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Fulham
Good Neighbours

The Queen's Award
for Voluntary Service

Report of the Trustees and Audited Financial Statements for Year Ended 31 March 2026 for Fulham Good Neighbour Service



'I am so proud of the organisation, and they just do so much for inclusiveness in the community.'

The Mayor of Hammersmith & Fulham on announcing
Fulham Good Neighbours as a 'Charity of the Year'

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Table of Contents

Table of Contents	
Report of the Trustees	1
Independent Examiner's Report	15
Statement of Financial Activities	16
Balance Sheet	17
Notes to the Financial Statements	18
Detailed Statement of Financial Activities	25

Report of the Trustees

The trustees who are also directors of Fulham Good Neighbour 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 2026. 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

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 to establish the *Fulham District Nursing Association* in 1919.

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 Neighbour Service.

In 2006 Fulham Good Neighbour 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 Neighbour Service received *The Queen's Award for Voluntary Service*, and in 2022 won its first international award from the *International Congress of Healthy City* Design.

In 2023, Fulham Good Neighbour Service was awarded a *London Borough of Hammersmith and Fulham Civic Award* and represented the Borough at the *Local Charity Champions' Reception* at 10 Downing Street.

In 2024 Fulham Good Neighbours promotional film *Into The Fold*, in partnership with Media Trust and City Bridge Foundation, won the People's Choice OCFA Charity Film award in the category of 250K - £450K Turnover, as well as a Smiley Charity Film Award.

In 2025, the Mayor of Hammersmith & Fulham Council, Cllr Sharon Holder selected Fulham Good Neighbours as one of her three 'Charities of the Year' for 2025-6.

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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*.

2025-26 Summary

The year saw an excellent start to our 2025-28 strategic period. In summary, in financial year 2025-26, we supported:

- 165 beneficiaries through our Gardening, Decorating and Home Repair schemes with a total of 548 tasks completed.
- 149 beneficiaries through our Befriending, Telephone Befriending and Good Neighbour Scheme with a total of 1,068 tasks completed.
- 138 beneficiaries via our Community Meals, Social Clubs, and Events with a total of 3,860 attendances recorded.
- 121 beneficiaries via our online classes, Digital Inclusion Support, Digital drop-in, Techy Tea Parties, and Workshops. 307 online classes attendances were recorded and 327 tasks completed.

A total of 389 unique beneficiaries accessed our services between 1st April 2025 and 31st March 2026, up from 361 in 2024-5.

Projects are provided to beneficiaries for FREE and targeted to those facing income deprivation.



Rah Rah Theatre Company performs Dick Whittington – November 2025

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A Round Up of Our Year 2025-26

Fulham Good Neighbours delivered a broad range of services for older people and those with disabilities across Fulham, via our community centre, in the homes of beneficiaries, outreach in the community and on-line.

Our *Digital Inclusion* programme thrived under the coordination of Rubab Suhail, launching a series of pop-up events in community centres and sheltered housing to reach people near their homes and generate awareness. Fulham Good Neighbours continued to run weekly social clubs focusing on exercise, creative and cultural interests. We held two to three community meals a month at our centre, Rosaline Hall and another two to three at pubs and cafes across the borough, stewarded by Social Clubs Coordinator, Ruth George. A new venue The Mitre on Dawes Road, has proved a popular option.

The charity's home and garden services have continued to be in great demand, led by Stephen Fay, Decorating & Home Repair Coordinator, and Barney Valentine, Gardening Projects Coordinator, who team up for more complex projects. Alana Mann joined to coordinate the Good Neighbour scheme and Befriending programme and to manage our volunteers.

Events enjoyed by beneficiaries included a performance of songs from the 60s and 70s by the Fulham Good Neighbours Choir, *Dick Whittington* by the Rah Rah Theatre Company Club and a bingo and quiz extravaganza. In August, an all-expenses coach trip to Eastbourne was organised whilst Christmas highlights included Afternoon Tea at Hurlingham Club and lunch at Chelsea Football Club.

