision, a responsibility I don't take lightly.

As Ian has said I've brought new ideas and different ways of doing things. That's only natural, but to me compassion will always be at the heart of Hand in Hand and in all we do. **THAT WILL NEVER CHANGE.**

I'd like to say a very big THANK YOU to the terrific work done by the volunteers. Without them and the generosity of our funders, Hand in Hand would not exist. Also a big THANK YOU to the Management Committee who are a great help and support to me. Also grateful thanks to Rev. Ian White, who is not only the Chair of the Management Committee, but also my line manager. His constant support, encouragement, wisdom and sense of humour is greatly appreciated.

It has been a very busy and exciting year. August was particularly busy when the three part time vacancies were advertised. I never envisaged the high response rate and sent out 400 application packs! The calibre of applicants was very high but I'm pleased to announce that Anne Tapping will be starting with us in September as our Administrator and Trevor Chapman and Angela Humble will be starting with us in October as our Befriending Co-ordinators. We also received the keys to our new office accommodation in August and I have to admit to being like a child with a new toy when I opened the door for the first time. This is a big step for the future of Hand in Hand, and although the administration of the project will take place here, never fear, we are still very much community based and will be reaching out to the wider community of Newcastle as we expand.

The next 12 months are still going to incorporate 'change', but as I continue to extend Hand in Hand I know that with support Hand and Hand can still touch the lives of those in need.

Denise Murray
Project Co-ordinator

Our New Staff



From Left to Right:

Angela Humble
Befriending Co-ordinator

Trevor Chapman
Befriending Co-ordinator

Anne Tapping
Administrator

Funding

We continue to be extremely grateful for the funding we receive, especially in this economic climate. The BIG news of the year is that in May we received £225,270 funding for 5 years from the Big Lottery. This gives us funding for the Project Co-ordinators salary for a further 3 years once the funding from the Northern Rock Foundation ceases. It also funds one part time Administrator post (16hrs) for 5 years and one part time Befriending Co-ordinator post (10hrs) for 5 years. The funding also helps with recruitment, training, accommodation, other revenue and office equipment and allows us to expand the Project. The Methodist Church is funding a second part time Befriending Co-ordinator post (10hrs) for 5 years.



The Project Co-ordinator and Chair cut the celebration cake as some members of the Management Committee look on.

5 year expansion plan outcomes / milestones / timetables



Outcome 1: 40 isolated older people will be receiving the one-to-one support of a befriender, leading to improved self confidence and quality of life by the end of the 5 year funding.

Milestone: Befriending Co-ordinator and Administrator in place to help with the expansion.

Timescale: Month six.

Milestone: Match new volunteers to service users, bringing the total number of matches to 40.

Timescale: Six monthly matching.

Milestone: Recruit 15 new volunteer bendifenders.

Timescale: Six monthly recruitment



Outcome 2: 100 older people show improved mental wellbeing and / or physical health by the end of the 5 year funding.

Milestone: 30 older people show improvements through attending a weekly activities club.

Timescale: Six monthly evaluation.

Milestone: 30 older people show improvements through attending a weekly lunch club.

Timescale: Six monthly evaluation.

Milestone: 40 befriendees report noticeable improvements through weekly one-to-one visits from a befriender.

Timescale: Six monthly evaluation and monthly reports from bendifenders.

Volunteers

In February we held an Open Day / Volunteer Recruitment at Newcastle City Library and 60 people attended. In May we held a training day for 13 new volunteers.

Volunteers attending the Training day



As well as having permanent volunteers we have also introduced flexible volunteers. Its not everyone who can give a regular commitment, but that doesn't mean that we can't use them as there are times when the permanent volunteer is away on holiday, or too sick to visit. This is when the flexible volunteer can step in, either for a one off visit, or for a short while.

