

WHO WE ARE

Trustees (as of July 2016): Denise Maines, Jenny Whittle, Joe Akowuah, Lorna Payne, Robert Fryer, Robin Fawcett, Sarah Nicholl-Carne and Sue O'Neill.

Staff (as of July 2016): Cathy Tendler, Chris Mikata, Ricky Dale and Ruth George.

Volunteers: More than 50 volunteers (as of July 2016).

WHAT WE DO

Fulham Good Neighbours started in 1966, but grew out of the 19th century Fulham District Nursing Association. Over the years we have supported thousands of local residents. 50 years after we still serve anyone in need with practical tasks in and out of the house such as basic DIY, gardening, and decorating. We do what any good neighbour would: collect medication, escort to appointments, accompany shopping and take care of pets to name just a few of our free services delivered by over 50 volunteers, many of whom are older people. We also run a dedicated befriending scheme and a range of social clubs to help beat isolation and loneliness. We are happy to provide these services on a regular basis e.g. weekly or on a more ad hoc basis. All our volunteers are checked by the Disclosure and Barring Service and our clients' confidentiality is respected at all times.

HOW YOU CAN HELP

We are always keen to hear from those who can volunteer with us or are willing to donate. For further information please contact us.

Fulham Good Neighbour Service

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MAIN FUNDER

We are very grateful for the continuous support we have been receiving from the London Borough of Hammersmith and Fulham for the last five decades.



Fulham Good Neighbour Service is a registered charity (Nr: 1113752)
and a company limited by guarantee (Nr: 05639340).



Serving the Community in
Fulham for 50 years:

1966-2016

INTRODUCTION BY SUE O'NEILL, VICE-CHAIR – CELEBRATING 50 YEARS OF FGNS

I was invited to become a member of the Executive Committee of FGNS in 1979 by Jenny Redhead, the then Vice Chairman and subsequently succeeded her as Chairman. Jenny remained a good friend and Trustee of FGNS until her death a few years ago.

Our core work has always been to help those in the Fulham community by carrying out those tasks which might be expected of a good neighbour. However, our staff over the years have come up with innovative ideas to widen the help offered. Amongst those ideas in earlier days were a Personal Alarm scheme, the Stop Gap Care Scheme, Home Bathing service, Volunteer Development Agency, weekly tea shop, befriending and the Wednesday craft class. We also developed a project which offered a gardening service for those who were no longer able to cope with such work themselves and you will find a more detailed report later in this booklet. More recently our Wednesday reach out activity and monthly Silver Club lunch have proved very popular.

Funding is needed to sustain our work and we have been fortunate to have had support from Hammersmith & Fulham Council throughout our existence. Funds have been sought from other charitable bodies, usually for specific projects and we have always had our own fund-raising efforts, some more successful than others! We also encourage donations from individuals through our Patronage Scheme.

In our early days one of our great money-spinners were book sales and Robert Fryer, now our Chair of Trustees, writes later in this booklet about his experiences. We also participated in collections for Alexandra Rose Day, held Gourmet food sales, went carol singing and participated in Fair on the Green.

I am proud to have been associated with FGNS for so many years and would like to finish by mentioning two personal highlights of this time. The first is moving into our own premises in Rosaline Road and the second is learning recently of a legacy from one of our clients which will help FGNS to carry on its work for the foreseeable future.



The work of FGNS is dependent on our volunteers, staff and Trustees and those who support us in other ways and their efforts should be recognised and appreciated.

Sue O'Neill
Vice-Chair of Trustees

"They are just lovely people doing a lovely job"

FROM THE CHAIR, ROBERT FRYER WHO REMEMBERS HIS FIRST CONTACTS WITH FGNS

Early in the 1970s I returned to London from the Midlands where I had been studying which was something of a social shock.

My family had become involved with FGNS and thought it was a good idea, as I was young and fit, that I should help out. So in the run up to Christmas on a cold damp evening I found myself at Barber's Department Store in North End Road (the whole block between Eustace Road and Armadale Road) pushing a wheelchair around the shop during a dedicated shopping evening arranged by F.H. Barber for people unable to get out in normal circumstances. It certainly worked up a thirst!

In May 1980 we started book sales in All Saint's Church Hall to raise funds for FGNS. The first one raised £250. We then went to two each year and by 1983 takings were over £2000 per annum.