We were honoured to be chosen by The Mayor of Hammersmith & Fulham, Cllr Sharon Holder, as one of her three Charities of the Year. The Mayor made official visits to the Parsons Green Fair and our Techy Tea Party at Clem Atlee Community Centre.

Fulham Good Neighbours has selected building contractors for the refurbishment and redevelopment of Rosaline Hall in 2026-7. The hall will undergo extensive works upgrading the appearance at the front, adding sound-proofing materials, a dedicated meeting room added and enlarging the kitchen. This investment will ensure that Fulham Good Neighbours will be able to offer quality services into the future. The centre will be relocated in the period to Dawes Road Hub to avoid disruption to services.



Silver Club members at Lillie Langtry celebrating Christmas – December 2025

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The Need for our Projects

Older and disabled residents in Fulham face significant risks of loneliness, poverty and declining health. 43% of Hammersmith & Fulham residents aged over 65 live alone, the fourth highest proportion in England. One in five residents over 65 have poor or very poor health and more than half live with a long-term health problem or disability. Those aged 85 years and older have a disability rate 4 times higher than those aged 15 to 24 years old.

The 65+ population of Hammersmith & Fulham is predicted to rise from 18,983 residents in 2023 by 36% by 2033. The majority of older people live in the south of the borough. Those aged 85 years and over, living in the borough will increase by 48%. In Hammersmith & Fulham, 25.6% of older adults aged 60+ are income deprived.

Many older residents struggle to access digital services, remain physically active or maintain meaningful social connections, while cost-of-living pressures further limit opportunities to take part in community life. Age UK estimates that over 1/3 of UK people over 65 lack basic digital skills. Digital exclusion profoundly affects access to health, financial, community and governmental services and leads to a 'poverty premium' for those missing out on online only discounts and offers.

Fulham focuses on neighbourhoods with high levels of deprivation and our services are delivered at no cost to beneficiaries so that cost is never a barrier to access. Our Social Clubs and events provide welcoming spaces where older people can meet regularly, build friendships and access trusted support. Participants report reduced loneliness, improved wellbeing and increased confidence to engage with wider services. In line with the London Borough of Hammersmith & Fulham Older People's Needs Assessment 2024, our emphasis is on improving quality of life and allowing individuals to live independently for as long as possible. Fulham Good Neighbours continues to take affirmative action on disability. As per the local Disabled People's Commission[1]we will ensure that there is 'nothing about disabled people without disabled people'.



Digital Inclusion Volunteer at Get Online Week – October 2025

[1] *www.lbhf.gov.uk/sites/default/files/section_attachments/hf-disabled-peoples-commission-final-accessible-report-june-2018.pdf*

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Our Volunteers and Corporate Partners

We benefitted from the invaluable dedication of 40 active Fulham Good Neighbours volunteers across our Gardening, Home Repair, Decorating, Digital Inclusion Projects, Good Neighbour Scheme and Befriending Programme. In addition, we are hugely grateful for support from another 60 corporate, school and student volunteers.

