



Fulham
Good Neighbours

*“A good neighbour is a priceless
treasure!”*

Chinese Proverb

Annual Report 2015

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Chair's introduction

This year has seen a number of initiatives, instigated in the recent past, come to fruition. More plans are being made as we anticipate more challenges and altered conditions around us.

We certainly think that after 49 years of service to the local community we are still relevant and meet a variety of needs.

For these attainments and for our future progress great thanks must be given to all our donors and the Council who support us financially. Especially to our staff, our volunteers and to the trustees.

Robert Fryer, Trustee Board Chair

About Fulham Good Neighbours

Fulham Good Neighbours is a well-established local charity, working towards a community where neighbours look out for each other and offer help when it's needed.

Our aims are to

- enable elderly, disabled and vulnerable people to live independently and to contribute to society
- help overcome isolation and loneliness
- be at the heart of the local community

Fulham Good Neighbours tries to achieve these aims by linking people who volunteer their time, with elderly, disabled or vulnerable people who need assistance. We offer the sort of help that any good neighbour would do and like a good neighbour, we don't charge for our services.

Our volunteers help people with the following tasks:

- Befriending – offering friendship and company
- Basic gardening
- Practical help around the home
- Help with getting around the local area

Our values are to be:

- rooted in the local community
- welcoming and inclusive
- personal and friendly
- committed to making a difference
- flexible and responsive to need

What have we achieved?

Targets and achievements

Since October 2014 we have achieved the following

- 332 core tasks (including errands, shopping, DIY etc.)
- 171 Befriending tasks
- 130 Gardening and decorating tasks

We have engaged with 123 new clients, making the total on our database 528. We have recruited 13 new volunteers plus the 40 volunteers who support us from Assael Architects.

Befriending Project - meeting goals

Our Befriending Project in partnership with Mind and Bishop Creighton House has been running for over two years now. Since the project started, 219 Clients have accessed the project. There have been 41 befriending matches. 12 forums have been run and currently 40 clients are accessing telephone befriending. There have been 179 volunteers in total supporting the project. 179 service users attended training, of which 39 were 50+. 26 service users have themselves become peer volunteers. 32 people have reported less reliance on health services and 38 people have engaged in additional services outside of the service. The project continues to be a success, though we were very sad to lose Victoria Rodwell, we are delighted to welcome Taylor Smart to the team.

Silver Club

The Silver Club is a lunch and social club for older people living alone hosted by the Hollywood Arms in Chelsea and offers a special discounted lunch menu. The club runs on the first Tuesday of every month and clients from within the Borough attend alongside those from other areas. The event has become very popular and we are now having to book clients on to a lunch date. We continuing to look at other potential venues – in Fulham – to run similar events on a monthly basis.

Reach Out

Reach Out has continued as our Wednesday Social Club, although numbers have not been as high as we would like, those in attendance enjoy it very much. Clients come along to Rosaline Hall, attempt the crossword of the day, eat cake and chat with other clients.

Assael Architects

Assael Architects continue to support us by providing groups of Volunteers to go out with Ricky, our Gardening Project Leader. The clients enjoy the interaction with the group of eager and willing young professionals and are very pleased with the results of the work completed. We are about to recommence our decorating work and many of these volunteers will continue to support us.

Pilates

We continue to rent out the hall to Paola's BodyBarre in the early mornings, evenings and weekends. It remains a great source of regular income for us.

Legacies

We have been honoured by the legacies left to us by past clients. They make such a difference to us and we would like to especially remember Mary Atkinson and Nina Dobosharevich.

Video

We have been working hard to raise our profile and improve on our publicity. A video has been made to be placed on the website and to be used at exhibitions and promotional events. The aim of the video is to highlight what we do, the types of people we support and the volunteers who dedicate their time to helping others.

Finance Report Year to 31 March 2015

In the year to 31st March 2015, we managed to balance our books. Our expenditure was effectively matched by our income.

We have a variety of sources for our income: donations, fundraising activities, specific projects, rental and investment income, legacies and grants. We showed increases across nearly all these headings with the exception of legacies, where the generous amount received last year was not repeated this year.