Books were collected from leaflet drops organised in Fulham from many different people and surplus stock from bookshops and publishers. They came in large and small quantities, were sorted into categories, priced and boxed ahead of the sales. Then the fun started as the hall was set up with trestle tables, boxes carried down from the first floor storage area and stock set up - good fitness training for the volunteers.

Then the sales - with a queue of people outside an hour before opening. An easy time then with volunteer cashiers taking the money. At the end of the sale the hard work restarted as old stock was boxed ready for disposal and decent stock re-stored - again upstairs. A gruelling task; hard work but very interesting.



Sales continued into the early 1990's and by 1991 total sales had topped £22,000. However, by then the four of us who ran the sales were finding time a little more scarce. Marriage, children, moving away and professional commitments made finding the necessary time difficult so unable to continue at the standard we had set the only option was to stop holding the sales. It was sad but what a good time we had.

'I came in to see you recently as I think my stepmother might need some support in the near future. I was really impressed by the friendly welcome & all the work your organisation does to support the local community.'

REPORT FROM THE 21ST ANNIVERSARY PARTY IN 1987 CELEBRATED WITH A GRAND PARTY AT FULHAM PALACE

This evocative report was included in the Administrator's report to the Executive Committee in July 1987:

"This afternoon I have been trying to capture in a few lines the essence of the evening of 2 July when FGNS celebrated the 21st anniversary of its foundation but I have found it quite difficult to write a few lines without it turning into an essay.

So perhaps I shall just record a couple of impressions that I had on that evening and hopefully this will capture some of the pleasure given to the guests. A client, who was in her wheelchair, had dressed herself from head to foot in imperial purple, purple chiffon draped around her face and the whole picture was of absolute glamour and celebration.

The Gwalia Choir sang in the lit room with the glorious flowers arranged and donated by Sue Dutton, a Committee Member. Guests jammed the windows and doors as they came in from the lawns to catch the notes of the choir. The food which we had thought we had overdone vanished almost before it could be served.

The Henry Compton School Band played in the gardens. There was fun, laughter and chatting as people greeted friends with a backdrop of the noise of the peacocks and finally the cutting of the cake, the whole occasion graced by the presence of the Mayor. It was a wonderful evening."



"It is good to know they are there – living up to their name"

WHAT FGNS MEANS TO ME BY RUTH GEORGE, VOLUNTEER ADMINISTRATOR

I can't believe it's been almost 25 years that I started working for Fulham Good Neighbours.

My first job as Home Bathing Organiser was to organise and provide a bathing service to older and disabled people in the community using paid trained bathing assistants. I carried out assessment visits, ordered bathing equipment and made referrals to GP, Home Help and District Nurses. I did this for 10 years until the service was tendered out.

Since then I have had various roles including Befriending and Support Worker, Reachout Worker and Admin & Finance Worker within the organisation. My present job as a Volunteer Administrator involves a bit of all what I've done - a mixed bag but also includes recruiting and placing volunteers to assist clients with practical tasks and regular friendly visits.



There have been some sad, good and very memorable times, meeting clients and working with terrific colleagues-seeing them come and go.

I really enjoy what I do – no two days are the same. Each one comes with challenges and such variation but the most rewarding part is making a difference, receiving a call from a client or their relatives saying how brilliant the volunteer was and thanking me for sending them. Hearing that makes my role so inspiring, worthwhile and gives me a purpose to look forward to see what the next will bring.

I am very proud of our volunteers and the work we do and hope we continue to go from strength to strength continuously helping and supporting local people for the next fifty years.

'Nice to know I can always phone when I need help'

GARDENING PROJECT

I have been running the Fulham Good Neighbours Gardening Project for over ten years now, and during this period we have experience increasing demand year on year for the service we provide.

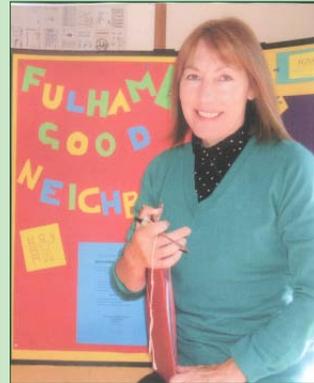
We undertake all general gardening tasks, such as mowing lawns, cutting hedges, weeding, pruning and general tidying, including smaller jobs such as planting bulbs, renewing borders and filling tubs and window boxes. In the winter we decorate people's homes.



