

What's on in December 2019:

Rosaline Hall, 70 Rosaline Road, London, SW6 7QT

Social Club Rules:

- Our social clubs are for over 60 year olds;
- If you attend Fulham Lunch Club, please do not attend Fulham Sunday Afternoon Tea (and vice versa). Exception is made for volunteers who help with the Fulham Lunch Club.
- Please attend only one of the Silver Clubs on a consistent basis.
- Please always book in advance if you want to attend a Silver Club and cancel if you are no longer able to. This is a polite thing to do and frees your place for someone else.
- If you require support to get to any of our clubs, please talk to us. We can help you apply for Dial a Ride or Taxi Card and in exceptional circumstances will cover your transport costs.

The above rules are created for the purpose of the highest possible number of people benefiting from our clubs. Your feedback on these rules and improvement suggestions are greatly appreciated.

Social Clubs Closure: There will be no social clubs between Friday, 20th December 2019 and Saturday, 4th January 2020.

Silver Club at The Captain Cook £5 (1st Tuesday of the month)

Next monthly meeting on Tuesday, 3rd December 2019 between 12PM and 3PM at The Captain Cook, 203-205 Dawes Road, London, SW6 7QY.

The owners welcome us to a tasty lunch for only £5, in addition Albert Suites offer some delicious cakes. There are only 15 places and attendance needs to be pre-booked by contacting us on 020 7385 8850. New members are welcome.

Silver Club at The White Horse £5 (3rd Tuesday of the month) There will be no club in January 2020 due to refurbishment of the White Horse

Next monthly meeting **exceptionally** on Monday, 2nd December 2019 between 12PM and 3PM at The White Horse, 1-3 Parsons Green, London, SW6 4UL.

The owners welcome us to a tasty lunch for only £5, in addition Megan's by the Green offer some tasty cakes. There are only 25 places and attendance needs to be pre-booked by contacting us on 020 7385 8850. New members are welcome.

Art Group (Tuesdays) FREE

The group is currently full. Please get in touch to join our waiting list.

Fulham Carers (Wednesdays) FREE Every Wednesday 10:30AM-12PM

Supportive group for local older (mainly but non exclusively) carers and ex-carers. We are always looking for new members!

Fulham Lunch Club FREE Every Wednesday 1PM-4PM

We are delighted to be able to open this club to new members. We start with a light lunch, followed by a guest speaker/performer, we finish with some delicious cakes.

Wednesday, 4th December 2019— Christmas Event

Wednesday, 11th December 2019—Pub Lunch at The Lillie Langtry, 9 Lillie Road, London SW6 1UE (please book in advance, there is a £5 contribution and FGNS contributes £2). No event at Rosaline Hall today.

Shared Reading Group (Thursdays) FREE Every Thursday 11AM-12:30PM

Our Shared Reading group is a place to relax, make new friends and share stories with others every week. You can just drop in, sit down and enjoy listening to a great story or poem — there's no pressure to talk or read. We are always looking for new members!

Chair-Based Exercise Group (Thursdays) FREE Every Thursday 2PM-2:45PM (this session is now at full capacity and closed to new members) and 3PM- 3:45PM —new members are welcome!

This gentle exercise class is flexible and tailored to your abilities so why not give it a go. Please choose to attend only one of the two groups on a consistent basis so that more people can benefit.

Fulham Sunday Afternoon Tea FREE (1st and 3rd Sunday of the month) - 1st December 2019 and 15th December 2019 between 3PM—5PM

An afternoon tea for local older people, mainly those who are housebound. New members are welcome.

