



Report of the Trustees and
Audited Financial Statements for the Year Ended 31 March 2021
for
Fulham Good Neighbours Service



I have to say a very big thank you for all the food you have given to me since I have had my stroke. I so appreciate you, you have been marvellous. Your (colleague) that comes each Thursday is my best friend, such a gentleman! Fulham Good Neighbours - one very good thank you, I am so happy the day I joined this wonderful organisation, which is doing so much in the Fulham area. Thank You. Just hope one day I will be able to be able to do some volunteering myself with you

Fulham Good Neighbours Service

Report of the Trustees
for the Year Ended 31st March 2021

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The trustees who are also directors of Fulham Good Neighbours Service for the purposes of the *Companies Act 2006*, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of *Accounting and Reporting by Charities: Statement of Recommended Practice* applicable to charities preparing their accounts in accordance with the *Financial Reporting Standard* applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Our history

Founded in 1966, Fulham Good Neighbours Service grew from the *Fulham District Nursing Association* which itself was established as early as October 1919.

Following the First World War, the Mayor of the *Metropolitan Borough of Fulham* established the *Fulham War Memorial Trust Fund*. This funded the construction and ongoing maintenance of a war memorial, located in Vicarage Gardens on Putney Bridge Approach. The remainder of the Fund was invested so to establish the *Fulham District Nursing Association*.

In 1966 the then-named *London Borough of Hammersmith* became responsible for local health care provision. Consequently, *Fulham District Nursing Association* was dissolved. *The Fulham War Memorial Trust Fund* transferred the remaining funds to the newly established Fulham Good Neighbours Service.

In 2006 Fulham Good Neighbours Service moved to Rosaline Hall on Rosaline Road. Built in 1901, Rosaline Hall was initially a mission hall for the *Dawes Road Baptist Chapel*. In 2019 Fulham Good Neighbours Service received *The Queen's Award for Voluntary Service*.

Vision, Mission and Values

Vision Statement: *To create an inclusive community where neighbours look out and care for each other.*

Mission Statement: *We enrich the lives of older people and people with disabilities in Fulham by providing practical help and creating opportunities to: Contribute to society; Connect with others; and Live life to the fullest.*

Our Values: *Trustworthiness; Being welcoming & inclusive; and Proactivity & flexibility.*

Our year, 2020/21

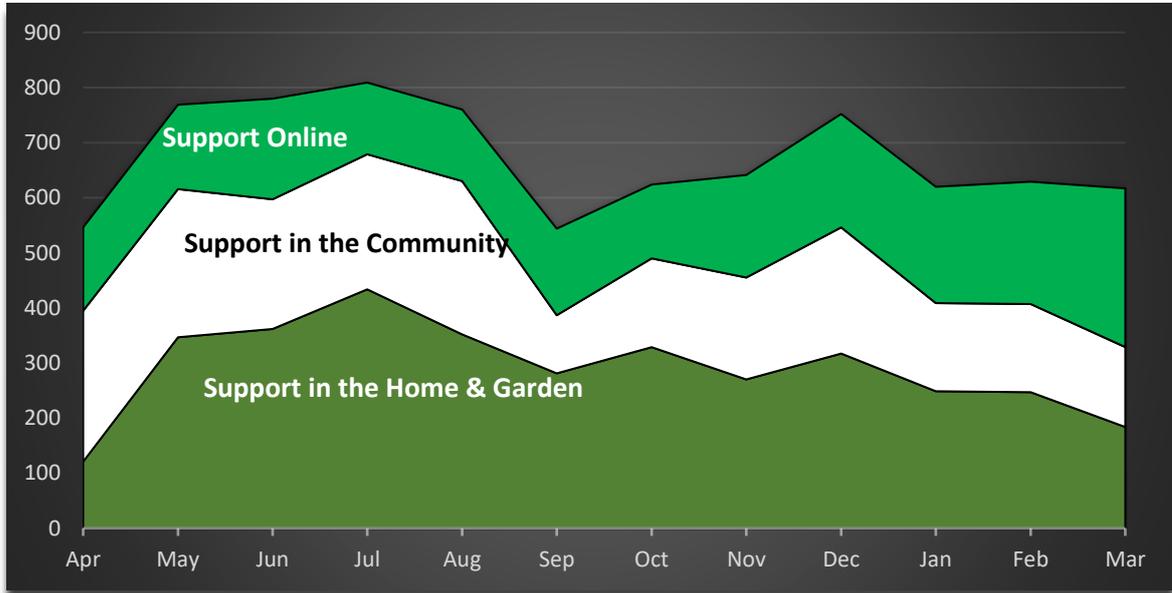
A fortnight ahead of the 2020/21 financial year, the UK went into national lockdown. The Coronavirus pandemic punctuated the entirety of the year, which followed. A series of government lockdowns and restrictions necessitated a transition from services, which had been largely community centre based at Rosaline Hall to services delivered to doorsteps via our work in *Homes & Gardens*, in the wider *Community* through our *Good Neighbour Scheme*, and *Online*.

Compliance with government guidance, collaboration with local partners and the wider sector, and a sound understanding of local Coronavirus infection rates was essential so to best support beneficiaries, volunteers, and staff.

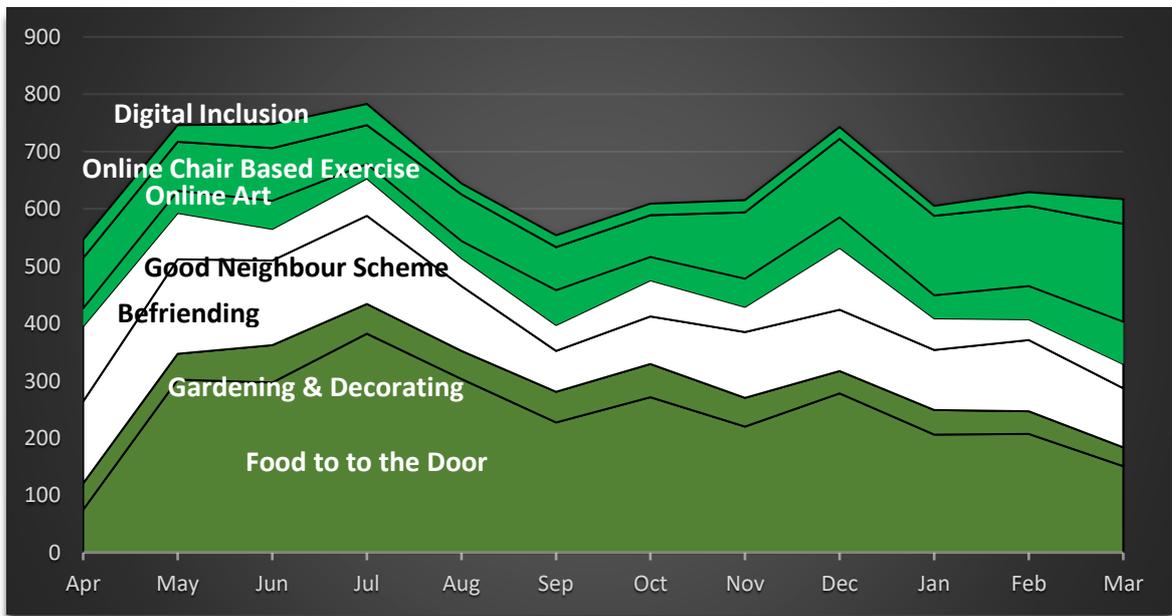
The pandemic highlighted the dynamism of our community of neighbours. *Social Clubs* such as our *Lunch Club*, *Sunday Afternoon Tea* and *Silver Clubs* were replaced by a *Food to the Door* service as part of our work in the *Home and Garden*. In partnership with *The Smile Brigade*, we ensured 85 beneficiaries received deliveries at least weekly, inclusive of toiletries. *Gardening*, and *Decorating &*

DIY also adapted so to ensure that they were delivered in a Covid-secure way. Our work in the *Community* saw 114 active volunteers meet requests for shopping, medication delivery, dog walking and much more via the *Good Neighbour Scheme*. *Befriending* transitioned to telephone support, as did our *Reading Group*.