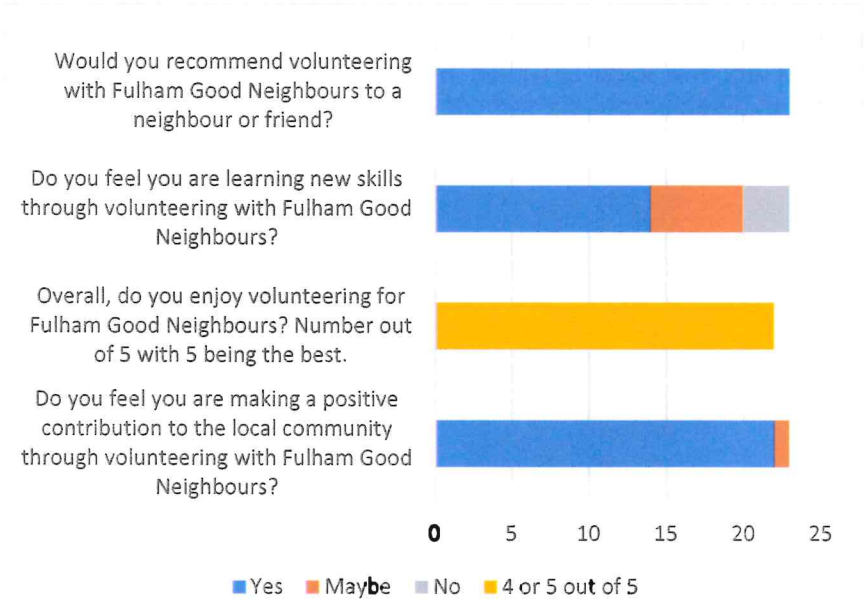
These includes Rhythm Studio music students entertaining our Wednesday Lunch Club throughout the year, Elsevier who gave digital support at our Techy Tea Parties and competitors at the Earl's Court Development Centre Padel Tournament. Thanks to volunteers from Citizens Advice Hammersmith & Fulham, we provided information workshops on a variety of topics to beneficiaries. Our new partner Cook kindly donated cakes, puddings and tarts to the Wednesday Lunch Club. Chelsea FC Foundation fans and supporters kindly donated Christmas presents to our beneficiaries.

Social clubs are dependent on volunteer support: our Reading Group was led by Avril Peyton who trained with the Reading Agency, Virginia Manch led our Digital Drop In each week and Jill Weston our monthly Birthday Card project and Frank Hoey assisted with the Wednesday Lunch Club. Nicky Sansom orchestrated the Parsons Green Fair with her team of organisers and volunteer marshals.

'I love doing what I do.'

Befriending Volunteer

Volunteer Survey 2025-2026



23 responses to the survey were received from the survey sent to 40 volunteers that actively support service delivery at Fulham Good Neighbours. As a result of feedback, Fulham Good Neighbours will introduce ongoing training opportunities at Volunteer Support Group meetings.

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Our Projects in 2025/26:



Fulham Good Neighbours offered the following projects for the benefit of older and disabled people living in Fulham.

Support in the Home & Garden via:

- Decorating & Minor Home Repairs
- Gardening and Adopt a Garden
- Befriending
- Digital Support
- Good Neighbour Scheme
- Office Support – advocacy, information, administration and signposting.

Social Clubs via:

- Social Clubs – five days a week at our community centre
- Creative & Cultural Social Clubs: Art, Choir, Textile, Shared Reading
- Chair Based Exercise (x 2 weekly)

Community Meals via:

- Wednesday Lunch Club (x 2/3 monthly)
- Silver Club (x 2/3 monthly)

Support Online via:

- Digital Inclusion – supporting those excluded from digital communications, particularly those housebound, including one-to-one volunteer support, Digital Drop-in, device loan & internet connectivity.
- Online Chair Based Exercise.

'A wonderful weekly gathering where friendships are made within the joy of creativity. I wouldn't miss it!'

Social Club Beneficiary

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Decorating & Minor Home Repairs: Our professional repair and decorating professional, supported by volunteers, carries out essential tasks to improve safety and security in the home and small decorating jobs. The project supports beneficiaries who cannot afford to pay privately and have neither the ability nor family/friends available to do the tasks.

Gardening: The project provides gardening services to those who cannot pay, nor do the work themselves. It incorporates professional one-off jobs completed by our RHS trained gardener, supported by volunteers, and our Adopt a Garden project for a longer-term ongoing gardening, where volunteer gardeners are matched to a beneficiary and provide ongoing help.



Sheltered Housing Garden: Before and After – August 2025

Befriending: The project matches a screened and trained volunteer to a beneficiary based on personality and shared interests. The volunteer provides long-term friendship and support at the home of the beneficiary, over the telephone and in the community. The befriending programme has increased considerably in the period, and we are operating a waiting list with priority for those with limited mobility.