We have matched David up with Ronnie and Ronnie is thrilled that David's dog accompanies him on visits. Ronnie is a dog lover who can no longer manage to keep dogs of his own, so he has the bowl of water ready for the visit. I don't like to ask what he looks forward to most – getting a visit from David or the dog!

We continue to have volunteers from all walks of life, and its sad when we have to say goodbye when changes in circumstances mean they can no longer give the commitment. We are so grateful that there are others waiting to step in to their shoes. This happened this year when Rachael who had been a befriender to Grace for two years graduated and moved back home. It was a sad time for both of them, but we had a new volunteer who we thought would be able to step into Rachael's shoes, and so Dawn started to visit Grace. Dawn some times takes her young son Ollie on visits, which Grace loves. Here we tell their stories.

Rachael's Story

On a chilly day In September Grace and I were introduced to each other. The initial meeting (as expected) was a bit nerve wracking and felt like a bit of a blind date, but from day one we hit it off. I visited her each Wednesday for the final two years of my degree in Newcastle and can't begin to express the happiness and joy I experienced as a result of our friendship. Prior to meeting Grace I couldn't have even imagined what an interesting and inspiring life a ninety-year-old women would have lived, and I feel privileged to have heard so much about it.

Something I didn't expect was how our friendship would be reciprocated. She taught me how to knit, about gardening and even men! Whilst I attempted to explain the Internet, mobile phones and my hectic life as a student. I can only hope she received as much pleasure as I did- I think so.

Of course, my time at university eventually came to end and I left Newcastle. In all honesty I dreaded the day we were going to have to say goodbye, the last thing I wanted was to leave her with no weekly visit. Although Hand in Hand were wonderful in ensuring that before I left Grace had met her new befriender, so there was an overlap which was great.

For me, just because I left the befriending scheme didn't mean it was a permanent goodbye, we still chat on the phone and I think about her all the time - I would love for her to meet my children one day! The knowledge that she has a new befriender who she really likes made the whole process of leaving so much easier; because of course I want her to be happy. I think for the rest of my life Wednesday afternoons will make me think of Grace and her delightfully cosy house and our lovely chats, and for that I can't thank her enough.

Grace's Story as told by Angela

Visited Grace today, we talked about how she felt when the befriender she had become very close to moved away. Rachael was a student and Grace knew that she would move when she graduated. Grace had a wonderful friendship with Rachael. It was important for us to have continuity for Grace as having a visit from a befriender is very important to her. Grace is a very interesting lady and at the age of ninety she still cooks and does her own housework.

Grace is very pleased that she was assigned another befriender, she did think that it would be another student and for some reason seemed to think that Dawn was just a temporary befriender. She said she was very happy at the way in which the process of getting a new befriender happened.

Denise took Dawn on her first few visits to Grace. Denise then passed line management responsibility on to me so I also visited Grace to make sure she was happy with her new befriender and visited along with Dawn to ensure all was well. Dawn now visits on her own.

Grace loves her visits and is building up a friendship with Dawn. She said she did worry that we wouldn't get someone for her, and that it would be hard to find someone as good as Rachael.

Overall Grace is more than pleased with the way she is being cared for. She has no problems and hopes that we continue with her visits.

Dawn's Story

At the beginning of the year I realised an ambition of mine and started the process of becoming a volunteer. After looking at numerous organisations and roles I came across Hand in Hand and was particularly interested as they were a local charity supporting elderly people living in our community. This was an area that I was keen to get involved in.

I applied to become a volunteer befriender and was a little nervous and unsure what to expect, but the recruitment process was very well organised. The first step was meeting Denise who visited me at home, and her warmth and enthusiasm for the project really won me over and put any nerves I had aside. After meeting with Denise and finding out just what Hand in Hand did, I was sure that the role of volunteer befriender was the right one for me. After that first meeting the next step was attending a training seminar along with a dozen or so other new recruits. Again unsure of what to expect and feeling a bit nervous I set off for the training day. The training session was really good. Denise and her team managed to keep the day both informative and fun and meeting the other volunteers for the first time was lovely. They were such a wonderful mix of people, of all ages and from all walks of life who all shared the common interest of wanting to volunteer and wanting to make a difference. This room full of strangers are now becoming friends.

