

Year 9 2025 Statistics report

The Good Neighbour Scheme produces monthly statistics showing the number of jobs carried out, and the number of hours given by volunteers. We derive the information from the job sheets filled in by the telephone coordinator when someone phones the Good Neighbour Scheme for help.

We keep these statistics to give the steering group a clear picture of the demand for jobs. They're also useful when applying for grants to help run the scheme. It demonstrates that the scheme is well managed, and any grant is going to be well used.

Two charts are available on the 'Charts and Stats' tab. They're updated on a quarterly basis.

The **pie chart** shows the number of hours given by volunteers to the various services that we provide. During 2025, volunteers gave 1,061 hours of support to our community, that's over 20 hours each week. It's easy to see where the big demands are – driving, befriending and the Community Café. But the time volunteers give to dog walking, and help with paperwork, like Blue Badge applications, is very important too. As is the Community Wheelchair loan scheme.

During 2025, Good Neighbour Scheme **drivers** provided over 400 hours of lifts to medical and social appointments, ranging from a quick lift to go to the Community Café, to a 4-hour job (or sometimes more) to take, wait and return someone for a hospital appointment. The driver, or an additional volunteer, can accompany the user to their appointment if they wish, using a wheelchair if required.

Our regular band of **befrienders** have provided 244 hours of befriending - visiting people in their own home, taking them out for an event or keeping in touch by telephone.

The **Community Café** on Tuesday afternoons is run by a combination of Good Neighbour Scheme volunteers and other volunteers from the village. The GNS volunteers have provided 341 hours to keep this facility running. The help from other, non GNS, volunteers isn't included in these statistics, but we are very grateful for their additional support.

The **bar chart** paints a history of the Good Neighbour Scheme since its creation in 2016. It shows the number of jobs by type per year, and there is a steady increase in the number of jobs over the first three years. Then Covid hit and the demand pattern changed. Since then, there's been a gradual increase, plus the addition of the Community Wheelchair scheme and the Community Café. Overall, demand continues to grow and thankfully we continue to meet the demand. But we do need to keep the pool of volunteers growing to ensure the scheme will continue, and we're always happy to recruit new volunteers.