

Supporters Scheme Form by Standing Order

Please return this completed form to:
Fulham Good Neighbours
Rosaline Hall, 70 Rosaline Road, London,
SW6 7QT



Registered Charity Number 1113752

Your details

Title	First Name	Surname
Address		
		Postcode
Telephone number	Email	

Your gift

Standing Order mandate

To the Manager

Name of your bank	<i>Bank / Building Society</i>
Address of your bank	
	Postcode
Account No	Sort Code
Account name	

I would like to set up a standing order for £5 Other £

To be paid Monthly starting with the first payment on / /

and thereafter until further notice. Please quote reference: SUPPORTERS SCHEME

Please pay the above amount to: CAF Bank, 25 Kings Hill Avenue, Kings Hill,
West Malling, ME19 4JQ
Account No: 00014669 Sort Code: 40-52-40

Signature	Date
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Gift Aid Declaration

Gift Aid is tax relief on money donated to UK charities by people who are UK taxpayers

Please increase the value of your donation by 25% by completing this Gift Aid Declaration.

I understand that I must pay an amount of Income Tax and/or Capital Gains Tax in the tax year, at least equal to the amount of tax that all the charities and CASCs I donate to, will reclaim on my gifts for that tax year. I understand that other taxes such as VAT and Council Tax do not qualify and the charity will reclaim 25p of tax on every £1 that I have given.

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Thank you Fulham Good Neighbours does not share your details with any third parties



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

President: The Mayor of Hammersmith and Fulham

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

April 2020

Getting the practical support you need in times of coronavirus

We understand that many of our members will be reluctant to ask for help, especially with things that they are perfectly capable of managing themselves like shopping. Sadly, we also know too well that the over 70-year olds and those with certain conditions are a group especially at risk who is asked to self-isolate at home for an extended period of time. Finally, you may be fit and/or of a younger age but still in need of support in the weeks to come. If you will not be receiving your food parcels via the government scheme for extremely vulnerable, you may then be eligible to access our services. (By the way, you can register for the government scheme via <https://www.gov.uk/coronavirus-extremely-vulnerable>; please get in touch if you would like us to fill in the online form on your behalf if you are not able to do so yourself).

Our volunteers will be happy to offer their support with your weekly shopping if you have no one else to do it for you, and we provide below some further information on how the scheme currently operates (please note that we keep adapting our guidelines to the ever-changing situation and that they may be different when you contact us next). If you would like to use this support, please contact us at info@fulhamgoodneighbours.org or on **020 7385 8850**. We also continue to assist with any other essential tasks, so please get in touch to see if we may be able to help. If not, we will do our best to link you with a more suitable service.

Our [Money Handling Guidelines](#) have been created with the view to minimise the risk of transmitting coronavirus and falling a victim of fraud when shopping as part of our 'Essential Tasks' scheme.

1. Please contact us for support. We will link you with one of our volunteers.
2. Please inform the volunteer of your shopping list indirectly e.g. over the phone. The items that you request should not be valued above £40 and should be basic groceries and supplies that are likely to last for a week. Thank you for not making any frivolous requests e.g. for favourite takeaway food. Please note that many products may be unobtainable, and we encourage you to agree for the volunteer to buy substitute products where possible. Please inform the volunteer of any allergies or dietary requirements.
3. Please do not offer cash/cheques/debit or credit cards to our volunteers.
4. The volunteers will use their own money to make the shopping and will be initially reimbursed by us. You should reimburse the charity via an online banking transfer as soon as possible to:

Payment Reference: **FGNS Task XXXX** (please enter the task number given to you by our staff)
Account: **Fulham Good Neighbour Service**
Bank: **CAF Bank**
Sort-code: **40 - 52 - 40**
Account Number: **00014669**

Please keep this newsletter as you may want to refer to it in the future or, if safe to do so, share it with someone who may need our help.

5. The volunteer will leave the shopping by your door and notify you – please keep a safe distance (at least 2 meters) when collecting it. If you are unable to collect your shopping from your doorstep, please notify the volunteer in advance. If you can both stay at least 2 meters apart at all times and if the volunteer agrees, he/she will bring it into your house.
6. Please make sure to reimburse Fulham Good Neighbours as soon as possible via online banking. If you are unable to do this, then you are asked to reimburse us via other means as soon as practicable.