Our expenditure is mostly staff salaries which represent nearly 80% of total costs.

Our reserves remain unchanged from 2014 and remain adequate for our purposes.

Robin Fawcett, Treasurer

Funding and support

We would like to thank the following for their funding or donations during the year:

- Hammersmith and Fulham Council
- Dr Edwards and Bishop King's Fulham Charity
- Waitrose Community Matters scheme
- Mary Atkinson Legacy
- Gift Aid Donors
- All Saints Church, Fulham
- The Daisy Trust
- Everyclick Ltd
- Fair on the Green
- Chelsea Building Society
- Nina Dobosharevich Legacy

We would also like to thank the many individuals who have donated money or given their time to support the charity throughout the year.

Our people

Trustees

Robert Fryer (Chair)
Robin Fawcett (Treasurer)
Joe Akowuah
Tim Reith

Sue O'Neill (Vice chair)
Jenny Whittle
Sarah Nicholl-Carne
Lorna Payne

Staff

Steffani-Jade McDonagh (Director)
Ruth George (Volunteer Organiser and Administrator)
Cathy Tandler (Project Organiser)
Ricky Dale (Project Leader)

Volunteers

Fulham Good Neighbours has 54 registered volunteers who we rely upon to carry out our work supporting the community in Fulham and surrounding areas. Lack of space prevents us listing their names, but we would like to record our sincere thanks to each and every one of them. We also have a number of potential volunteers currently going through our vetting and registration process.

Future plans

Cargo bike & new equipment

We have recently applied for a grant to purchase a vintage style cargo bike, a tricycle with a wooden box at the front to store gardening and decorating equipment. It will bear our logo and encourage people who need support to contact us. We felt it would attract attention, save money on parking and petrol and be a fantastic way to promote who we are and what we do.

We have also purchased some new publicity materials and office equipment which will also assist us in promoting our services and encouraging new clients and volunteers.

Travelling ReachOut

Still trying to come up with a better name for this! We have met with four different Sheltered Housing Specialists at four different schemes with a view to starting a social event going to the different venues on a rolling four week plan. The start of this project is imminent as we are finalising some of the arrangements. We hope it will be a great way to alleviate the isolation felt by some of the residents and give us an opportunity to reach out to other potential clients who live locally to the schemes.

Hammersmith & Fulham Connect 55+

H&F Connect is a medium term befriending service that has recently started, it is run by Bishop Creighton House and we are in partnership with them. It aims to get older people more connected to the community. Volunteers can visit someone once a week to provide

social contact and encouragement to join activities. We also be running activities in sheltered housing and have so far started an afternoon tea at Michael Stewart House in Fulham. We've run it three times so far. We have 3 active matches of volunteers with an older person and 4 currently in the planning.

CW+

We made contact with Chelsea and Westminster Hospital when we were trying to find extra ways of supporting patients, particularly in the transition from hospital to home. Through them we made contact with CW+. CW+ "exist to make care better for patients and their families through pioneering research, innovation, art and design". We are hoping to work together to match up our volunteers with art projects on the wards, particularly with older people. The goal is to primarily support the patients who may not have any visitors and to get them to engage in the projects. We would then aim to develop a plan to support them through our services when they returned home.

Legacy Leaflets

We have been extremely fortunate to have been supported by past clients by way of legacies left for us in their wills. Most larger charities have dedicated publicity and plans to attract legacy giving and we felt that we could benefit from a gentle, subtle leaflet highlighting the benefits to Fulham Good Neighbours of any monies left to us in that way.

Our leaflet has been designed and printed and is handed out only at the most appropriate times to those who may be interested.

Co-op

The local Co-op on Lillie Road have offered to support us through publicity sessions, information sharing and fundraising. This will commence with the Great West Run on 15 November 2015 when a few of the staff will be running to raise money for us.

President: The Mayor of Hammersmith & Fulham

Auditors: Kingsmill Partnership, 75 Park Lane, Croydon CR9 1XS

Bankers: CAF Bank Ltd, 25 Kings Mill Avenue, West Malling, ME19 4JQ

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