As far as gardening is concerned sometimes this means a one-off visit to clear a severely overgrown or neglected plot so the client can then maintain the garden themselves and remain independent as much as possible. More often, clients who are no longer able to do the physical work themselves because of frailty or physical disability, rely on us to provide ongoing support through the seasons to keep their garden tidy and a pleasure to use or look out on. We also help clients with mental health

issues such as depression or with learning difficulties who might need encouragement to take an interest in their garden and suggest flowers or vegetables they might like to grow. A couple of visits to work alongside them helps to foster the interest and hopefully enable them to regain confidence and independence.

Many of our clients have been with us for some years, enabling us to build up a valued relationship and provide social contact with benefits beyond the gardening context. We are frequently able to point them towards other ways Fulham Good Neighbours can be helpful to them, such as our befriending service or lunch clubs.



New clients are referred to us by professionals working with older or disabled people (doctors, hospital discharge teams, social workers, district nurses etc) or by friends, family members or neighbours, and on several occasions a visit from our gardening team has uncovered individuals struggling alone in severe need of more general social care, having slipped between the stools of regular caring agencies and state support provision.



Over the past couple of years we have been able to increase staffing slightly, and a new part-time gardener is joining us this month. This means the project is now operating staff-led visits 4 days a week rather than 3, and although the demand always seems to outstrip our ability to provide as much help as we would like, we are now reaching more people than ever before.

Our collaboration with Assael Architecture, a local practice of architects

who release members of their staff during their working week to join our gardening team as volunteers, is now in its third successful year. The enthusiastic and cheerful addition they make to our team is greatly appreciated by clients and staff alike and for this particular aspect of our work the Fulham Good Neighbours Gardening Project has been selected as finalists for the City of London Dragon Awards, a prestigious recognition of the work being done for the vulnerable residents of Fulham. Final judging takes place at the end of September - keep your fingers crossed for us!

CATHY TENDLER

Fulham Good Neighbours Project Organizer



'Thank you for doing my garden. It is really nice to look out of my window and not be depressed.'

'I wish to say thank you for all the hard work carried out decorating my living room. You have done a first class job and we couldn't be more pleased.'

WHAT FGNS MEANS TO ME BY LYN HALLY

I started volunteering for Fulham Good Neighbours in the 1980s. We looked after an elderly blind lady called Mercy; a friend of ours Kit Wright wrote a poem about Mercy after I had described her going into her flat at night without turning the lights on:

Mercy*

Mercy her name was,
The blind lady.
Took her home from bingo
Each Wednesday night,
With her stick tap-rapping
On the breeze-blocks.
She'd humour and love.
No sight.

And suddenly
I recall
Salt of a tide of darkness
Swirling up under that door
She swarm through with her key
And turned no light on.
Why should she?
She left all light
Behind her,
Needing none
To find things there:
Things, it seemed,
Could find her.

Mercy.
Took her home from bingo
Each Wednesday night,
With her stick tap-rapping
On the breeze-blocks.
Mercy.
Heart of light.



Since returning from abroad, eleven years ago, I have enjoyed volunteering again with FGNS. The tasks are clear and carefully explained. I have met a great many interesting and amusing people and had glimpse of their varied life styles and methods of copying, often in difficult circumstances.

Lyn Hally

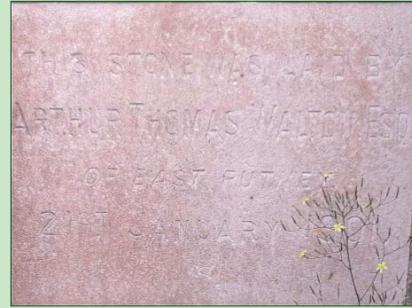
*Reprinted with the kind permission of the author from 'Cat among the pigeons. Poems by Kit Wright', Puffin Books, 1987.



'Just to say your volunteer who took me to the hospital was so nice and informed. I was very happy talking to him, I felt totally comfortable, and found him to be very polite and courteous.'

'My befriender is just wonderful. We have so much in common.'

HISTORY OF ROSALINE HALL



We moved here in 2006 and over the last few months we have tried to discover more about the history of this building. Unfortunately, there are no land registry records prior to 1989 and crucial editions of Fulham Chronicle are missing from the local History Archive.

The memorial stones on the entrance wall mention Arthur Thomas Walton and James Kench with a date of 1901 when the hall must have been built. We believe that it was originally a chapel and that sometime in 1970s it became an art glass making workshop run by Barry Cullen. We would love to find out more, so please contact us if you can share any information.

50 YEARS IN PHOTOGRAPHS



'I find you always extremely helpful'

'I enjoy the social club very much'