After the training day we were given time to decide if we wanted to proceed with the application process which I thought was good. At no time did I feel pressurised and the amount of time I felt able to give to volunteering was completely up to me, which again was good as it means that I can fit it in with my already busy week. After the necessary CRB checks were completed, it was time to meet my befriender for the first time. Nerves set aside and feeling confident I set off with Denise (who accompanied me on my first few visits) to meet Grace, a wonderfully bright, warm and thoroughly interesting ninety year old lady living independently at home in Wallsend. The match could not have been better and after only a few minutes I knew just how much I was going to enjoy my visits with Grace. I visit each week usually on a Friday and spend a couple of hours with her. I know that she looks forward to my visits, as being predominantly housebound, Grace does not get to see that many people. I am not sure if Grace realises just how much I enjoy my visits too. It gives me time outside of my busy week just to sit and chat over a cup of tea with such a wonderfully entertaining lady and I always come away smiling and feeling that it has not only brightened her day a little, but has also brightened mine. It is a lovely feeling to know that by just doing something so small for another person you are making a difference. Sometimes I take my three year old son Ollie along to visit Grace. The first time I took him I was a little apprehensive as he is a typical noisy, boisterous little boy and I was unsure just how Grace would respond, but as soon as she met him she was laughing with him and feeding him chocolate cake and sweets. She says that it reminds her of when her boys were small and although her children are now in their fifties she can still remember words to the nursery rhymes she sang to them and will sing along with little Ollie. It is magical to see them playing together and so now I try to take Ollie along to visit at least once a month.

I have now been volunteering for a few months and as my confidence is growing and I am beginning to have a bit more time to offer I hope to become more involved with Hand in Hand and am looking forward to helping out at some of the clubs and activities they currently run. I would certainly say to somebody that is considering volunteering to give it a try, I am so glad that I did and find it a thoroughly rewarding and enjoyable experience.

Lunch Club

The lunch club received £1,000 funding from Red Nose Day money and were featured in the Evening Chronicle as we received the largest amount of funding given. The money will be used for outings, board games and entertainment.



Ronnie and Flo from the lunch club who featured in the Evening Chronicle article when we received our funding

The lunch club have enjoyed a number of outings this year and reflecting on this I've realised that most of them involve eating fish and chips! The lunch club joined with ARC when we went to look at the Christmas decorations, have lunch and do some shopping at a local Garden Centre. We also joined with ARC members in attending a local production of Oliver and lunch club members enjoyed fish and chips while the mini-bus collected ARC members. We enjoyed a visit to the panto and followed that with afternoon tea in Fenwicks. We also enjoyed a trip to Corbridge for our Christmas meal with

ARC members. After a very bad winter which saw us having to cancel the lunch club on a few occasions because of the severity of the weather, we decided we needed an outing to get rid of the cobwebs and on a very blowy day enjoyed yes you've guessed – fish and chips at Whitley Bay right on the beach. Then we decided to have an outing in July to South Shields forfish and chips. Oh dear must widen our horizons next year – although they do enjoy f & c ☺

The lunch club ceased in its present format in July and will be restarting in September in a new home. It was very hard to leave Lisle Court which had been the home of the lunch club for many years. We are so grateful to them for their hospitality. It was felt the time had come to look at making our own meals and this was something we couldn't do at Lisle Court. Our new home is still in Wallsend but we are moving to The Salvation Army in Union Street. They have recently been refurbished and have a new commercial kitchen. This will give us the extra space we need to expand and we are very excited about our new start. I wonder if fish and chips can be on the menu!