Online, *Digital Inclusion* transitioned to phone and other forms of remote support. Foundations laid by this project ensured *Art* and *Chair Based Exercise* transitioned swiftly to *Online* iterations, directly supporting beneficiaries in the comfort and security of their own living rooms.



The graph above details where our projects were delivered over the year.¹ The graph below specifically identifies the projects from which beneficiaries were supported.



¹ Please note that the X axis indicates the numbers of tasks or attendances that were completed each month, as opposed to the individual beneficiaries that were supported.

Looking forward

Fulham Good Neighbours Service intends to maintain all project iterations and developments from 2020/21, while at the same time relaunching all projects that were delivered prior to the Coronavirus pandemic.

We continue to provide alternatives to in-person projects, respecting that some beneficiaries prefer to access our projects *Online* or in their *Home & Garden* (as opposed to in the *Community* at Rosaline Hall or more widely). At the same time, we are facilitating phased returns of all in-person projects with stringent Coronavirus risk management measures in place.

The Index for wellbeing in later life (2017)² identified 40 indicators which enhance an individual's sense of wellbeing. Of these, *creative & cultural participation* and *physical activity* were the two most significant factors. Our *Art* and *Chair Based Exercise* projects therefore continue to be core to our work. These projects are now delivered in-person at Rosaline Hall while concurrently streamed online. In this way we can simultaneously meet the needs of beneficiaries more comfortable online in their home environment and those that prefer the community centre setting or who are unable to engage online.

As per the *London Borough of Hammersmith and Fulham's* (LBHF's) *Older People's Commission* (2019), we aim to make Fulham the best place to grow old. The Commission identified concerns held by local older people, which we directly aim to combat. We continue to be committed to providing activity which enables access to services; reduces the impact of poverty and deprivation; and mitigates against loneliness and isolation.

We aim to take affirmative action on disability. As per the local *Disabled People's Commission*³, we will ensure that there is '*nothing about disabled people without disabled people*'. This continues to be an area for development.

We remain committed to supporting older and disabled people living in Fulham. Our present offer includes:

Support in the *Home & Garden* via:

- [Decorating & DIY](#) – for those that cannot pay, nor have ability to do the work themselves
- [Food to the Door](#) – hot meals/food packages and toiletries delivered up to four times a week
- [Gardening](#) – for those that cannot pay, nor have the ability to do the work themselves. Also:
 - *Adopt a Garden* – befriending & gardening support
 - Online Gardening workshops – delivered in partnership with Nubian Life

Support in the *Community* and at our Community Centre via:

- [Good Neighbour Scheme](#) - grocery shopping, medication delivery, appointment escorts etc
- [Befriending](#) – via telephone or in person
- [Social Clubs](#) – • Art, • Chair Based Exercise, • Lunch, • Reading, • Silver, • Sunday Tea

²Age UK and the University of Southampton

³ [nothing about us without us hf disabled peoples comission report.pdf \(lbhf.gov.uk\)](#)

Support *Online* via:

- [Online Art Group](#) – delivered directly into the homes of beneficiaries
- [Online Chair Based Exercise](#) – as above
- [Digital Inclusion support](#) – supporting those excluded from digital communications

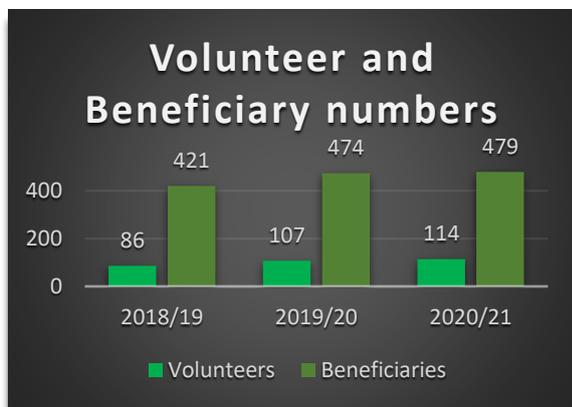
Thank you for your ongoing support.

Jamie (Hilton), Director

Our community

Our beneficiaries: As of 31st March 2021, we had 1,309 beneficiaries recorded on our database. However, the figure who accessed our services between 1st April 2020 and 31st March 2021 was 479. This represented an increase from 474 in 2019/20. Throughout the year we are in touch with each of the 1,309 via our *Birthday Card* outreach project.

Our volunteers: We benefitted from the invaluable dedication of 114 volunteers during this time, up from 107 volunteers in 2019/20. All volunteers provide references and are DBS checked. Due to Coronavirus restrictions, we ran our first ever *Volunteer Induction* online in March 2021 (pictured below).



Receiving a weekly call from my volunteer means that I am not forgotten and assures me that someone wants to pick up the phone to talk ...to give their time to me. I am truly grateful and appreciative

Funders and pro bono support

Our funders: Between 1st April 2020 and 31st March 2021 Fulham Good Neighbours Service benefitted from the generous funding of:

All Saints Fulham – funded our *Good Neighbour Scheme*

City Bridge Trust – funded our transition to home working inclusive of IT equipment

Co-op Community Fund – funded *Food to the Door*

Daisy Trust – funded our *Art Group*

Expat Foundation – funded our *Digital Inclusion* project

Florence Cohen Charitable Trust - funded our *Digital Inclusion* project

Marston Properties – funded various projects

Screwfix Foundation – funded our *Decorating & DIY* project

Tesco Bags of Help – funded *Food to the Door*

The Albert Hunt Trust - funded our *Digital Inclusion* project

The Edward Gostling Foundation – funded our *Befriending* project

The Greenhall Foundation- funded our *Good Neighbour Scheme*

The Innholders - funded our *Decorating & DIY* project

The London Borough of Hammersmith and Fulham – funded staff salaries

The London Community Foundation – funded our *Good Neighbour Scheme*, *Befriending* and *Food to the Door* project

The National Lottery Community Fund – funded our *Adopt a Garden* project and provided a Coronavirus Crisis grant

The People's Postcode Trust – funded our *Social Clubs*

The Vitol Foundation – funded our *Social Clubs*

The William Allen Young Trust – funded our *Social Clubs*

United in Hammersmith and Fulham – funded our *Social Clubs*

Waitrose Community Matters – funded our *Social Clubs* and core costs

Pro bono support: Fulham Good Neighbours benefitted from generous pro bono support over the year, including from:

Amy Ark – provided pro-bono Human Resources support, and Learning and Development guidance
Assael Architecture – supported our *Gardening* and *Decorating* projects via their corporate volunteering scheme

City Harvest - provided free food to support our activities at Rosaline Hall

Marston Properties - continue to be the main sponsor of *Parsons Green Fair* despite cancellation this year

The Felix Project - provided free food to support our activities at Rosaline Hall

The Smile Brigade – provided food parcels and toiletries to up to 80 of our beneficiaries up to four times a week.

Totality Services - provided pro-bono IT support

Wavestone – supported marketing and promotional work

Our activity

Key highlights: Volunteers, staff, and partners ensured beneficiaries were supported with Coronavirus safety at the forefront. While this curtailed some activity, it provided opportunities elsewhere. Ever closer partnerships were forged with *The Smile Brigade*, *Maskell Biokineticists*, Flora Duley and *Nubian Life*.

The foresight to invest in *Digital Inclusion* in recent years, and Lucia Ciolanel's excellent work in developing the project enabled a swift transition to *Online* services. The *Online* format of both *Chair Based Exercise* and *Art* grew in popularity to the extent that additional weekly classes were delivered to satisfy demand. The flexibility of *Maskell Biokineticists* and Flora Duley respectively ensured that the projects flourished.

Monique Newton's achievements, as Founder and CEO at *The Smile Brigade*, are rightfully recognised across the Borough. 85 of our beneficiaries benefitted from this partnership on a weekly basis. Stephen Fay delivered hot/cold/chilled meals, groceries, and toiletries from our electric van to housebound beneficiaries and others hit particularly acutely by the pandemic.

Barney Valentine led on developing risk management procedures so to allow for continued delivery of our *Gardening* projects. This limited the number of beneficiaries that we could support to those with front gardens or gardens with accessible side gates, though ensured continued project delivery for almost the entirety of the year.

