



Report of the Trustees and
Audited Financial Statements for the Year Ended 31 March 2020
for
Fulham Good Neighbours Service



How pleased I was to read of your achievements, many congratulations & well done to all on receiving the Queen's Award, as a long-time service user I can honestly say no one deserves it more. You all have made such an impact on my life & others I've introduced to your many helpful services by helping me & others it has had such a positive effect... I've benefited so much...

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Report of the Trustees

The trustees who are also directors of Fulham Good Neighbours Service (FGN) for the purposes of the *Companies Act 2006*, present their report with the financial statements of the charity for the year ended 31 March 2020. 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, FGN grew from the *Fulham District Nursing Association* which itself was established as early as October 1919 (a second date of April 1920 is also recorded).

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 FGN.

In 2006 FGN 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 FGN 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 Fulham¹ 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

¹Reference to Fulham means the area of the former *Metropolitan Borough of Fulham* as constituted on 31st March 1965

2019/2020 and beyond

Looking back - The Coronavirus pandemic and Chris Mikata-Pralat's departure: On March 16th, 2020, a fortnight before the end of the financial year, the UK went into lockdown. Under the directorship of Krzysztof Mikata-Pralat (Chris), FGN transitioned services so to best support beneficiaries, volunteers, and staff at that time.

Special thanks are due to Chris for his leadership in steering FGN safely through the initial period of uncertainty, and for his fantastic contribution over the preceding four years. Chris left FGN on April 18th with warm wishes from all at FGN for his new role as CEO at *Community Southwark*. In his final year at FGN Chris fittingly saw the charity recognised with *The Queen's Award for Voluntary Service*, the MBE for voluntary groups.

The following report details the achievements of FGN from 1st April 2019 to 31st March 2020. Chris was the director in post throughout the period for which this report relates.

Looking forward: On April 15th, 2020, it was my honour to join FGN. From the outset the commitment of beneficiaries, volunteers and staff has shone through.

The pandemic itself has highlighted the dynamism of the FGN community. Our work in Homes and Gardens, for example, has expanded so to deliver weekly food packages to up to 70 beneficiaries. This is testament to FGN's strong partnerships, especial thanks to The Smile Brigade. Our work in the Community has flourished, via the Good Neighbour Scheme, in the hands of 107 active volunteers. And our Online platform, delivering Art and Exercise sessions directly into living rooms, has thrived. Delivery of FGN's 2020-2023 Strategic Plan will build on this resilience into better times.

Clearly however there is no substitute for the experience of in-person sessions at Rosaline Hall. As per *The Index for wellbeing in later life* (2017)², 20% of an individual's sense of wellbeing is derived from 'meaningful engagement'. The consequences of lockdown and the subsequent reliance on digital technology have undoubtedly inhibited this.

Furthermore, of 40 indicators identified by the Index, *creative & cultural participation* and *physical activity* were the two most significant factors in an individual's sense of wellbeing. It has been a pleasure to see our *Art, Reading and Carer's Group* return to, newly COVID-secure, Rosaline Hall this September. While our online exercise group sees excellent engagement, FGN will continue to review a potential return to small in-person sessions at Rosaline Hall.

Maintaining and developing our online presence while returning safely to Rosaline Hall is an essential balancing act over the coming year. The cancellation of the 2020 *Parsons Green Fair* and the loss of associated fundraising due to the pandemic also highlights the need to diversify income streams.

As per the *London Borough of Hammersmith and Fulham's* (LBHF's) *Older People's Commission* (2019), FGN aims to make Fulham the best place to grow old. The Commission identified concerns held by local older people, which FGN directly aims to combat. We are committed to providing activity which enables access to services; reduces the impact of poverty and deprivation; and mitigates against loneliness and isolation. It will however be essential to maintain a keen eye on the rate of Coronavirus infection and associated government guidance, and it may at times be necessary to adapt our offering accordingly over the next year.

²Age UK and the University of Southampton

Within LBHF the 65+ and 85+ age groups are projected to grow most over the next 15 years. This is a national trend, which will see the UK's 85+ population double in size as a proportion of the UK population over the next 20 years from 2% to 4% and treble by 2066³. FGN is well placed to celebrate this and to develop an evidence base, which demonstrates how best to support older people and people with disabilities from within their community utilising an assets-based approach. In this way we have the potential to influence the sector at large. Partnership with our funders and others such as the *National Council for Voluntary Organisations (NCVO)* will be paramount to this.

Clearly huge challenges confront us, not least the ongoing Coronavirus pandemic, BREXIT uncertainty and a divided political landscape. The *Black Lives Matter* movement has also highlighted a need for the UK to reconsider how we best ensure decision-making, which is representative of the communities in which we serve. Improvements in the way FGN collects and manages data will support us in doing this in partnership with partners such as *Nubian Life* and the *SOBUS* network.