ARC

Our Activities and Reminisce Club (ARC) is thriving and now has 30 members and 10 volunteers. We have a varied programme of memories, arts and crafts, speakers, entertainment, quizzes and outings. This year thanks to generous funding we were able to undertake an art project and after trying glass painting, weaving and mosaic decided on silk screen printing. We still have part of the project left to finish and are looking forward to doing 3D knitting.

As well as the joint outings with the lunch club we joined with a local community club to celebrate the Royal Wedding. We had a visit to Woodhorn Colliery and had an excellent time (weather was good) on a cruise on the River Tyne going from the Quayside out to sea before turning around and returning home.

5 year expansion plan outcomes / milestones / timetables



LOTTERY FUNDED

Outcome 3: 150 older people are leading more socially active lives and feel less isolated by the end of the 5 year funding.

Milestone: 130 older people show improvements through organised day trips out.

Timescale: Six monthly evaluation.

Milestone: 20 older people show improvements through being taken out by their befriender.

Timescale: Report from befriender after each visit and six monthly evaluation

Milestone: 60 older people show improvements through attending a weekly lunch club.

Timescale: Two new lunch clubs set up the first within 1 year of the funding and the second within 2 years of the funding. Six monthly evaluations.

Milestone: 70 older people show improvements through attending a weekly activities club.

Timescale: Two new activities clubs set up the first within 18 months of the funding and the second within 3 years of the funding. Six monthly evaluations.



Comment from an ARC member

I know the club is called Hand in Hand, but to someone who needs friendship and activity, it should also be called the Sunshine Cub because of the friendly members and the volunteer group led by Denise who are helpful and like rays of sunshine when they greet you at the beginning of the afternoon with a big hug and a sunshine smile.



Comment from an ARC member

We look forward to coming to Hand in Hand – the volunteers are so nice and everyone is so friendly, and we feel loved and cared for. As well as learning silk painting and other handicrafts, we make new friends, have a game of bingo, have a drink of tea and enjoy ourselves.



Comment from someone who is a Befriender and ARC volunteer

I am having a wonderful experience being a volunteer with Hand in Hand and ARC. I realise that I have been enriched physically, mentally and spiritually. A life changing experience awaits you irrespective of your background.

What Hand in Hand means to

The Volunteer

My name is Ann Train, I am 53 years old, in April 2010 I lost my 15 year old daughter Jessica to suicide. My life was over, I couldn't cope with day to day tasks, leaving my home, shopping, even talking to others. I wanted to be on my own at home, as that was the only place I was safe. I had no self worth, and no confidence, and no longer wanted to be part of the outside world. All I had was confusion, loss and overwhelming grief. In my life there was no place to go!

Then with the help of Lea my C.P.N. I was given the opportunity to be a volunteer with Hand in Hand. Going to Hand in Hand has given me some of my life back. I leave the house now, I can do my shopping and I can communicate with others. I am comfortable and at ease with all at Hand in Hand. Being a volunteer with them has given me some part of my life back and hopefully I am giving something back by helping others. I don't know what path I would have taken had I not been given the opportunity to become a volunteer with Hand in Hand. To them and others I am grateful and hold them close to my heart. I hope this will help others take the first step to becoming a volunteer.

The ARC Member

My name is Brenda Gibson I started to attend ARC in September 2010 after spending two years at home with the television as company. I am also now a member of the Management Committee. Hand in Hand, what does this mean to me? A sense of belonging and a haven from loneliness. The first day I walked into Hand in Hand I was greeted by Denise with the loveliest smile and hug and that made me feel so welcome. The volunteers and members were also so friendly and helpful I felt as though I had been there forever.

A for activities. There are a good variety, such as demonstrations, my favourite was the recent flower arranging. Some visiting speakers who give very interesting talks, i.e. Street Pastors, also a most inspiring talk from Clarence, a young talented musician who is paralysed from the neck down following a car accident. By listening to the different speakers it is surprising how much I have learnt about what is going on around us. As we get older and living on our own it is so easy to get a little self-centred and be unaware of the outside world. Of course there is also bingo, arts and crafts, games and outings.