Adopt a Garden, led by Lucia Ciolanel, massively over-achieved on targets for a second year, ensuring that beneficiaries continued to be supported via an innovative series of online tours, workshops, and outreach projects. This has led to further investment in the project from the *National Lottery Community Fund*, inclusive of an external evaluation which will take place from 2021/22.

Staff also invested in their own learning and development. This included Ruth George successfully completing all eight modules of the *European Computer Driving Licence* – a huge achievement over the course of 12 months - and Lucia Ciolanel completing the *Prince2* project management qualification at foundation and practitioner level. Barney Valentine studied at the *School of Social Entrepreneurs* leading to the 2021/22 launch of a fundraising strand within the *Gardening* project. This is an extremely exciting development, which will cover up-front costs of developing the project in increasingly sustainable ways such as onsite composting of all garden waste.

A thorough data review ahead of the 2021 strategy update, detailed areas for development in terms of our monitoring and evaluation and outreach. This will prove pivotal in ensuring that we support those most in need going forward. The learning from this review will be applied to a more detailed analysis over the course of 2021/22.

The pandemic unfortunately necessitated the cancellation of the Parsons Green Fair. In 2019/20 income from the Fair had represented 14% of our total income at £28,331. Further, the contracting of the global economy resulted in both tightening of previously available funding and falls in the value of our investments. However, other funding opportunities emerged, and we were fortunate to benefit from specific Coronavirus grants from *The National Lottery Community Fund*, *City Bridge Trust* and *The London Community Foundation*. The combination of these funds amounted to 27% of total funding for the year.

2020/21 saw Fulham Good Neighbours Service avoid running at a planned deficit for the first time since Nina Dobosharevich's generous legacy donation in 2015. While lockdowns lent themselves to less expenditure in many ways, Jac Davies should also be credited for ensuring value for money for the charity. Through careful contract and cost management, expenditure was reduced from £244,786 in 2019/20 to £208,384 this year.

We were also successful in achieving media recognition for our work. This included a *BBC* radio interview and article in *Urban Village London*. Longstanding volunteers Lyn Halley (pictured below) and Jill Weston (pictured on page 11) were also featured on the *Hammersmith Bid* sanitiser stations as exemplars of outstanding voluntary work.

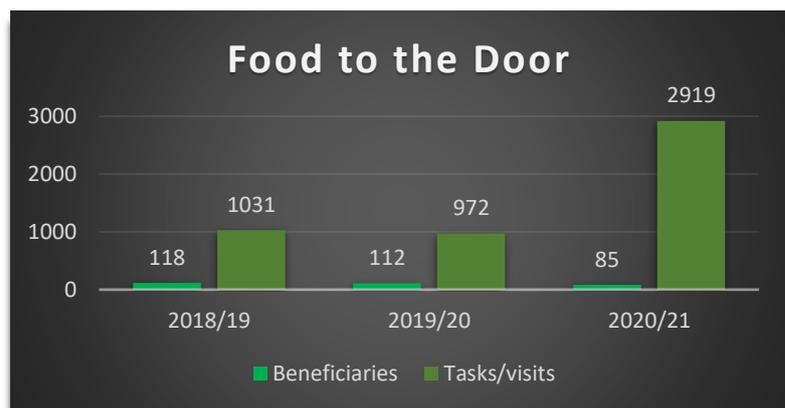


The projects: We offered the following projects for the benefit of older and disabled people living in Fulham.

Support in the Home and Garden

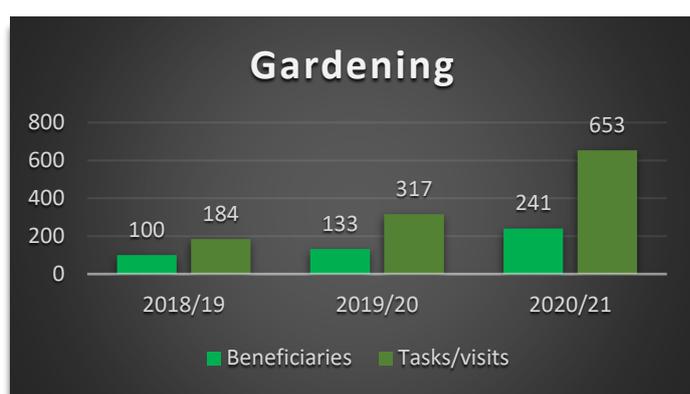
Decorating & DIY: due to Coronavirus restrictions, the project had to be placed on hiatus for almost the entirety of the year. Stephen Fay, our *Decorating & DIY* lead, was pivotal in supporting our *Good Neighbour Scheme* and *Food to the Door* project during this time. He has since relaunched the *Decorating & DIY* project.

Food to the Door: this project was new, providing an alternative to the *Lunch, Silver* and *Sunday Afternoon Tea Social Clubs*. We partnered with *The Smile Brigade* to deliver food parcels and toiletries to housebound beneficiaries. Stephen Fay utilised our electric van (pictured below) so to ensure 85 of our beneficiaries benefitted on a weekly basis. While we were unable to support as many beneficiaries as we had in previous years via the *Social Clubs*, we were able to achieve a significant increase to the number of meals that were provided.



I have to say a very big thank you for all the food you have given to me since I have had my stroke. I so appreciate you, you have been marvellous. Your (colleague) that comes each Thursday is my best friend, such a gentleman!

Gardening: our staff and volunteers⁴ completed 653 gardening tasks for 241 beneficiaries. This was a considerable increase on last year due to the development of the online and outreach strands of the gardening projects. Figures this year also include our partnership with *Nubian Life*⁵ delivering the *Adopt a Garden* project in the north of the Borough. The success of our gardening projects was in spite of Coronavirus restrictions. So to adhere to our Coronavirus risk assessments, Barney Valentine (pictured below), our *Gardening* lead, was limited to front gardens or gardens that could be accessed by a side gate.



My very special gratitude to Barney, who is always so kind, helping me in my garden!!! May God bless such kind, generous in spirit persons with great health and happiness!

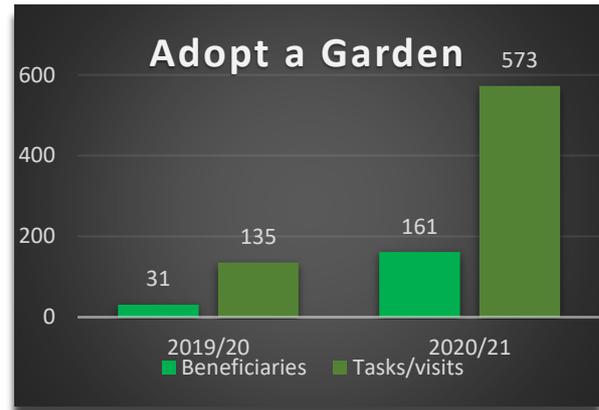
Adopt a Garden: The number of gardening tasks, which we completed was bolstered enormously by a second successful year for the *Adopt a Garden* project in partnership with *Nubian Life*. The project matches local volunteers with beneficiaries, providing both befriending and garden support. Led by Lucia, the project innovated in numerous ways over the last year, so to ensure that beneficiaries were supported even under lockdown restrictions. This included a series of online workshops and outreach projects.

An online *Terrarium Workshop* (pictured below) was delivered by *Key Royal Botanic Gardens*.

⁴ Including *Nubian Life* staff and volunteers with whom we partner on the *Adopt a Garden* project

⁵ *Nubian Life* was established in 1995 in direct response to a gap in the service provision within the borough for its aging African Caribbean population. Since 2019, we have collaborated on the *Adopt a Garden* project funded by the *National Lottery Community Fund*.