FGN remains committed to supporting older people and people with disabilities living in Fulham. Our present offer includes:

Support in the Home and Garden:

- o *Food to the door* – hot food/food packages and toiletries delivered up to four times a week
- o *Decorating and DIY* - for those that cannot pay or do the work themselves
- o *Gardening* – as above; and
 - *Adopt a Garden* project – befriending and gardening support

Support in the Community:

- o *Befriending* – in person and via telephone - and *Good Neighbour Scheme* including shopping, medication delivery, escort to appointments etc
- o *Social clubs*, including: *Art/Reading/Carer's/Lunch/Silver Clubs* and *Chair Based Exercise* class (*Lunch* and *Silver Clubs* remain on hiatus)
- o Our annual *Parsons Green Fair*

Support Online:

- o *Online Art Group*
- o *Online Chair Based Exercise*
- o *Digital Inclusion* support via home visits so to mitigate against digital exclusion (home visits on hiatus during the pandemic)

Thank you for your ongoing support

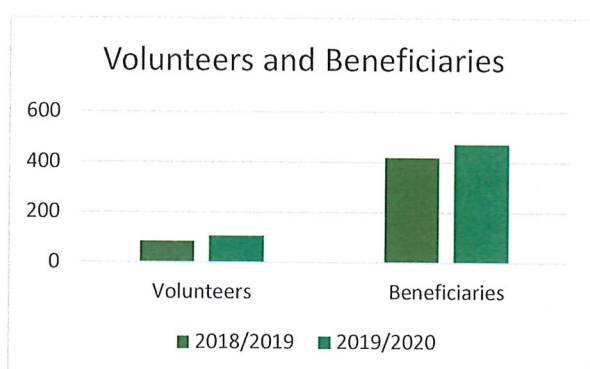
Jamie (Hilton), Director

³ [Ons.gov.uk/peoplepopulationandcommunity](https://ons.gov.uk/peoplepopulationandcommunity)

Our Community

Our beneficiaries: FGN supports older people and people with disabilities living within Fulham. We support in the *Home and Garden*, in the *Community* and *Online*. As of the 31st March 2020 we had 1,230 beneficiaries recorded on our database. However, the figure who accessed our services between 1st April 2019 and 31st March 2020 was 474. This represented a significant 12.5% increase from 421 in 2018/19.

Our volunteers: FGN benefitted from the invaluable support and dedication of 107 volunteers during this time, up from 86 volunteers last year. This represented a huge 24% increase on 2018/19. This is estimated to be an increase from 2,140 to 2,700 hours. All volunteers provide references and are DBS checked.



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 2019 and 31st March 2020 FGN benefitted from the generous funding of:

All Saints Fulham – funded our *Good Neighbour Scheme*

Charles Hayward Foundation – funded our *Digital Inclusion* project

City Bridge Trust – funded accessibility works at Rosaline Hall

Co-op Community Fund – funded *Parsons Green Fair*

Daisy Trust – funded our *Art Group*

Ecclesiastical – funded our *Social Clubs*

Expat Foundation – funded our *Digital Inclusion* project

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

GM Marriage Trust – funded our *Social Clubs*

Sasakawa Foundation – funded travel and attendance at the *Ageing Conference*, which unfortunately FGN were unable to attend

Sir Jules Thorn Trust – funded our *Social Clubs*

Tesco Bags of Help – funded our *Sunday Afternoon Tea* project

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

The Edward Gostling Foundation – funded our *Digital Inclusion* project

The London Borough of Hammersmith and Fulham – funded staff salaries, *Silver Sunday*, and our *Befriending* project

The London Marathon Charitable Trust – funded accessibility works at Rosaline Hall

The Morgan Charitable Foundation – funded our *Social Clubs*

The National Lottery Community Fund – funded our *Adopt a Garden* project

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

The Worshipful Company of Grocers – funded our *Decorating* project

United in Hammersmith and Fulham – funded our *Social Clubs*, Christmas lunch and *Silver Sunday*

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

WH Smith Group Charitable Trust – funded our *Social Clubs*

Yorkshire Building Society – funded our *Chair Based Exercise* classes

Pro bono support: FGN benefitted from generous pro bono support over the year, including from:

Albert Suites – supported our *Silver Clubs* with cakes until May 2019

Assael Architecture – supported our *Gardening* and *Decorating* projects and our *Parsons Green Fair* via their corporate volunteering scheme

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

Fulham and Chelsea Women's Institute - supported our *Silver Clubs* with cakes until May 2019

Latham & Watkins LLP, via *TrustLaw*, - supported the development of our contracts for self-employed providers.