R for reminisce. The older generation seem to love this pastime – none of us take much encouraging to start remembering THE GOOD OLD DAYS.

C for club. Club is such a small word but it can mean so much:-

Companionship

Love

Unconditional

Blessed

I feel blessed at finding and being part of Hand in Hand. It has surrounded me with companionship, love and unconditional friendship. THANK YOU HAND IN HAND.

The Lunch Club Member

My name is Betty Lee and I came in to contact with Hand in Hand through a friend who attends ARC. I have mobility problems and need a wheelchair when I leave home. The lunch club to me and everyone who goes is the first of two lovely days in the week (I also go to ARC on a Thursday).

When the door bell goes I open the door to the lovely smiling faces of our drivers and we are soon off picking up all my friends. There is lots of chatting and laughing on the mini-bus on the way to the club. Once we arrive we continue to chat and catch up and this only stops when we are eating or playing bingo. We have a lovely cup of tea and biscuits before we head home again, after lots of hugs and kisses. The helpers are very friendly and we think of them as friends. We enjoy the day so much, we are like school children let out of school. We are like one big happy family who enjoys each others company. We are all given the same care by people with hearts full of love. The dark days and nights of winter are soon here and our Tuesdays at the lunch club provide us with sunshine..... who could ask for more.

The Family

Dear Denise, I would like, on behalf of the family of the late Betty Jewers to say a very big thank you for all the help and support that you, your team and members gave to my late Mother. It enabled her to be independent of family and maintain social contact. Your support was invaluable to her family. My husband Arthur and myself in particular wish to make a donation to Hand in Hand in memory of Betty. We would therefore like you to accept the enclosed cheque for £500 which is Gift Aided to your charity Hand in Hand towards the cost and upkeep of transport, which is much needed to enable members to take part in social activities which they enjoy and are so important to them. You all do such a great job. Thank you all. Heather & Arthur Jones (South Yorkshire).

Betty is pictured on the front cover of the annual report on her final outing with Hand in Hand in November 2010.

Summary of Accounts 2010/11

Total Income and Expenditure from September 2010 to August 2011

	£
Total Income	36,955
Total Expenditure	<u>32,269</u>
Surplus for Year	<u>4,686</u>

Balance Sheet as at 31 August 2011

	£
Current Assets	
Debtors and Prepayments	1,650
Cash at Bank and in Hand in Hand	<u>44,655</u>
Total Assets	<u>46,305</u>
Current Liabilities	
Accruals and Deferred Income	<u>1,770</u>
Net Assets	<u>44,535</u>
Capital Accounts	
Hand in Hand	43,234
ARC	98
Lunch Club	<u>1,203</u>
	<u>44,535</u>

5 year expansion plan outcomes / milestones / timetables



Outcome 4: 50 volunteers are more involved in their community and feel a greater sense of community responsibility by the end of the 5 year funding.

Milestone: 10 volunteers are involved in helping at activity clubs.

Timescale: Six monthly recruitment.

Milestone: 10 volunteers are involved in helping at lunch clubs.

Timescale: Six monthly recruitment.

Milestone: 15 new volunteers are trained with a 10 hour training programme as befrienders.

Timescale: Six monthly training.

Milestone: 15 new volunteers are trained with a 10 hour training programme as flexible volunteers.

Timescale: Six monthly training.



The **Methodist** Church 



THANK YOU TO OUR FUNDERS

Circuit Advance Fund

Community Foundation – Red Nose Day

Northern Rock Foundation

RW Mann Trust

The Big Lottery – Reaching Communities

Victor Mann Trust

VOLUNTEERING OPPORTUNITIES WITH HAND IN HAND

Befrienders

Chef at Lunch Club

Flexible Volunteers

Helpers at Clubs

IT Support

Marketing & Graphics

Mini-Bus Drivers

Mini-Bus Escorts

Photography

Web Site

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