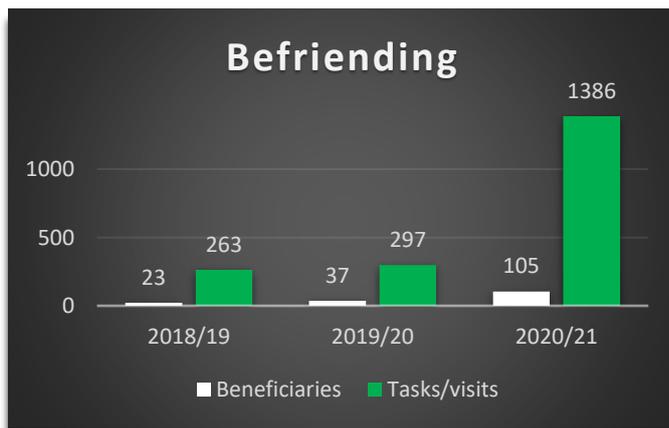
Statement of Financial Activities
for the Year Ended 31st March 2021



...is looking after me. She is a joy. I cannot do the garden, except when standing up, deadheading the roses things like that. So, she helps. Of course, because of the lockdown, she couldn't come but we kept in touch over the telephone, which is a great pleasure.

Support in the Community

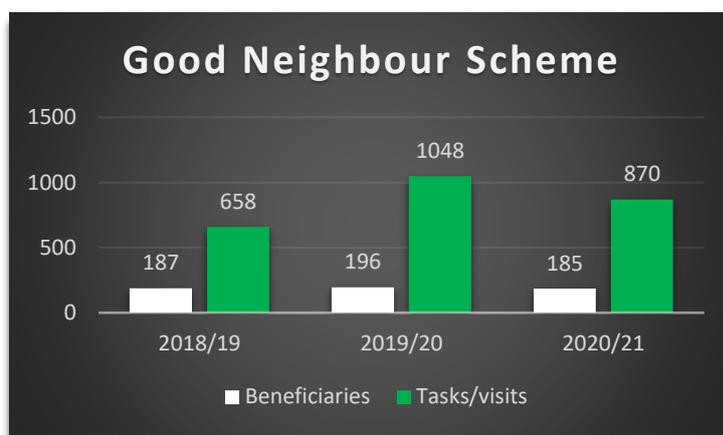
Befriending: the project, led by Ruth George, transitioned largely to telephone support as opposed to visits. This saw an increase to the regularity in which volunteers and beneficiaries were in contact. While we are not comparing like for exact like we saw a huge increase in engagement over the year with 1,386 contacts versus 297 in 2019/20. We also saw 105 beneficiaries supported, which was an increase on 37 in the previous year.



Receiving a weekly call from my volunteer means that I am not forgotten and assures me that someone wants to pick up the phone to talk ...to give their time to me. I am truly grateful and appreciative of his call

Good Neighbour Scheme: our volunteers completed 870 tasks for 185 beneficiaries. These numbers were down on 2019/20 but were an increase still on 2018/19. In pre-pandemic times, the scheme encompassed escorts to appointments, respite care, transport, wheelchair pushing, pet care, medication collection/delivery, support for the *Parsons Green Fair*, and more; however, government restrictions and lockdowns curtailed much of this. The scheme came to focus on *Essential Tasks* such as shopping and medication collection/delivery.

Jill Weston, pictured below, sends out birthday cards to all beneficiaries on our database every year as part of the *Good Neighbours Scheme*.



FGN creates a community where neighbours look out and care for each other because of volunteers helping me with shopping, gardening, and repairs to my wardrobe due to my disabilities and age

Social Clubs: Social Clubs such as our *Lunch, Sunday Afternoon Tea* and *Silver Clubs* were replaced by our *Food to the Door* service as part of our work in the *Home*. Our *Art* and *Chair Based Exercise* groups went online, while our *Reading* group transitioned to weekly telephone calls by the group's lead, Avril Peyton. Avril phoned each of the group, reading a poem to each beneficiary at the same time as a *Befriending* call.

I enjoy everything about it, the (Reading group lead) is so cheerful and upbeat as she is at Rosaline Hall prior to lockdown. I appreciate and very much look forward to my Thursday calls - It really is the highlight of my week!

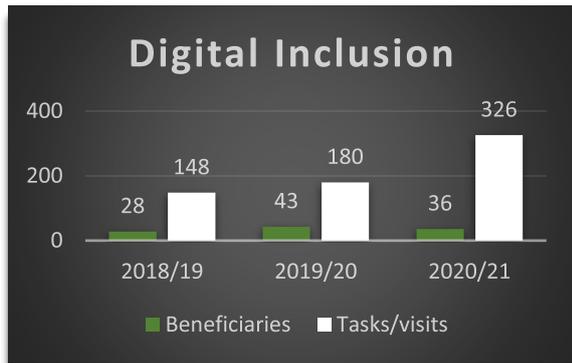
The *Art, Reading* and *Carers Club* returned to Rosaline Hall briefly during a gap in lockdown in September and October 2020.

The Parsons Green Fair: Due to the Coronavirus pandemic, the Fair was unfortunately cancelled this year. The free family festival is scheduled to return on Saturday July 2nd, 2022. The event is a key source of income, providing a platform to promote our full suite of services and other local enterprise. *Marston Properties*, our main sponsor, are fundamental to making the *Fair* such a success.

Support Online

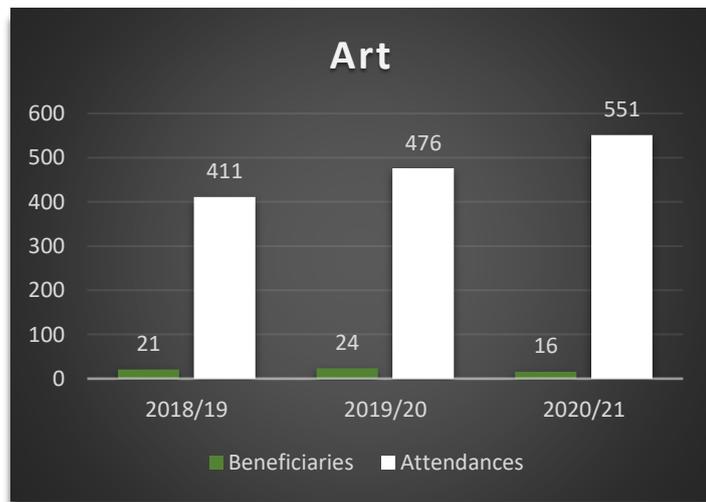
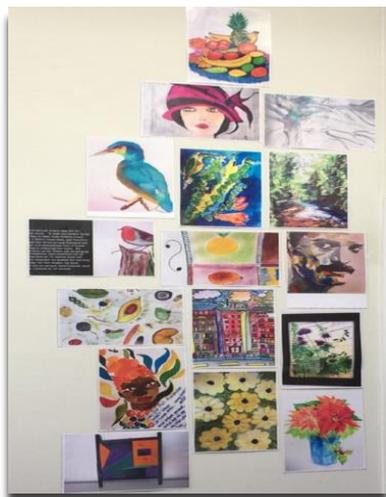
Digital Inclusion: our volunteers completed 326 tasks compared to 180 visits last year. Since this was largely via telephone or other forms of remote support, as opposed to home visits, it lent itself to more regular contact. During the year 36 beneficiaries were supported by 39 volunteers. The number of beneficiaries was down slightly on last year with many beneficiaries keen to await a return to in-person meeting. Despite this, Lucia Ciolanel ensured a hectic schedule of online activity throughout the year, innovating and collaborating across projects and partners. The photo montage below provides a snapshot of the various activity that took place.

Statement of Financial Activities
for the Year Ended 31st March 2021



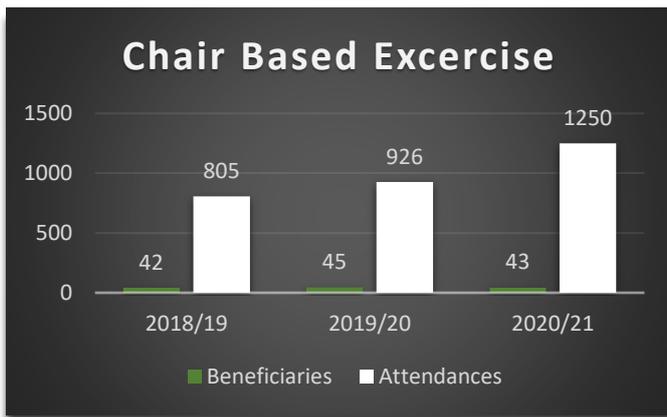
It's a wonderful service. For year and years, I've been looking for someone to help me with IT. The volunteer, he is so good! I can ask him all my questions. I think when I am done with everything, I might still see him just once or twice a month.