Marston Properties - continue to be the main sponsor of *Parsons Green Fair*

Megan's by the Green - supported our *Silver Clubs* with cakes until February 2020

Morgan Sindall - sponsored our 2019 AGM and supported decorating works

Pret a Manger – supported our *Sunday Afternoon Tea* with food

TWM Solicitors – supported the production of our *Staff Handbook*, updates to our *Terms and Conditions of Employment*, fundraising at the *Parsons Green Fair* and a revaluation of Rosaline Hall

The Captain Cook - offered heavily discounted monthly lunches for our *Silver Club*

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

The Hollywood Arms - offered heavily discounted monthly lunches for our *Silver Club* until May 2019

The Lillie Langtry - offered heavily discounted monthly lunches for our *Silver Club*

The Smile Brigade – supported our Christmas party

The White Horse - offered heavily discounted monthly lunches for our *Silver Club*

Totality Services - provided pro-bono IT support

University of College London students - prepared a case for us setting up a trading subsidiary

Wavestone – staff supported various tasks during their corporate volunteering day

Our activity

Key highlights: Receiving the *Queen's Award for Voluntary Service*, the highest award given to volunteer groups in the UK, in May 2019 was a key highlight. It represented the culmination of FGN's efforts since inception in 1966. The year also saw the completion of refurbishment works at our community centre and office space, Rosaline Hall, ensuring full accessibility for the FGN community. This was generously funded by *The London Marathon Charitable Trust* and *City Bridge Trust*.

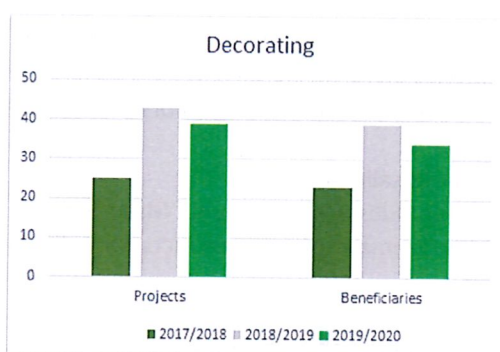
In April 2019, *The Adopt a Garden* project marked the commencement of a five-year partnership with *Nubian Life*, as funded by the *National Lottery Community Fund*. This longer-term outlook has included our investment in an Expendable Endowment Fund so to secure the long-term sustainability of FGN.

The 2019 *Parsons Green Fair* was a celebration of FGN and the wider Fulham community providing a significant proportion of FGN's income. This was attended by 9,000 residents, up from 8,000 in 2018.

The numbers: We offered the following services for the benefit of older people and people with disabilities living in Fulham.

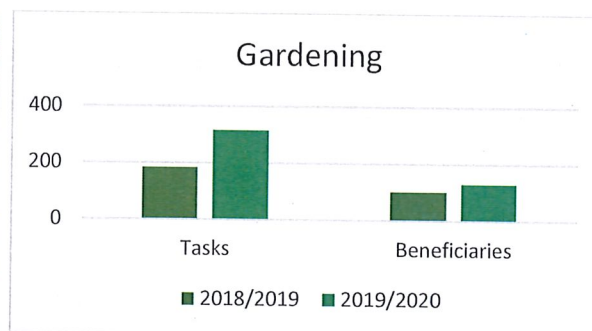
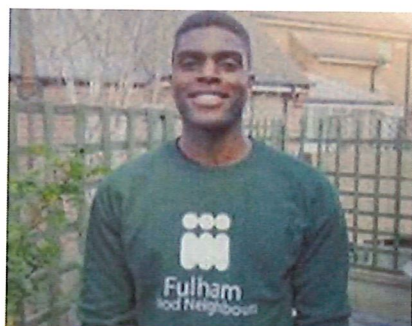
Support in the Home and Garden

Decorating: our staff and volunteers completed 39 (down from 43 in 2018/2019) decorating projects for 34 (down from 39) beneficiaries. It should be noted that 2018/2019 saw an increase in completed projects of 59% from 2017/2018. Steve, our Decorating Coordinator, is pictured below with our electric van.



My hallway has been transformed into a brighter more welcoming space. Thank you, so much, for this 'gift' opportunity. Steve was a delight to have in my home. A perfect gentleman, polite, professional, tidy, and very organised. With a bright hall, no doubt living here, will make things a bit more bearable too.

Gardening: our staff and volunteers completed 317 (184) gardening projects for 132 (103) beneficiaries, representing a 72% and 28% increase, respectively. Barney, our Gardening Coordinator, is pictured in a beneficiary garden below.