 <p>Fulham Good Neighbours</p>	 <p>The Queen's Award for Voluntary Service</p>	<p>Fulham Good Neighbour Service Rosaline Hall, 70 Rosaline Road London SW6 7QT Tel. 020 7385 8850 info@fulhamgoodneighbours.org www.fulhamgoodneighbours.org @FulGdNeighbours @FulhamGoodNeighbours Registered Charity Nr: 1113752</p>
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President: The Mayor of Hammersmith and Fulham

**Offering practical support and friendship
to older people in Fulham since 1966.**

December 2019

Christmas Events

Monday, 2nd Dec 2019 (12PM-3PM) - Christmas Silver Club at the White Horse will exceptionally take place on this day and not on the third Tuesday of the month. Please book in advance as usual.

Tuesday, 3rd Dec 2019 (12PM-3PM) - Christmas Silver Club at the Captain Cook. Please book in advance as usual.

Wednesday, 4th Dec 2019 (1PM-4PM) - Christmas Fulham Lunch Club

Wednesday, 18th Dec 2019 (1PM-4PM) - FGNS Community Christmas Event for all our beneficiaries hosted by The Smile Brigade at Clem Attlee Community Hall, Fulham, SW6 7TN. Please book in advance.

Selected External Events: Friday, 6th Dec 2019 (12PM-3PM) - Fulham Fire Brigade Christmas Tea Party. Drop-in. No need to book.

Thursday, 12th Dec (4:30PM-6PM) - Christmas Event at Upper Latymer School. If you have not booked with us already, you will need to book directly with the school.

Wednesday, 25th Dec (11AM-3PM) - H&F Big Christmas Day Lunch. Please book directly with LBHF.

We will be closed on:

Wednesday, 25th December 2019

Thursday, 26th December 2019

Friday, 27th December 2019 and

Wednesday, 1st January 2020.

There will be no social clubs between Friday, 20th December 2019 and Saturday, 4th January 2020. Best wishes to you all this holiday season.



Are you 60 or over?
Do you want company this Christmas?

H&F BIG CHRISTMAS DAY LUNCH

If you're aged 60 or over and live in Hammersmith & Fulham, come and join the festive cheer and meet new people at:

Novotel London West NEW VENUE
11am-3pm (doors open 10am)
Free door to door transport available.

To apply online, visit www.lbhf.gov.uk/hfbigchristmaslunch2019
Request a postal form by emailing events@lbhf.gov.uk or call 020 8753 2135

Forms to be returned by Thursday 5 December.
Successful applicants will receive their invitation in the week commencing 9 December.

FREE



AGM Report

We were delighted to welcome around 60 guests to our Annual General Meeting on Tuesday, 5th November 2019. The Mayor of H&F Cllr Darryl Brown officially reopened Rosaline Hall, following refurbishment works. The Queen's Deputy Lieutenant for H&F Kevin McGrath OBE gave a speech praising our volunteers—this year's winners of the Queen's Award for Voluntary Service. We also had a very interesting presentation by Dr Aaron Wyllie from the University of Essex who talked about the projected growth in local older population in the next 10 year. Please contact us for a printed copy of the annual report or you can access a digital version on our website.

Spotlight on the Digital Inclusion Project

We live in a rapidly changing world with digital technologies influencing the way we communicate with our loved ones, shop and travel. Often, we lose sight of the fact that there are still a lot of people who are digitally excluded and cannot use online services. It is true that sometimes living outside of the digital revolution is a choice, but other times the barrier lies in a lack of confidence and skills of using technology. Too often this can cause people to miss out on the services and benefits they are entitled to.

How do we address the barriers that stand in the way of people accessing services like the Digital Inclusion Project? Here are some of the most common issues identified by our beneficiaries and volunteers:

1. Language, technical jargon can be off-putting for even the keenest learners. However, learning doesn't have to use extra-complicated words. Our volunteers understand this. As they come from all walks of life and professional fields, they appreciate the need of communicating in a clear and relatable language, making their visits useful and fun!
2. Confidence, sometimes people fear that they have too much ground to cover and they won't be able to do it fast enough. But people aren't learning machines, we often forget about ideas and things we don't regularly use, that's why we learn more with practice and repetition. Our volunteers know this to be a key aspect of learning and they have the patience and resources to help people through the process.