Online Art: Supported by the *Digital Inclusion* project, the project went *Online* for the most part of the year. Due to popularity of the project and beneficiary demand, we added an extra weekly session. This year, the group produced a gallery at both Rosaline Hall (pictured below) and online. A calendar was also produced, which was utilised for both marketing and fundraising purposes.



Thank you for the class and opportunity to try something new, that had it not been for FGN, I would not been included in such an awesome creative event, I am happy and grateful for all the time, effort and consideration put into this workshop and all projects that keep us going, active and included in our local community. I highly recommend the service, Flora's [Art] classes and this was so empowering!

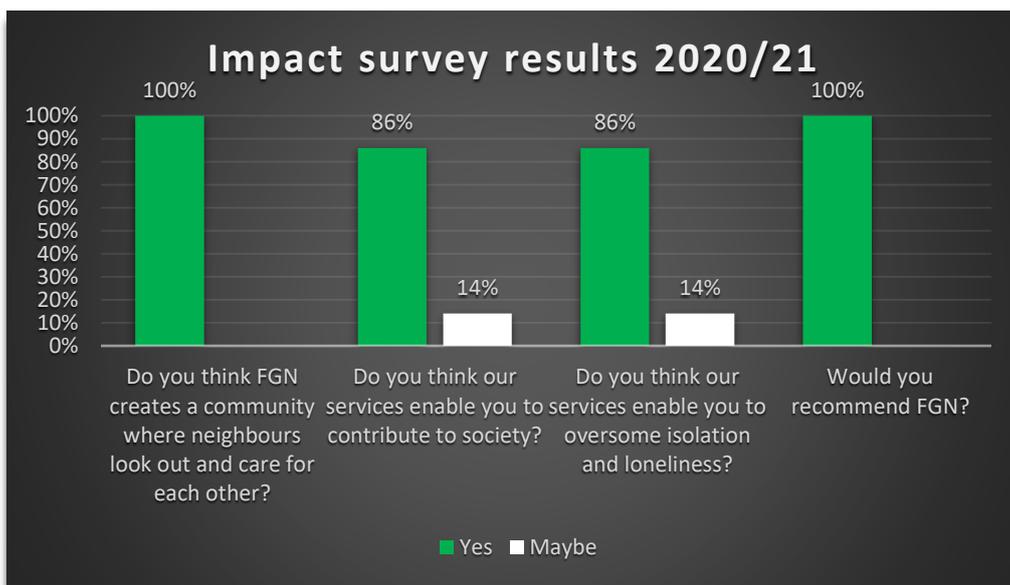
Online Chair Based Exercise: Supported by the *Digital Inclusion* project, the project went *Online* for the entirety of the year. Again, due to demand, an additional class was added to the programme during 2020/21. While a broadly similar number of beneficiaries were supported as last year, we saw an increase to the number of attendances.



Simon’s Exercise Class is Wonderful and designed for each of us. It has been a ROCK in this ever-changing World as well as everyone at Fulham Good Neighbours.

Our Impact

Our impact is reflected in the results from our beneficiary survey, which is conducted throughout the year. The survey measures our impact versus our vision, mission, and values.



100% of beneficiaries felt that we create a community where neighbours look out and care for each other. This was up from 89% in 2019/20.

I have many friends who you kindly look after in various ways, including myself. (Volunteer) is very kind and thoughtful

86% of beneficiaries felt that our services enabled them to live independently and to contribute to society. This was down from 88% in 2019/20. The remaining respondents answered ‘maybe’.

Through the online Zoom classes, we are able to stay healthy and fit enough to not be so much of a burden on other kind people

86% of beneficiaries felt that our services helped them overcome isolation and loneliness. This was up from 85% in 2019/20.

Definitely, YES! (Volunteer) organised, since the beginning of the virus in March, a coffee morning. She, with other neighbours, bought their own coffee and chairs and we had a delightful meeting on the pavement and me sitting on at the open front door.

100% of beneficiaries would recommend FGN to someone else. This figure was the same as in 2019/20.

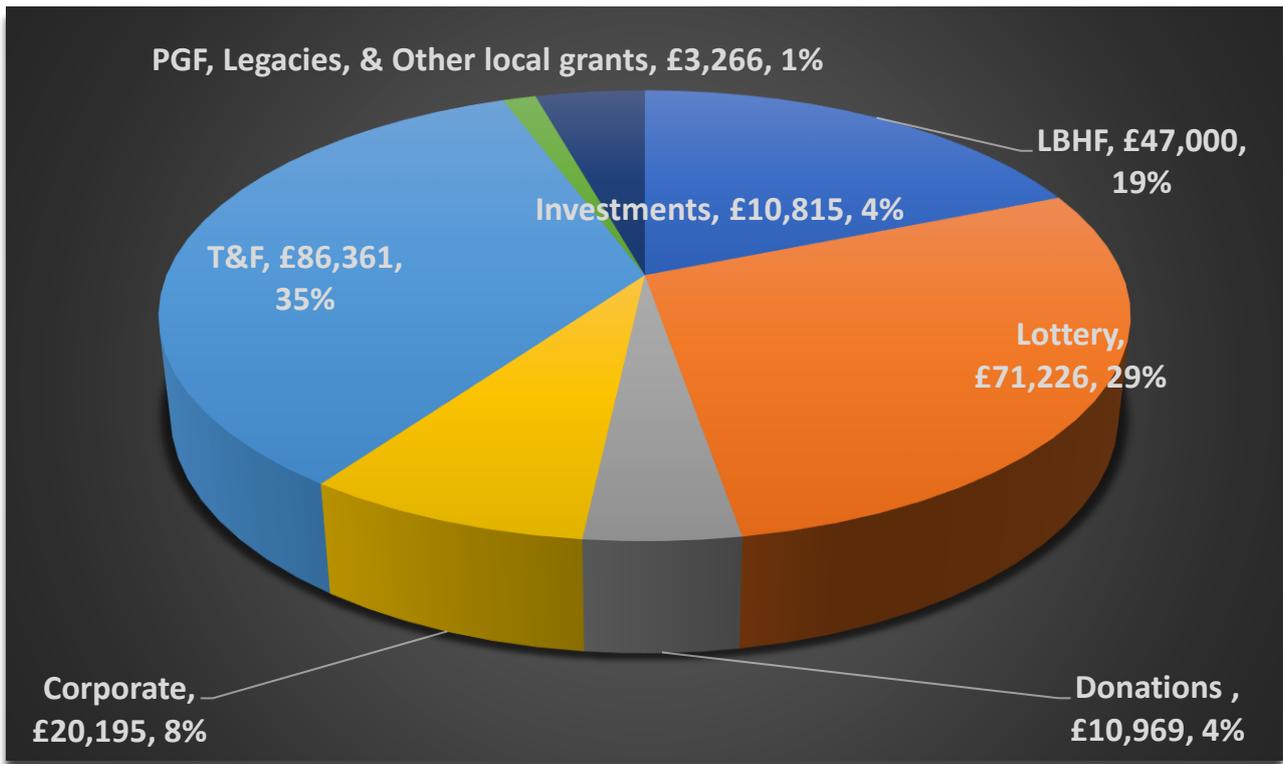
I think we are extremely lucky to know of such a fantastic charity