Hammersmith&Fulham CAN (Community Aid Network)

The council will “co-ordinate an army of volunteers to help during the coronavirus crisis. The new network will see H&F create a taskforce of local community charities designed to help support vulnerable local residents.” (Contact details are yet to be released. Social Services are on 020 8753 4198 opt. 3).

Coronavirus scams

Our staff will always inform you in advance of the name of our volunteer assisting you. Please do not engage in any way with those claiming to represent us if you are not sure who they are. If in doubt you can always call our office on **020 7385 8850**.

Beware those contacting you and:

- offering a coronavirus decontamination service of your house;
- selling a range of shortage products/sanitiser at your doorstep;
- claiming that they work for the NHS and e.g. came to check your temperature/are doing your coronavirus test;
- urging you to donate towards research for a coronavirus vaccine;
- claiming that you have been a victim of a scam and need to urgently transfer money/reveal passwords and PIN codes.

Never, let anyone into your home or hand over money/bank cards to people offering to do your shopping.

Social Clubs Online

Please contact info@fulhamgoodneighbours.org or **020 7385 8850** if you would like to take part in:

- Chair Based Exercise Classes Online
- Art Group Sessions Online

We will prioritise those who previously attended the sessions face to face and who joined the charity before 16th March 2020. We will consider new members joining the clubs in the future too, so please contact us now to be put on the waiting list. Our staff or volunteers will aim to help you remotely with any technical questions you might have.

We will aim to set up further Social Clubs Online in the next few weeks.

Telephone Befriending

Please contact us at info@fulhamgoodneighbours.org or on **020 7385 8850** if you would like to be contacted once a week by one of our volunteers for a friendly chat over the phone.

This can help reduce isolation and increase your social contact at a time when you may need to stay at home for a number of weeks.

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.

Newsletter

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

Parsons Green Fair Cancellation and support from Marston Properties

Very sadly, due to coronavirus, we had to cancel this year's Parsons Green Fair planned for 4th July 2020. To our great joy and surprise, Caroline Marston—owner and managing director of the main event sponsor: Marston Properties decided to support our charity with an extremely generous donation of £4,000. Thank you so much!

FGNS Supporter Scheme

For some time now we have been planning to start promoting our Supporter Scheme in April 2020. Despite the circumstances, we decided to go ahead.

Many of you will know that a generous legacy we received in 2015 from Nina Dobosharevich enabled us to expand our service provision. As this legacy will be coming to an end in the next few years, we are looking at other ways of raising unrestricted funds which will allow us to continue with our current offer into the future. One of them is the FGNS Supporter Scheme—we do not want to charge any fees for our activities and believe that some of the people connected and familiar with our work may decide to support us with a regularly monthly donation of £5 (or other). Please fill in and post to us, when it is safe to do us, the form at the back of this newsletter if you are one of them.

We are very grateful to those of you who will do that and realise that not everyone will be able to—rest assured that our services will continue to be offered to everyone free of charge for as long as we can.

Volunteers' Corner

Thank you for all your help at this difficult time.

Our guidelines and advice to volunteers is being updated quite frequently—for the most up to date information, please always check the website www.fulhamgoodneighbours.org. Please do contact us with any questions you may have via info@fulhamgoodneighbours.org or **020 7385 8850**.

Please make sure that your availability is updated in your HUB account so that you are only linked with the tasks with which you can help. Claim also all your expenses (including for the costs of phone calls as part of telephone befriending or because you needed to contact us) so that you are not out of pocket.

You too may need help of a fellow volunteer, in case you are self-isolating, so please do not be shy about coming forward and asking for any essential support you may need.

We need more telephone befrienders, so get in touch if you could spare 30 min once a week during the coronavirus outbreak to connect socially over the phone with one of your neighbours.

WE ARE HERE TO HELP:

Please contact us with any questions, problems or concerns you might have.

In an emergency please call 999 and request the relevant rescue service: ambulance, fire or police.

If you need support out of hours (e.g. you are concerned about someone due them no replying and want to ask for a welfare check) please contact LBHF Adult Social Care on 020 8753 4198 – Option 3.