



Fulham
Good Neighbours

*“It is good to know they are there –
living up to their name”*

AW, October 2014

Annual Report 2014

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Chair's introduction

I am beginning to appreciate why Fulham Good Neighbours has run successfully for 48 years.....yes note our 50th anniversary is on the horizon.....it is through the hard work and dedication of our volunteers, staff and trustees, to all of whom I would like to offer a great thank you.

This year has seen a continuation of our work, with further adaptations in response to changing conditions and the many challenges before us. Into this framework we welcome our new Director, Steffani, who I am sure will carry forward and enhance our work for some time to come. I am sure you will all offer her your support and encouragement as we continue to offer help to the people of Fulham and the surrounding area.

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?

Successful transition

I'd like to offer many thanks to Simon Lawson who provided over 3 years of devoted service and ensured that I was provided with as much information as possible during our handover. I have been here for 5 months now and one of my first goals was to improve the productivity and cost effectiveness of the office team. The first big change - a new web hosted telephone system and new computers – are now in the process of being installed. Increasing client numbers also remains a major priority and I have attended a number of publicity events to share information about what we do and to encourage new clients to use our services.

Befriending Project - meeting goals

Our Befriending Project remains central to our mission. Since the project started, 105 Clients have accessed the project. There have been 41 Befriending matches. Victoria has arranged 33 forums and currently has 48 clients accessing telephone befriending. There have been 79 volunteers in total supporting the project, of those 63 have been trained. The project continues to be a success and the partnership with Mind, Bishop Creighton House and Fulham Good Neighbours is still working well.

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. We are currently looking into other potential venues – in Fulham – to run similar events on a monthly basis.

Reach Out

Reach Out continues to be a popular weekly event for clients to come along, attempt the crossword of the day, eat cake and chat with other clients.

Assael

We were extremely lucky to have been chosen by Assael Architects as an organisation they would like to volunteer for. Groups of volunteers regularly go out with Cathy and work on some of the tougher gardens. The group are enthusiastic and very willing.

Satisfied client:

I am a disabled recipient of the kindness of my friend Cathy. Since I moved here three years ago, I decided to turn my garden into a mini-meadow, in order to encourage wild flowers, bees, birds and butterflies etc.

Around the end of July, after initial splendour, my garden would have turned into a wild wilderness and not a pretty sight. Then my friend Cathy appeared with two young architect student volunteers from an architectural company in Fulham. Together they worked miracles with my garden. All of the withered and unsightly dead plants were cut back and removed. After the day's hard work they completely transformed the site and turned it into a pleasant place where I could sit, relax and enjoy the sunshine and even invite friends.

*I find it difficult to express my thanks and gratitude to Cathy and her young, very friendly volunteer friends. **OD November 2014***

Pilates

In order to provide a sustainable and long term income for the charity we have reached an agreement with a local fitness company to rent the lower level of the hall. There have been some initial teething difficulties as we adapt to sharing the space and the needs of FGN always take priorities, but we have high hopes for a long and mutually beneficial relationship with Paola's Body Barre.

Finance Report – Year to 31 March 2014

Our income for the year was higher than in 2013, largely because of a significant legacy we gratefully received during the period. We are fortunate to continue to receive the grant from LBHF which forms a major part of our income. We managed to reduce our total expenditure by 16% as a result of staff hours being reduced. The net surplus for the period was £921, compared with a deficit of £36,900 in 2013, both being transferred to/from reserves. This means we covered our costs this year with income received in the same period. Our Balance Sheet is essentially unchanged from 2013 with adequate reserves being maintained.

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
- Residents of Felden Street and Swift Street
- St Peter's Church fete
- Mary Atkinson Legacy
- Gift Aid Donors
- All Saints Church, Fulham
- The Daisy Trust
- Everyclick Ltd
- Fair on the Green
- Shadworth Hodgson bequest
- Virgin money Giving
- Chelsea Building Society
- EDF Market research

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

Simon Lawson (Coordinator) / Steffani-Jade McDonagh (Director)

Ruth George (Volunteer Organiser and Administrator)

Cathy Tandler (Group Work Organiser)

Victoria Rodwell (Befriending Co-ordinator)

Volunteers

Fulham Good Neighbours has 117 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

Future plans

Upon joining in June 2014, one of my first priorities was to review the three year strategic plan and ensure that it was robust and fit for purpose. The output of that review was discussed and reviewed with the Trustees and has led to a tighter refocussing of that long term vision, and the publication of a new strategic plan.

This plan is structured into a tiered hierarchy of strategies. We have adopted a vision that defines our long term objectives. This should be static and broadly unchanged over the duration of the strategic plan, although facing an annual review to ensure a continued relevance. For us our **Vision Statement** is:

Fulham Good Neighbours will become the dependable, reliable, supportive best friend and helper of vulnerable people in Fulham and surrounding areas through the provision of well costed, efficient and high quality services

From this flows three “mother strategies” which will guide us in our day to day activities and they are used as a grouping structure and prioritisation for my ongoing project work. This can be seen as set out on the following page.

Fulham Good Neighbours will become the dependable, reliable, supportive best friend and helper of vulnerable people in Fulham and surrounding areas through the provision of well costed, efficient and high quality services.

Financial: By 2017, FGNS cash flow positive and hold cash reserves of £100k supported through constructive partnerships and creative and dependable fundraising.

Fundraising / Income Generation

Tenders

Cost Reduction / Efficiency

Staffing (Permanent and voluntary): To be recognised by our peers, staff, volunteers and funders as an outstanding place to work and a rewarding organisation to volunteer for, increasing volunteer engagement, retention and satisfaction

Expand geographically

Expand breadth (more service)

Expand depth (number of users)

Services: To build upon and expand our service portfolio to reach more users. This will be achieved through geographic expansion, increasing the usage of current services new offerings.

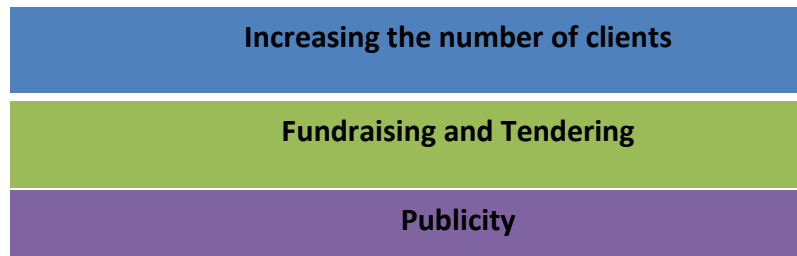
Improve staff experience

Improve volunteer experience

Improve Trustee experience

My immediate transformational priorities

Although the “mother strategies” are three separate delivery themes, they are all linked together, by working on one of these priorities; I will be supporting the other two:



President: The Mayor of Hammersmith & Fulham

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Supported by Hammersmith & Fulham Council