Financial review

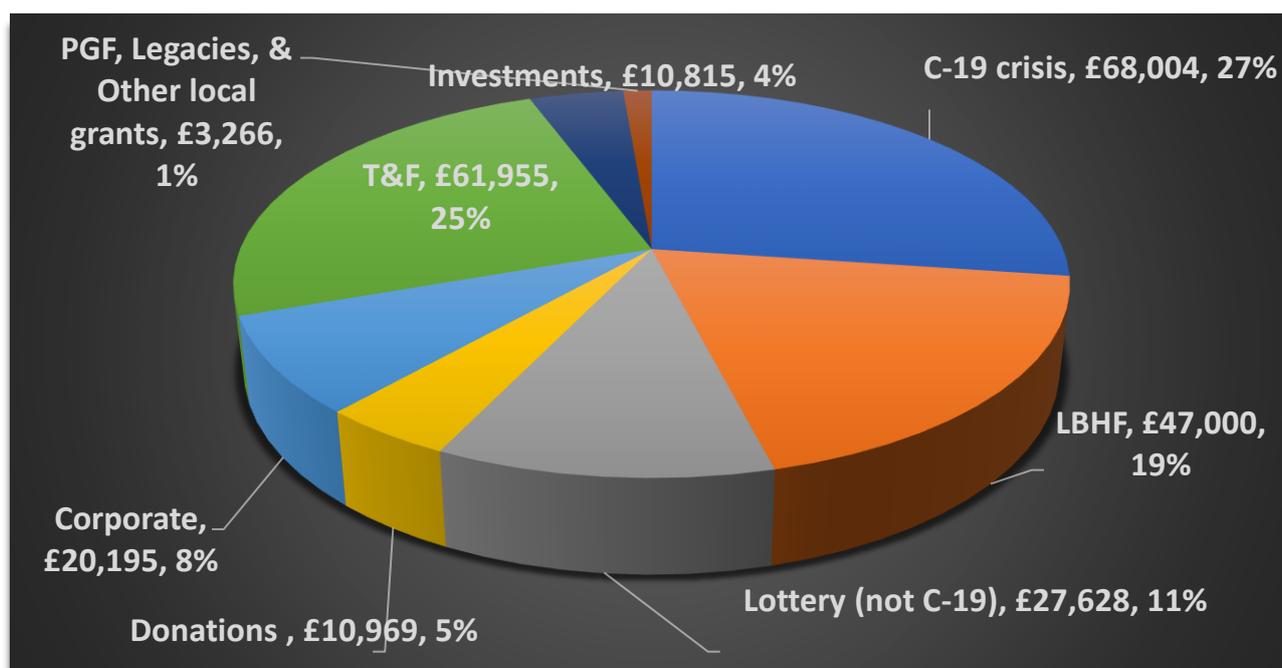
Fulham Good Neighbours Service ran at a surplus for the first year since Nina Dobosharevich's very generous 2015 legacy. We had run at a planned deficit for the preceding four years. The legacy funds continue to ensure delivery of a wider range of services than prior to their receipt. The remainder of these funds, alongside all additional legacy income, continues to be invested into an Expendable Endowment Fund so to secure the longer-term future of the charity.

Our biggest funder during the year was the *National Lottery Community Fund*, followed by the *London Borough of Hammersmith and Fulham*. The *Parsons Green Fair*, which had provided a significant proportion (14% in 2019/20) of our income in recent years, was unfortunately cancelled in 2020 due to the Coronavirus pandemic. We continue to fundraise via other income streams, which are largely made up of trusts and foundations. In addition, we continue to utilise income gained from investments, particularly our legacy income. We were fortunate in 2020 to take advantage of fundraising opportunities, which resulted from the Coronavirus pandemic.

The chart below demonstrates our income diversity for the year.



The second chart specifically identifies that 27% came from Coronavirus specific grants. This amounts to £68,004 which we will not have access to in 2021/22. We have a broad range of funders across various income streams; however, further diversification is important so to spread risk across a greater number of funders and types of funding. Setting income targets with realistic consideration for market trends is therefore essential.



Risk and Reserves Policy: To best manage potential risk to Fulham Good Neighbours Service, an Organisational Risk Register identifies potential risks to our Governance, Operations, Finance, and Compliance, alongside measures so to mitigate these risks.

As per our policy, free reserves should provide Fulham Good Neighbours Service with adequate financial stability and the means to meet our charitable objectives for the foreseeable future. As a minimum the trustees aim to maintain free reserves at an equivalent level to one year's operational expenditure with consideration for realistic funding streams.

The trustees believe that risks to the organisation and its property are adequately covered by its insurance and reserves. Our reserves are a mix of designated funds and free reserves. Those funds designated for a specific purpose are retained as such until that purpose is fulfilled. The trustees review the amount of free reserves that are required to ensure that they are adequate to fulfil the charity's continuing obligations on a bi-monthly basis.

Fulham Good Neighbours Service is a *Going Concern* for the foreseeable future.

Governance and management

Governing document: Fulham Good Neighbours Service is governed by *Memorandum and Articles of Association* signed on 15th November 2005. This provides that:

- With his or her consent, the Mayor of the *London Borough of Hammersmith and Fulham* is to be president of the charity; and
- There should be an elected Trustee Board including Chair, Vice Chair and Treasurer and up to seven other members.

For the purposes of charity law, the Trustee Board is the executive trustee body of Fulham Good Neighbours Service. The trustees and president perform non-executive roles and are regarded as custodian trustees.

Trustees: The board consists of not less than three and no more than ten persons elected by members of the company (Art.30.1). The members of the company are the trustees (Art.4.2). The board can appoint anyone to fill a vacancy in the membership of the board. They hold the office until the next annual general meeting (AGM) (Art.33.1). At each AGM after their election or appointment all trustees shall retire but all are eligible for re-election provided that no trustee may serve for a period of more than seven years without a period of a year out of office (Art.31.1).

The board of trustees meets nine times a year. At the AGM one third of trustees retire by rotation and are eligible for re-election. The board can also co-opt additional trustees during the year who hold office until the next AGM, when they may be reappointed. The board of trustees elects the Chair and Treasurer. When necessary, trustees are recruited through the media and specialist recruitment agencies.

All new trustees go through a recruitment and induction process and are selected with a view to ensuring that the board has an appropriate mix of skills and experience relevant to Fulham Good Neighbours Service strategic and operational requirements. Regular trustee skills audits help to identify any gaps in skills or experience.

On appointment, trustees complete a register of interests, and receive copies of the charity's accounts, *Memorandum & Articles of Association*, and major policies. Trustees are encouraged to take up volunteer roles in the charity's various projects and to participate in external training opportunities. All trustees require a DBS.

There are no specific restrictions placed on the trustees' powers of investment by the constitution.

Management: The charity has a flat management structure and actively promotes increased involvement of employees in the decision-making process. On a day-to-day basis, the charity is managed by a director.

Fulham Good Neighbours Service is an active member of *SOBUS* (community development agency for Hammersmith & Fulham) and sits on the steering group of its *Providers for Older People Services* forum.

Our Staff: Fulham Good Neighbours Service is accredited with the *London Healthy Workplace Scheme* reflecting our dedication to the wellbeing of our staff. We aim to recruit and retain high calibre individuals who not only contribute to the achievement of the charity's aims and objectives but also understand and support the ethos and culture of the organisation.

All staff members undergo training in Adult Safeguarding, Dementia Awareness, First Aid, Health & Safety and Prevent Awareness. Further training is offered depending on the role and interests.

The staff team for 2020/2021 included:

Barney Valentine - part-time Gardening Project Co-ordinator. Barney joined us in March 2019.

Jacqueline Davies - part-time Finance and Parsons Green Fair Administrator. Jac joined us in June 2017.

Jamie Hilton - full time Director. Jamie joined us in April 2020.

Lucia Ciolanel - full- time Digital Inclusion and Adopt a Garden Project Co-ordinator. Lucia joined us in April 2018.

Monique Newton - part-time Fulham Sunday Afternoon Tea Co-ordinator. Monique joined us in February 2018.

Ruth George - part-time Volunteer Co-ordinator. Ruth joined us in February 1992.

Stephen Fay - part-time Decorating Project Co-ordinator. Stephen joined us in August 2017.

Pay: Fulham Good Neighbours Service follows the *National Joint Council* (NJC) for Local Government Services pay scales. Rates of pay are uplifted in line with any changes made to the NJC.