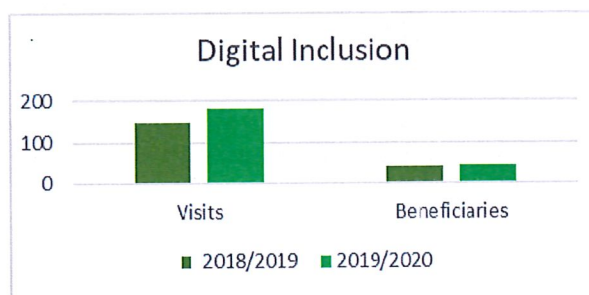
Huge thanks for your wonderful help improving my tiny garden in council's sheltered accommodation, and especially my heartiest big Thanks and gratitude to Barney, who visited me recently for the second time to complete digging a flower bed! He is very kind and generous helping old people!!

New Project: Adopt a Garden: From 1st April 2019 we commenced the *Adopt a Garden* project. This is a five-year partnership with Nubian Life funded by the *National Lottery Community Fund*. Local volunteers are matched with Fulham beneficiaries, providing befriending and garden support. The project saw overwhelming interest with 22 matches, almost double the initial target, and 141 visits.

Impact is best demonstrated by our beneficiaries:

I feel so lucky. Julie's a lovely lady. We've become friends now and my garden is a picture. I can't thank you enough.

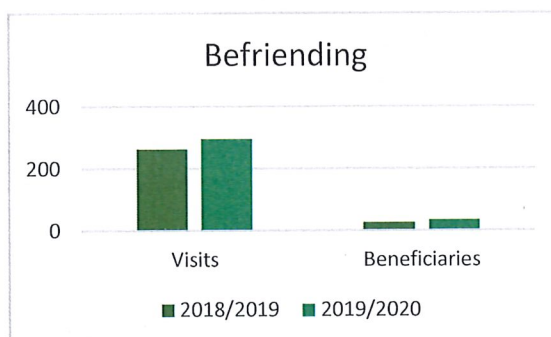
Digital Inclusion: our volunteers completed 180 visits (148) to 42 (40) beneficiaries, representing a 22% and 5% increase, respectively. Below a volunteer supports a beneficiary with her device at a typical *Digital Inclusion* meeting.



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.

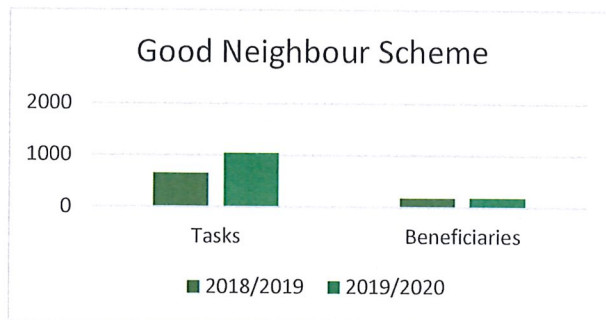
Support in the Community

Befriending: our volunteers completed 297 (263) visits to 36 (27) beneficiaries, representing a 13% and 33% increase on 2018/19, respectively. Below a volunteer and beneficiary are pictured. This match was formed as part of our *Adopt a Garden* project, which also includes a befriending element.



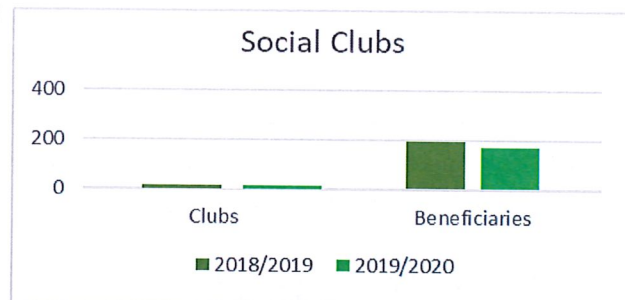
Andrew is a Godsend to me. Has similar interests to myself, dead match! Couldn't be more perfect. It came out of the blue for me and it's helped me a lot

Good Neighbour Scheme: our volunteers completed 1,048 (658) tasks for 196 (187) beneficiaries, representing a 59% and 5% increase, respectively. This scheme offers: escort to appointments, DIY, shopping, IT support, respite care, signposting, transport, wheelchair pushing, pet care, medication collection/delivery and more. The photo below shows our six-monthly volunteer and safeguarding training. Many of these volunteers will have supported our *Good Neighbour Scheme*.



I enjoy everything about it, the volunteer 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!

Social Clubs: Eight (eight) different Social Clubs benefitted 172 (198) beneficiaries representing a slight decrease of 6%. These clubs include: *Art Group, Fulham Carers, Fulham Lunch Group, Shared Reading Group, Chair Based Exercise Group, Sunday Afternoon Tea, Silver Club at the Hollywood Arms and Silver Club at the White Horse*. The photo below was taken at *Sunday Afternoon Tea*.



From the time I walked through the door I was made very welcome. It's tailor made for everyone and we are given very helpful information in a friendly and fun way. The exercise group is wonderful and full of fun. Everyone I have spoken to in the Group thinks it's Wonderful. Thank you all.

