



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.***

## June 2020

### FGNS Service Updates

SHOPPING, PRESCRIPTION  
 DELIVERY & PET CARE TASKS



TELEPHONE BEFRIENDING  
 WEEKLY CALLS



ONLINE SOCIAL CLUBS  
 ATTENDANCE



VOLUNTEERS



In response to Covid-19, we have adapted services so to best support older people living in Fulham. In three months volunteers, partners and staff have supported almost **900 Fulham residents**, including:

**Essential tasks** such as shopping, medication delivery and pet care; **Telephone Befriending**, telephone Reading Group and Digital Inclusion support; and **Online Social Clubs** including chair based exercise, art class and gardening workshops.

We also provide needs based assessment, inclusive of food bank/box referrals; and hot meals via Smile Brigade.

**Please note, FGNS continues to follow government advice. We kindly ask volunteers not to visit beneficiaries until further notice.**

Please **contact us on 020 7385 8850** with any concerns/queries.

FGNS is proud to support the local Fulham community and we always welcome new members.



## Telephone Befriending - Our Reading Group Highlight

Lockdown has presented us all with various challenges and changes, as is the case of the FGN Reading Group. Avril, our trustee and volunteer facilitator tells us:



“Instead of the weekly fellowship we experience in being able to see each other and enjoy each other’s company we have been restricted to the reading group

taking place by phone. My Thursdays are given up to making individual calls, having a nice catch up, making sure each person is safe and has everything they need and round off the conversation with a poem which everyone seems to enjoy.

They have all told me how important it is to them to have our weekly chat and can’t wait until we can all be together again at FGN; some don’t have anyone else to talk to, and so really look forward to Thursdays. It’s got to the stage now that when I ring they just pick up the phone and say hello Avril without the need for introduction which is nice!”

## H&F Law Centre

Are providing legal advice over the phone for issues including housing and benefits problems.

For support please contact 0203 8801727 between 2pm-5pm or email them at [hflaw@hflaw.org.uk](mailto:hflaw@hflaw.org.uk).

## FGNS Supporter Scheme

Our Supporter Scheme was introduced last month April 2020. The scheme is helping us raise unrestricted funds which will allow us to continue with our current services and potentially expand our offer into the future.

As you know, 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 any sum you deem suitable). You will find our Supported Scheme form on the last page of this newsletter. If you wish to become our supporter please fill in and email the form to [info@fulhamgoodneighbours](mailto:info@fulhamgoodneighbours) or post it to us, when it is safe to do so.

## Your Personal Data

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](http://fulhamgoodneighbours.org/privacy); please get in touch if you would rather receive a printed copy.

## Action on Disability - Direct Payment (DP) Support Service

This service gives an individual the opportunity to purchase their own support.

Money is made available by Hammersmith & Fulham Council to individuals who are eligible for social care services, as an alternative to the more traditional package of care that is provided by the council.

## FGNS Online Art Group and Chair Based Exercise Group

We extended our offer of the online Art Group and Chair Based Exercise Group to older residents living in Fulham.

The online Art Group runs every Tuesday between 11am-12pm and the online Chair Based Exercise Group runs two sessions every Thursday between 2pm-2.45pm and 3pm-3.45pm.

**To book a place, please contact us on 0207 385 8850 Monday to Friday between 9am –5pm.**



## Newsletter

You can subscribe to receive this newsletter monthly by email via our website at [www.fulhamgoodneighbours.org](http://www.fulhamgoodneighbours.org)

## Online Gardening Workshops

Our Adopt a Garden project partners, the Nubian Life Centre, are delighted to continue the series of online Gardening Workshops via Zoom. The places are limited, if you wish to join us, please contact us at [info@fulhamgoodneighbours.org](mailto:info@fulhamgoodneighbours.org) or 0207 385 8850 to book a place. The June 2020 session will be on:

- Tuesday 9th June, 6.30pm –7.30pm , Natural Fertility, will teach about ways to fertilise your garden naturally
- Tuesday 23rd June, 6.30pm –7.30pm , How to prune your plants, will cover how do you go about cutting plants back while maintaining healthy plants.



## Volunteers' Corner

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](http://www.fulhamgoodneighbours.org). Please do contact us with any questions you may have via [info@fulhamgoodneighbours.org](mailto:info@fulhamgoodneighbours.org) or **020 7385 8850**.

**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 to them not replying and want to ask for a welfare check) please contact LBHF Adult Social Care on 020 8753 4198 – Option 3.



**Volunteers' Week** takes place 1-7 June every year. Although this year we cannot celebrate together, we feel it has never been so important to recognise the fantastic efforts and support given by all volunteers. On behalf of the FGNS Staff and Beneficiaries, we want to say a big **THANK YOU** to every one of our volunteers. And even though we cannot be there in person we are sending out thanks digitally in our [FGNS Volunteer Appreciation 2020 video](#).

**Volunteer Story -** Over the last three months our amazing FGNS volunteers have completed various essential tasks helping with shopping, medical prescription deliveries and pet care. Frank is one of the many dedicated volunteers who's efforts helped us reach those who need our support. He joined us two and half years ago helping with our Good Neighbours Scheme and he continued to offer practical help to our beneficiaries during the lockdown. He enjoys getting involved to help and contribute during these difficult circumstances and found that volunteering has been good for him. While shopping for those who are isolated, he learned new things, like the wide assortment of lettuce options available in the shop, and even enlisted the help of his wife to ensure he's got the right item for the beneficiaries. His efforts have not gone unnoticed: *"The volunteer who came was perfect, the shopping was perfect. I phoned to say thank you for the help. It's wonderful!"*



**Becoming a FGNS Volunteer -** To find out how you can support us, please visit our website [www.fulhamgoodneighbours.org](http://www.fulhamgoodneighbours.org) or email us at [info@fulhamgoodneighbours.org](mailto:info@fulhamgoodneighbours.org).

# 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 *Bank / Building Society*

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: 00014869 Sort Code: 40-52-40

Signature Date

## 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