Environmental Responsibility: Fulham Good Neighbours Service recognises our environmental obligations. We have taken the following measures over the last year:

- Environmentally conscious travel:
 - We use an electric van (with our own charging point) for project delivery.
 - We promote environmentally friendly commuting with our bike stand and *Cycle to Work* scheme.
 - Our *Food to the Door* project is now delivered by bike.
- Environmentally conscious energy consumption and products:
 - We use renewable (non-nuclear) electricity and gas, and all our appliances are at least A rated and lights are energy efficient LED lights.
 - We have applied for planning permission for solar panel installation at Rosaline Hall so to reduce our carbon footprint.
 - We use environmentally friendly cleaning products and Fairtrade food products.
- Environmentally conscious project delivery:
 - We have partnered with *The Smile Brigade*, *City Harvest* and *The Felix Project* to reduce food waste by utilising donated food for activity at Rosaline Hall.
 - We have scheduled talks with the Climate Change department at LBHF for our *Lunch Clubs*.
 - We are purchasing a shredder to reduce need for black bin bags and so to provide mulch to local gardens.

Statement on Public Benefit: The trustees are confident that Fulham Good Neighbours Service work meets all criteria outlined in *The Charity Commission's* guidance on public benefit.

Reference and administrative details

Registered Company number
05639340 (England and Wales)

Registered Charity number
1113752

Registered office
70 Rosaline Road
Fulham
London
SW6 7QT

Trustees

Mr R J E Fryer Chair
Ms S M O'Neill Vice-Chair
Mr N A Outred Honorary Treasurer
Ms L E Payne
Ms K A Payne
Ms A N Sansom
Ms J H Whittle
Ms A Peyton
Ms A D Meakin

Independent Examiner

Nordens
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY

Approved by order of the board of trustees on 28/9/2021 and signed on its behalf
by:



.....
Mr N A Outred - Trustee

Independent examiner's report to the trustees of Fulham Good Neighbours Service ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
the accounts do not accord with those records; or

the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Lorraine Curtis ACA BFP FCCA
Nordens
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY

Date:28/09/2021

Fulham Good Neighbours Service

Statement of Financial Activities
for the Year Ended 31st March 2021

	Notes	Unrestricted funds £	Restricted fund £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		9,984	-	9,984	15,624
Investment income	2	11,454	-	11,454	15,128
Other income		<u>15,244</u>	<u>206,183</u>	<u>221,427</u>	<u>176,465</u>
Total		36,682	206,183	242,865	207,217
EXPENDITURE ON					
Raising funds	3	-	-	-	11,711
Charitable activities general		(124)	208,808	208,684	233,075
Total		<u>(124)</u>	<u>208,808</u>	<u>208,684</u>	<u>244,786</u>
NET INCOME/(EXPENDITURE)		36,806	(2,625)	34,181	(37,569)
Other recognised gains/(losses) Gains on revaluation of fixed assets		-	-	-	<u>379,446</u>
Net movement in funds		36,806	(2,625)	34,181	341,877
RECONCILIATION OF FUNDS					
Total funds brought forward		1,300,752	66,825	1,367,577	1,025,700
TOTAL FUNDS CARRIED FORWARD		<u>1,337,558</u>	<u>64,200</u>	<u>1,401,758</u>	<u>1,367,577</u>

Fulham Good Neighbours Service

Balance Sheet

31st March 2021

	Notes	Unrestricted funds £	Restricted fund £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS					
Tangible assets	7	873,364	7,875	881,239	888,103
Investments	8	<u>413,386</u>	<u>56,325</u>	<u>469,711</u>	<u>469,711</u>
		1,286,750	64,200	1,350,950	1,357,814
CURRENT ASSETS					
Debtors	9	12,561	-	12,561	14,311
Cash at bank and in hand		<u>75,982</u>	<u>-</u>	<u>75,982</u>	<u>43,603</u>
		88,543	-	88,543	57,914
CREDITORS					
Amounts falling due within one year	10	<u>(37,735)</u>	<u>-</u>	<u>(37,735)</u>	(48,151)
NET CURRENT ASSETS					
		<u>50,808</u>	<u>-</u>	<u>50,808</u>	<u>9,763</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>1,337,558</u>	<u>64,200</u>	<u>1,401,758</u>	<u>1,367,577</u>
NET ASSETS					
		<u>1,337,558</u>	<u>64,200</u>	<u>1,401,758</u>	<u>1,367,577</u>
FUNDS					
Unrestricted funds	11			1,337,558	1,300,752
Restricted funds				<u>64,200</u>	<u>66,825</u>
TOTAL FUNDS					
				<u>1,401,758</u>	<u>1,367,577</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

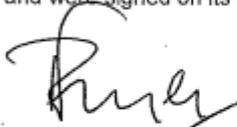
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 28/9/2021
and were signed on its behalf by:


.....
Mr R J E Fryer - Trustee


.....
Mr N A Outred - Trustee

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Cash donations, gifts, legacies and collections are treated as income in the year in which they are received. Income from special events and for specific purposes are included in the income and expenditure account in the year the event takes place or the purpose is undertaken.

Income from investments and covenanted income including, where appropriate, imputed tax credits are accounted for on a receivable basis.

Voluntary help is not included in the financial statements.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Fixed assets, other than office premises, are stated at cost less provision for depreciation at 25% per annum on cost.

Freehold property, which represents the Charity's office premises, is stated at cost in accordance with the Statement of Recommended Practice. The freehold property is not depreciated as the revaluation model has been used. Instead, the cost of repairs is charged to the Income and Expenditure Account in the year in which it is occurred.

The trustees intend to retain the property. It was last valued on 21st March 2006 and an independent revaluation will be conducted during the course of the financial year 2019-2020.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Restricted funds

Where a donor has specified a particular purpose for a grant or donation, the income is shown as restricted income in the Statement of Financial Activities. Any such income unexpended at the year-end is shown as a restricted fund in the balance sheet. Where grants are received to fund capital expenditure, the assets acquired, after any depreciation, are shown as an expendable endowment fund.

1. ACCOUNTING POLICIES - continued

**Fund accounting
Designated funds**

Where funds held for general purposes are allocated by the trustees for specific future uses, they are transferred to a designated fund. Expenditure for the purposes specified is deducted from those funds and the unexpended balance is shown as part of unrestricted funds in the balance sheet. If the trustees decide that such funds are no longer needed for the purposes specified, the balance of the fund is transferred to general unrestricted funds.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. INVESTMENT INCOME

	31.3.21	31.3.20
	£	£
Deposit account interest	-	54
M&G investments	11,454	12,524
National Savings income bonds	-	2,550
	<u>11,454</u>	<u>15,128</u>

3. RAISING FUNDS

Raising donations and legacies

	31.3.21	31.3.20
	£	£
Support costs	-	-
	<u>-</u>	<u>-</u>

Support costs on raising donations and legacies represents fundraising expenses incurred during the year and 20% of the Directors salary, which includes Employers National Insurance and pension costs. There have been no support costs incurred for the year ended 31 March 2021 nor for the year ended 31 March 2020.

4. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.21	31.3.20
	£	£
Independent Examiners fees	1,800	132
Depreciation - owned assets	<u>9,374</u>	<u>9,459</u>

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

6. STAFF COSTS

The average monthly number of employees during the year was as follows:

	31.3.21	31.3.20
Full-time	2	2
Part-time	<u>5</u>	<u>5</u>
	<u>7</u>	<u>7</u>

No employees received emoluments in excess of £60,000.

7. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
COST					
At 1 April 2020	850,000	33,810	18,669	12,627	915,106
Additions	<u>-</u>	<u>-</u>	<u>-</u>	<u>2,510</u>	<u>2,510</u>
At 31 March 2021	<u>850,000</u>	<u>33,810</u>	<u>18,669</u>	<u>15,137</u>	<u>917,616</u>
DEPRECIATION					
At 1 April 2020	-	11,790	7,126	8,087	27,003
Charge for year	<u>-</u>	<u>5,505</u>	<u>2,886</u>	<u>983</u>	<u>9,374</u>
At 31 March 2021	<u>-</u>	<u>17,295</u>	<u>10,012</u>	<u>9,070</u>	<u>36,377</u>
NET BOOK VALUE					
At 31 March 2021	<u>850,000</u>	<u>16,515</u>	<u>8,657</u>	<u>6,067</u>	<u>881,239</u>
At 31 March 2020	<u>850,000</u>	<u>22,020</u>	<u>11,543</u>	<u>4,540</u>	<u>888,103</u>

8. FIXED ASSET INVESTMENTS

	Listed investments £	Unlisted investments £	Totals £
MARKET VALUE			
At 1 April 2020 and 31 March 2021	<u>219,711</u>	<u>250,000</u>	<u>469,711</u>
NET BOOK VALUE			
At 31 March 2021	<u>219,711</u>	<u>250,000</u>	<u>469,711</u>
At 31 March 2020	<u>219,711</u>	<u>250,000</u>	<u>469,711</u>

There were no investment assets outside the UK.