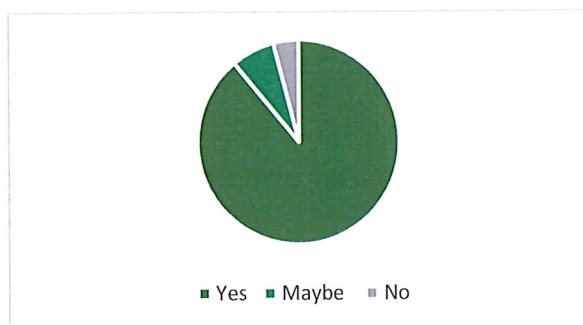
The Parsons Green Fair: FGN organised the Parsons Green Fair for the third year. 9,000 (8,000) members of the Fulham community enjoyed a free family festival. The event is a key source of FGN income, also providing a platform to promote our full suite of services. *Marston Properties*, our main sponsor, are fundamental to making the *Fair* such a success.



The Parsons Green Fair 2019

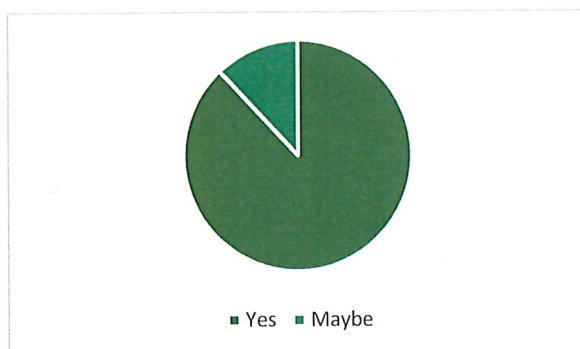
Our Impact

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



89% of beneficiaries felt that FGN creates a community where neighbours look out and care for each other.

By trying to get together old and lonely citizens in the borough the neighbours fulfil a service which helps to make life worthwhile.

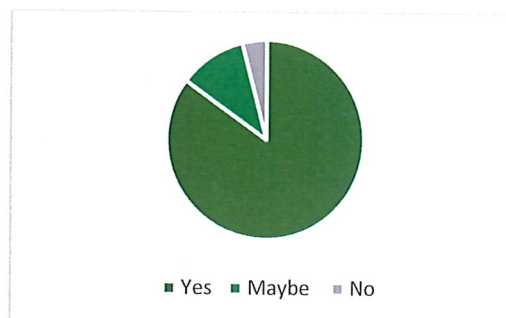


88% of beneficiaries felt that FGN's services enabled them to live independently and to contribute to society.

I started going last year to the Thursday exercise group. All the staff are very helpful and friendly. Simon helps us all he does it all with care, fun, and information. We all smile a lot.

85% of beneficiaries felt that FGN's services helped them overcome isolation and loneliness.

FGN help a lot of people who live in Fulham and who live on their own. Without FGN help, they would be very lonely.



100% of beneficiaries would recommend FGN to someone else.

Definitely! Because there are so many things to help with care, fun and information. It was recommended to me by someone that uses it.



Financial review

FGN ran at a planned deficit for the fourth year in a row, following the receipt of Nina Dobosharevich's very generous 2015 legacy. 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, has now been invested into an Expendable Endowment Fund so to secure the longer-term future of FGN. In 2019 we also benefitted from the generous legacies of Shirley Hutchinson and Joan Pond.

Our biggest funder remains the *London Borough of Hammersmith and Fulham*. The *Parsons Green Fair* also provides a large proportion of our income. FGN continues 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. This year we have also established a *Supporter Scheme* and continue to explore the option of establishing a training subsidiary.

Risk and Reserves Policy: To best manage potential risk to FGN, 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 FGN 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.

FGN is a *Going Concern* for the foreseeable future.

Governance and management

Governing document: FGN 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 FGN. 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 FGN's 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 FGN'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. FGN 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. We are also members of the *Age Action Alliance*, *Dementia Action Alliance* and the *Small Charities Coalition*.

Our Staff: FGN 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 2019/2020 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.

Krzysztof Mikata-Pralat - full time Director. Chris joined us in March 2016.

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: FGN follows the *National Joint Council (NJC)* for Local Government Services payscales. Rates of pay are uplifted in line with any changes made to the NJC.

Environmental Responsibility: FGN recognises our environmental obligations. We have taken the following measures over the last year:

- We use Fairtrade food products.
- We use renewable (non-nuclear) electricity and gas. All our appliances are at least A rated and lights are energy efficient LED lights.
- We use an electric van and have installed our own electric charging point.
- We have installed a bike stand to promote environmentally friendly commuting.
- We have partnered with *Pret a Manger*, *City Harvest* and *The Felix Project* to reduce food waste and costs by utilising donated food for activity at Rosaline Hall.
- We use environmentally friendly cleaning products.