3. Safety concerns, this comes after either having had negative experiences themselves or having heard of online scams from others or the news. However, it is precisely this concerns that outlines the importance of learning and being informed on matters on online safety, just as much as being knowledgeable on safety matters in the physical world.

Your Personal Data

is important to us and you have a range of rights regarding them. Privacy Notices detailing them and containing further information are available on our website under: fulhamgoodneighbours.org/privacy; please get in touch if you would rather receive a printed copy.

Fulham 10k Run

Thank you to all our runners—Chris, Rebecca, Shane, Ted and Tiernan—and those supporting them. Chris finished in the 1821st place in 50 minutes and 13 seconds – hurrah! In total you raised £700 for the charity.



Have you considered paying your Winter Fuel Payment forward?



Warmer Together invites those who can afford to do so, to give all or some of their Winter Fuel Payment to help support for less well-off older neighbours in Hammersmith & Fulham.

Last winter, we reached 278 **isolated local older people** thanks to your donations. This year, we know we can do more **with you**.

Visit unitedhf.org for more info, today.



100% of your gift will support less well off older neighbours in our borough this winter. If you're a UK taxpayer, Gift Aid could boost your donation by 25%. The distribution of the Warmer Together fund will be overseen by the Board of Trustees for UNITED in Hammersmith & Fulham.

4. If you know someone who could benefit from a friendly visit and one-to-one lessons at home or in our hall on how to use the Internet, please contact us. We will try to help you with a free second hand-laptop or PC if you don't have one.

Newsletter

You can subscribe to receive this newsletter monthly by email via our website at www.fulhamgoodneighbours.org

Volunteers' Corner

Thank you for all your help the last month!

- NEW VOLUNTEERS:** We are especially on the look out for new:
- Befriending volunteers
 - DIY volunteers
 - Digital Inclusion volunteers
 - Gardening volunteers
 - Transport (car owners) volunteers

Please ask your family members, friends and neighbours if they would like to get involved.

CURRENT VOLUNTEERS: Thank you to all who volunteered last month. Please remember to add your photograph onto your HUB profile. It does make it easier for our office staff! Adopt a Garden, Befriending and Digital Inclusion Volunteers—please remember to let us know your visits days at least on a monthly basis.

TRUSTEES AND VOLUNTEERS SOCIAL MEETING on Friday, 13th December 2019 between 5PM and 8PM. Please drop in—we will be showing our BBC Adopt a Garden film and our Parsons Green Fair 2019 film. We will be also presenting some of our longest-standing volunteers with special awards. We sincerely hope that you will be able to join us this year.

Beneficiary Money Handling Policy: We have made some changes to it: if a beneficiary is unable to deal with online transactions independently, the volunteer should not be e.g. typing in the beneficiary's card numbers or passwords for them. Instead, they should contact the office for further guidance. Please always follow this and our other policies which are the in the Volunteer Handbook. The most up to date versions are always on our website.

Our FREE Services for local older and/or disabled residents who

- A) Are unable to do the tasks below AND
 - B) Don't have anyone to do it for them AND
 - C) Don't have the means to pay for it privately
- **Good Neighbour Scheme**—practical help at home such as basic DIY, medication collection, escorting to appointments, wheelchair pushing, accompanying shopping or taking care of pets.
 - **Gardening** clearances done by our gardener, and **Adopt a Garden Scheme** where volunteers look after a garden close to them on a regular basis.
 - **Decorating**

We also offer the following services for all local over 60 year olds:

- **Befriending** for older housebound people
- **Digital Inclusion**—opportunity to learn how to use the Internet at your pace and in the comfort of your home through 1:1 support from our volunteers
- **Social Clubs** (see back page for a full list)

How to request our help:

-24/7 via the Internet i.e. your HUB account accessible from our website

-24/7 via email

- In person or by phone during office hours Monday-Friday. We aim to staff the office 9AM-5PM but we are a small team and may be, on rare occasions, out of the office during those hours.