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Other debtors	12,561	12,765
Prepayments and accrued income	<u>-</u>	<u>1,546</u>
	<u>12,561</u>	<u>14,311</u>

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Accruals and deferred income	<u>37,735</u>	<u>48,151</u>

11. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	450,752	36,806	487,558
Property revaluation fund	850,000	-	850,000
	<u>1,300,752</u>	<u>36,806</u>	<u>1,337,558</u>
Restricted funds			
General	66,825	(2,625)	64,200
	<u>66,825</u>	<u>(2,625)</u>	<u>64,200</u>
TOTAL FUNDS	<u>1,367,577</u>	<u>34,181</u>	<u>1,401,758</u>

11. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	36,682	124	36,806
Property revaluation fund	-	-	-
Restricted funds			
General	206,183	(208,808)	(2,625)
TOTAL FUNDS	<u>242,865</u>	<u>(208,864)</u>	<u>34,181</u>

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	541,146	(34,069)	(56,325)	450,752
Property revaluation fund	470,554	379,446	-	850,000
	<u>1,011,700</u>	<u>345,377</u>	<u>(56,325)</u>	<u>1,300,752</u>
Restricted funds				
General	14,000	(3,500)	56,325	66,825
TOTAL FUNDS	<u>1,025,700</u>	<u>341,877</u>	<u>-</u>	<u>1,367,577</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	134,094	(168,163)	-	(34,069)
Property revaluation fund	-	-	379,446	376,446
	<u>134,094</u>	<u>(168,163)</u>	<u>379,446</u>	<u>345,377</u>
Restricted funds				
General	73,123	(76,623)	-	(3,500)
TOTAL FUNDS	<u>207,217</u>	<u>(244,786)</u>	<u>379,446</u>	<u>341,877</u>

11. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	541,146	2,737	(56,325)	487,558
Property revaluation fund	470,554	379,446	-	850,000
	<u>1,011,700</u>	<u>382,183</u>	<u>(56,325)</u>	<u>1,337,558</u>
Restricted funds				
General	14,000	(6,125)	56,325	64,200
	<u>1,025,700</u>	<u>376,058</u>	<u>-</u>	<u>1,401,758</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	170,777	(168,040)	-	2,737
Property revaluation fund	-	-	379,446	379,446
	<u>170,177</u>	<u>(168,040)</u>	<u>379,446</u>	<u>382,183</u>
Restricted funds				
General	279,305	(285,430)	-	(6,125)
	<u>450,082</u>	<u>(453,470)</u>	<u>379,446</u>	<u>376,058</u>

12. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

13. RESTRICTED FUNDS BREAKDOWN

	Brought Forward	Incoming Resources	Outgoing Resources	Carried Forward
	£	£	£	£
Albert Hunt trust	-	1,000	(1,000)	-
City Bridge Trust	-	10,000	(10,000)	-
Co-Op Community Fund	-	3,786	(3,786)	-
Daisy Trust	-	1,000	(1,000)	-
Edward Gosling Foundation	-	5,000	(5,000)	-
Expat Foundation	-	9,500	(9,500)	-
Florence Cohen Charitable Trust	10,500	5,000	(7,625)	7,875
Green Hall Foundation	-	2,000	(2,000)	-
LBHF Third Sector Grant	-	45,000	(45,000)	-
London Community Foundation	-	14,406	(14,406)	-
Marston Properties	-	4,000	(4,000)	-
National Lottery Community Fund	-	12,600	(12,600)	-
National Lottery Community Fund COVID response	-	43,598	(43,598)	-
National Lottery Community Fund Awards for All	-	9,237	(9,237)	-
People's Postcode Trust	-	20,000	(20,000)	-
Screwfix Foundation	-	5,000	(5,000)	-
Tesco Bags of Help	-	1,000	(1,000)	-
The Innholders	-	1,000	(1,000)	-
Anonymous funder	-	2,000	(2,000)	-
United in Hammersmith	-	1,000	(1,000)	-
Vitol Foundation	-	4,055	(4,055)	-
Anonymous funder	-	5,000	(5,000)	-
William Allen Young Charitable Trust	-	1,000	(1,000)	-
Total	10,500	206,183	(208,808)	7,875

The carried forward amount represents the van purchased during the year and held in fixed assets. This is being depreciated in accordance with the accounting policies set out on page 14.

Fulham Good Neighbours Service

Detailed Statement of Financial Activities
For the Year Ended 31st March 2021

INCOME AND ENDOWMENTS	31.3.21	31.3.20
	£	£
Donations and legacies		
Gifts	2	2
Donations	2,557	7,351
Gift aid	1,127	1,005
Waitrose Community Matters	3,077	2,641
Innholders	1,000	-
Supporter's Scheme Donations	1,054	-
Vitol Foundation	4,055	-
All Saints Fulham	1,100	1,000
Gardening Donations	1,329	2,997
Decorating Donations	130	628
Deposit account interest	-	54
M&G investments	11,454	12,524
National Savings income bonds	-	2,550
LBHF Third Sector Investment Fund	45,000	45,000
Other income	1,100	4,850
Daisy Trust	1,000	1,000
LBHF Mental Health	2,000	3,000
Parson Green Fair	1,006	28,331
The William Allen Young Trust	1,000	1,000
Florence Cohen Charitable Trust	5,000	6,000
Co-Op Community Fund	3,786	7,698
London Marathon Charitable Trust	-	9,000
Peoples Postcode Trust	20,000	-
National Lottery Community Fund	70,236	17,799
LBHF Silver Sunday	-	625
Tesco Bags of Help	1,000	2,000
United in Hammersmith & Fulham	1,000	-
Expat Foundation	9,500	9,500
Sir Jules Thorn Trust	-	750
The Edward Gosling Foundation	5,000	5,000
The Albert Hunt Trust	1,000	1,000
Yorkshire Building Society	-	2,000
City Bridge Trust	10,000	22,912
Charles Hayward Foundation	-	3,000
The Morgan Charitable Foundation	-	1,000
The Worshipful Company of Grocers	-	5,000
Endowment Fund Investment	1,350	-
London Community Foundation	14,406	-
Sponsored Events & On-Line Donations	4,495	-
Green Hall Foundation	2,000	-
Anonymous Donations	7,000	-
Marston Properties	4,000	-
Screwfix Foundation	5,000	-
Adopt A Garden Donations	5	-
Good Neighbours Scheme Donation	97	-
Total incoming resources	242,866	207,217

Fulham Good Neighbours Service

Detailed Statement of Financial Activities
For the Year Ended 31st March 2021

	31.3.21 £	31.3.20 £
EXPENDITURE		
Support costs		
Management		
Wages	154,769	156,296
Pensions	12,576	7,397
Rates and water	5,207	5,291
Insurance	1,205	924
Postage and stationery	593	1,914
Sundries	2,977	3,717
Computer expenses	1,904	4,017
Staff expenses, training and recruitment	2,804	5,128
Volunteering expenses	295	1,864
Cleaning	413	1,510
Repairs and maintenance	1,066	16,140
Publicity	396	1,916
Social clubs	9,454	10,002
Fundraising	-	325
AGM & hospitality	-	785
Van expenses	2,155	2,276
PGF Supplies	471	13,713
Digital Inclusion (Expenditure)	147	-
Good Neighbours Scheme	810	-
Food to the Door	96	-
Fixtures and fittings depreciation	2,880	4,493
Motor vehicles depreciation	5,511	3,848
Computer equipment depreciation	982	1,120
	<u>206,712</u>	242,676
Finance		
Bank charges	138	120
Governance costs		
Auditors' remuneration	1,800	132
Legal fees	35	1,858
	<u>1,835</u>	1,990
Total resources expended	<u>208,384</u>	244,786
Net income/(expenditure)	<u>34,482</u>	<u>(37,569)</u>