Statement on Public Benefit: The trustees are confident that FGN's 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 A D Meakin
Ms K A Payne
Ms L E Payne
Ms A Peyton
Ms A N Sansom
Ms J H Whittle
Ms S C Nicholl-Carne, resigned 5 November 2019
Mr S Shah, resigned 19 November 2019

Independent Examiner

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

Approved by order of the board of trustees on26/10/2020..... and signed on its behalf by:


.....
Mr N A Outred – Honorary Treasurer and Trustee

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

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2020.

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').

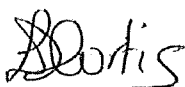
Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). 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:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. 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
4. 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 FCCA
Nordens
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY

Date: 26/10/2020

Fulham Good Neighbours Service

Report of the Trustees
for the Year Ended 31st March 2020

Statement of Financial Activities
for the Year Ended 31 March 2020

	Notes	Unrestricted funds £	Restricted fund £	31.3.20 Total funds £	31.3.19 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		21,998	-	21,998	15,225
Investment income	2	15,128	-	15,128	12,042
Other income		<u>96,968</u>	<u>73,122</u>	<u>170,090</u>	<u>131,080</u>
Total		134,094	73,122	207,216	158,347
EXPENDITURE ON					
Raising funds	3	-	-	-	12,828
Charitable activities general		<u>168,163</u>	<u>76,622</u>	<u>244,785</u>	<u>192,792</u>
Total		168,163	76,622	244,785	205,620
Net gains on investments		<u>-</u>	<u>-</u>	<u>-</u>	<u>16</u>
NET INCOME/(EXPENDITURE)		(34,069)	(3,500)	(37,569)	(47,257)
Transfers between funds	11	<u>(56,325)</u>	<u>56,325</u>	<u>-</u>	<u>-</u>
Other recognised gains/(losses)					
Gains on revaluation of fixed assets		<u>379,446</u>	<u>-</u>	<u>379,446</u>	<u>-</u>
Net movement in funds		289,052	52,825	341,877	(47,257)
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>1,011,700</u>	<u>14,000</u>	<u>1,025,700</u>	<u>1,072,957</u>
TOTAL FUNDS CARRIED FORWARD		<u>1,300,752</u>	<u>66,825</u>	<u>1,367,577</u>	<u>1,025,700</u>

Fulham Good Neighbours Service

Report of the Trustees
for the Year Ended 31st March 2020

Balance Sheet
31 March 2020

	Notes	Unrestricted funds £	Restricted fund £	31.3.20 Total funds £	31.3.19 Total funds £
FIXED ASSETS					
Tangible assets	7	877,603	10,500	888,103	497,501
Investments	8	<u>413,386</u>	<u>56,325</u>	<u>469,711</u>	<u>488,712</u>
		1,290,989	66,825	1,357,814	986,213
CURRENT ASSETS					
Debtors	9	14,311	-	14,311	-
Cash at bank and in hand		<u>43,603</u>	<u>-</u>	<u>43,603</u>	<u>66,874</u>
		57,914	-	57,914	66,874
CREDITORS					
Amounts falling due within one year	10	(48,151)	-	(48,151)	(27,387)
NET CURRENT ASSETS		<u>9,763</u>	<u>-</u>	<u>9,763</u>	<u>39,487</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>1,300,752</u>	<u>66,825</u>	<u>1,367,577</u>	<u>1,025,700</u>
NET ASSETS		<u>1,300,752</u>	<u>66,825</u>	<u>1,367,577</u>	<u>1,025,700</u>
FUNDS	11				
Unrestricted funds				1,300,752	1,011,700
Restricted funds				<u>66,825</u>	<u>14,000</u>
TOTAL FUNDS				<u>1,367,577</u>	<u>1,025,700</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2020.

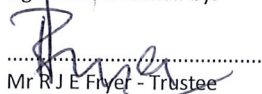
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2020 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- 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 26/10/2020 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.

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

Report of the Trustees
for the Year Ended 31st March 2020

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

	31.3.20	31.3.19
	£	£
Deposit account interest	54	95
M&G investments	12,524	9,607
National Savings income bonds	<u>2,550</u>	<u>2,340</u>
	<u>15,128</u>	<u>12,042</u>

3. RAISING FUNDS

Raising donations and legacies

	31.3.20	31.3.19
	£	£
Support costs	<u>-</u>	<u>12,828</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.

4. NET INCOME/(EXPENDITURE)

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

	31.3.20	31.3.19
	£	£
Independent Examiners fees	132	926
Depreciation - owned assets	<u>9,459</u>	<u>5,597</u>

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2020 nor for the year ended 31 March 2019.

6. STAFF COSTS

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

	31.3.20	31.3.19
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.

Fulham Good Neighbours Service

Report of the Trustees
for the Year Ended 31st March 2020

Notes to the Financial Statements - continued
for the Year Ended 31 March 2020

7. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
COST OR VALUATION					
At 1 April 2019	470,554	14,770	18,669	11,052	515,045
Additions	-	19,040	-	1,575	20,615
Revaluations	<u>379,446</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>379,446</u>
At 31 March 2020	<u>850,000</u>	<u>33,810</u>	<u>18,669</u>	<u>12,627</u>	<u>915,106</u>
DEPRECIATION					
At 1 April 2019	-	7,298	3,278	6,968	17,544
Charge for year	<u>-</u>	<u>4,492</u>	<u>3,848</u>	<u>1,119</u>	<u>9,459</u>
At 31 March 2020	<u>-</u>	<u>11,790</u>	<u>7,126</u>	<u>8,087</u>	<u>27,003</u>
NET BOOK VALUE					
At 31 March 2020	<u>850,000</u>	<u>22,020</u>	<u>11,543</u>	<u>4,540</u>	<u>888,103</u>
At 31 March 2019	<u>470,554</u>	<u>7,472</u>	<u>15,391</u>	<u>4,084</u>	<u>497,501</u>

8. FIXED ASSET INVESTMENTS

	Listed investments £	Unlisted investments £	Totals £
MARKET VALUE			
At 1 April 2019	268,712	220,000	488,712
Additions	-	30,000	30,000
Revaluations	<u>(49,001)</u>	<u>-</u>	<u>(49,001)</u>
At 31 March 2020	<u>219,711</u>	<u>250,000</u>	<u>469,711</u>
NET BOOK VALUE			
At 31 March 2020	<u>219,711</u>	<u>250,000</u>	<u>469,711</u>
At 31 March 2019	<u>268,712</u>	<u>220,000</u>	<u>488,712</u>

There were no investment assets outside the UK.

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.20 £	31.3.19 £
Other debtors	12,765	-
Prepayments and accrued income	<u>1,546</u>	<u>-</u>
	<u>14,311</u>	<u>-</u>

Report of the Trustees
for the Year Ended 31st March 2020

Notes to the Financial Statements - continued
for the Year Ended 31 March 2020

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.20 £	31.3.19 £
Accruals and deferred income	<u>48,151</u>	<u>27,387</u>

11. 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)	450,750
Property revaluation fund	470,554	379,446	-	850,000
	<u>1,011,700</u>	<u>345,377</u>	<u>-</u>	<u>1,300,752</u>
Restricted funds				
General	14,000	(3,500)	56,325	66,825
	<u>14,000</u>	<u>(3,500)</u>	<u>56,325</u>	<u>66,825</u>
TOTAL FUNDS	<u>1,025,700</u>	<u>341,877</u>	<u>-</u>	<u>1,367,577</u>

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	379,446
	<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)
	<u>73,123</u>	<u>(76,623)</u>	<u>-</u>	<u>(3,500)</u>
TOTAL FUNDS	<u>207,217</u>	<u>(244,786)</u>	<u>379,446</u>	<u>341,877</u>

Comparatives for movement in funds

	At 1.4.18 £	Net movement in funds £	At 31.3.19 £
Unrestricted funds			
General fund	602,403	(61,257)	1,011,700
Property revaluation fund	470,554	-	470,554
	<u>1,072,957</u>	<u>(61,257)</u>	<u>1,011,700</u>
Restricted funds			
General	-	14,000	14,000
	<u>-</u>	<u>14,000</u>	<u>14,000</u>
TOTAL FUNDS	<u>1,072,957</u>	<u>(47,257)</u>	<u>1,025,700</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2020

11. MOVEMENT IN FUNDS - continued

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	50,616	(111,889)	16	(61,257)
Property revaluation fund	-	-	-	-
	<u>50,616</u>	<u>(111,889)</u>	<u>16</u>	<u>(61,257)</u>
Restricted funds				
General	107,731	(93,731)	-	14,000
	<u>107,731</u>	<u>(93,731)</u>	<u>-</u>	<u>14,000</u>
TOTAL FUNDS	<u>158,347</u>	<u>(205,620)</u>	<u>16</u>	<u>(47,257)</u>

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

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	602,403	284,120	(56,325)	830,198
Property revaluation fund	470,554	-	-	470,554
	<u>1,072,957</u>	<u>284,120</u>	<u>(56,325)</u>	<u>1,300,752</u>
Restricted funds				
General	-	10,500	56,325	66,825
	<u>-</u>	<u>10,500</u>	<u>56,325</u>	<u>66,825</u>
TOTAL FUNDS	<u>1,072,957</u>	<u>294,620</u>	<u>-</u>	<u>1,367,577</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	184,710	(280,052)	16	284,120
Property revaluation fund	-	-	379,446	-
	<u>184,710</u>	<u>(280,052)</u>	<u>379,462</u>	<u>284,120</u>
Restricted funds				
General	180,854	(170,354)	-	10,500
	<u>180,854</u>	<u>(170,354)</u>	<u>-</u>	<u>10,500</u>
TOTAL FUNDS	<u>365,564</u>	<u>(450,406)</u>	<u>379,462</u>	<u>294,620</u>

12. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2020.

13. RESTRICTED FUNDS BREAKDOWN

	Brought Forward	Incoming Resources	Outgoing Resources	Carried Forward
	£	£	£	£
Co-Op Community Fund	-	7,698	(7,698)	-
Daisy Trust	-	1,000	(1,000)	-
Florence Cohen Charitable Trust	14,000	6,000	(9,500)	10,500
LBHF Third Sector Investment Fund	-	45,000	(45,000)	-
LBHF Mental Health	-	3,000	(3,000)	-
LBHF Silver Sunday	-	625	(625)	-
National Lottery Community Fund	-	7,799	(7,799)	-
Tesco Bags of Help	-	2,000	(2,000)	-
Total	14,000	73,122	(76,622)	10,500

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

Report of the Trustees
for the Year Ended 31st March 2020

Detailed Statement of Financial Activities
for the Year Ended 31 March 2020

	31.3.20 £	31.3.19 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	7,353	8,922
Gift aid	1,005	1,787
Waitrose Community Matters	2,641	1,626
All Saints Fulham	1,000	2,000
University College London	-	600
TSB Bank - Putney Branch	-	290
Gardening Donations	2,997	943
Decorating Donations	628	1,001
Deposit account interest	54	95
M&G investments	12,524	9,607
National Savings income bonds	2,550	2,340
LBHF Third Sector Investment Fund	45,000	45,000
Other income	4,850	5,000
London Marathon Charitable Trust	9,000	-
Daisy Trust	1,000	1,000
Smart Energy GB	-	1,775
LBHF Mental Health	3,000	2,000
LBHF Small Grants	-	5,000
Parson Green Fair	28,331	16,405
The Alchemy Foundation	-	250
The William Allen Young Trust	1,000	-
Florence Cohen Charitable Trust	6,000	14,000
Co-Op Community Fund	7,698	8,161
Peoples Postcode Trust	-	15,200
National Lottery Community Fund	17,799	9,895
LBHF Silver Sunday	625	550
Tesco Bags of Help	2,000	2,000
A Jurgens Charitable Trust	-	1,500
United in Hammersmith & Fulham	-	400
LSE Santander Internship	-	1,000
Expat Foundation	9,500	-
Sir Jules Thorn Trust	750	-
The Edward Gostling Foundation	5,000	-
The Albert Hunt Trust	1,000	-
Yorkshire Building Society	2,000	-
City Bridge Trust	22,912	-
Charles Hayward Foundation	3,000	-
The Morgan Charitable Foundation	1,000	-
The Worshipful Company of Grocers	5,000	-
Total incoming resources	207,217	158,347

Fulham Good Neighbours Service

Report of the Trustees
for the Year Ended 31st March 2020

Detailed Statement of Financial Activities
for the Year Ended 31 March 2020

	31.3.20 £	31.3.19 £
EXPENDITURE		
Support costs		
Management		
Wages	156,296	151,238
Pensions	7,397	10,846
Rates and water	5,291	4,169
Insurance	924	1,100
Telephone	-	1,612
Postage and stationery	1,914	2,810
Sundries	3,717	207
Computer expenses	4,017	3,791
Staff expenses, training and recruitment	5,128	2,126
Volunteering expenses	1,864	1,460
Utilities and cleaning	1,510	1,232
Repairs and maintenance	16,140	1,653
Publicity	1,916	1,650
Social clubs	10,002	9,436
Fundraising	325	1,441
AGM & hospitality	785	575
Van expenses	2,276	3,641
PGF Supplies	13,713	-
Fixtures and fittings	4,493	1,136
Motor vehicles	3,848	3,278
Computer equipment	1,120	1,183
	<u>242,676</u>	<u>204,584</u>
Finance		
Bank charges	120	110
Governance costs		
Auditors' remuneration	132	926
Legal fees	1,858	-
	<u>1,990</u>	<u>926</u>
Total resources expended	<u>244,786</u>	<u>205,620</u>
Net expenditure before gains and losses	(37,569)	(47,273)
Realised recognised gains and losses		
Realised gains/(losses) on fixed asset investments	-	16
Net expenditure	<u>(37,569)</u>	<u>(47,257)</u>