Good Neighbour Scheme: This provides invaluable practical support to older and disabled community members. It covers everything from one-off grocery shopping, wheelchair pushing, escorting to an appointment, collecting and delivering medication. It is entirely dependent on our bank of reliable and helpful volunteer.

'Nice to see caring people. Very helpful.'
Good Neighbour Scheme Beneficiary

Digital Inclusion: The programme provided digital first aid at a Digital Drop-in on Monday mornings led by volunteer Virginia Manch, and via volunteer outreach support. In the period we piloted four 'Techy Tea Parties'. These pop-up digital support events were held at venues targeted to vulnerable older and disabled people: Clem Atlee Community Centre, Sands End Community Centre, Wentworth Sheltered Housing Communal Area and Rosaline Hall. Corporate partner Elsevier UK provided four volunteers at each event. The Mayor of Hammersmith & Fulham attended the event at Clem Atlee Community Hall. National Westminster Bank employees hosted a Digital Inclusion workshop to assist beneficiaries who were affected by the closure of the local branch and move to online/telephone access.

Docusign Envelope ID: A38A32C7-4A16-8702-80AD-D0B3BC1E229E

Social Clubs, Community Meals and Events: The clubs and meals have continued to flourish and in addition, events and outings were arranged, a particular highlight being an all expenses paid coach day trip to Eastbourne, generously funded by The Daisy Trust and a visit to Hurlingham Club for Christmas Tea and lunch at Chelsea Football Club.

'London can feel very big and impersonal but Fulham Good Neighbours a sense of local and local people'

Social Club Beneficiary

The **Art Club** continued to inspire and create led by Art Consultant Roopa Basu. Roopa makes use of art in a variety of mediums and features artists through the ages to inspire and learn from. **Textile Club** members explored fabric, threads and colours and made patchwork images through cutting and sticking. under the direction of Marion and Gotti from Fulham Textile Studios During the year they created a beautiful mural to represent the values of Fulham Good Neighbours which is proudly displayed at Rosaline Hall. Both clubs sold their work at the Parson's Green Fair and our Christmas Fair to raise funding for the charity.



Craft Club members with Fulham Textile Studio and their mural – September 2025

In partnership with Rhythm Studio, the all-abilities Fulham Good Neighbours **Choir** sang classics from the Bob Marley, Abba and Michael Buble. It was led by choir master and international musician Veronica Alcione, an Italian-born artist, singer-songwriter, and pianist based in London.

Led by volunteer Avril Peyton, our **Reading Club** In partnership with charity, The Reading Agency, and enjoyed a wide selection of poems and short stories. They enjoyed works by Michael Morpurgo, Jeanette Winterson and Stephen King as well as poems by William Butler Yeats, George Herbert and Christina Rossetti. Members explore themes, culture and character and the readings lead to conversations about life and lives.

The **Chair Based Exercise Club**, led by qualified instructor Jonathan Woollard, focuses on basic movements combining stretching, strengthening and breathing alongside challenging the brain to think about how we move, why we move and the direction we move. The class helps its participants to have better control over what their body does and patterns correct movement both in the chair and out.

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'We start out as babies finding our way and moving naturally only then to create bad habits and sometimes a lifetime of poor movement patterns. I believe it's never too late to break this cycle and go back to basics that we did naturally as babies and small children'

Jonathan – Chair Based Exercise Instructor.

The **Silver Club** hosts meals in pubs and cafes around Fulham two to three times a month including the Kennedy's, Lillie Langtry and The Mitre. Fulham Good Neighbours negotiates a low-cost limited menu with each venue and subsidises each members' lunch.

The **Wednesday Lunch Club** offers a hearty yet simple weekly meal at Rosaline Hall at no cost to members. Club members follow the meal with puzzles and games, and entertainments. Information workshops are held twice a month hosted by outside agencies, with this year's topics including: South Fulham NHS PCN with a Digital Workshop on NHS/PATCHS, an energy advice presentation by Groundwork, Green Doctor, and Inheritance Tax by Citizens Advice.



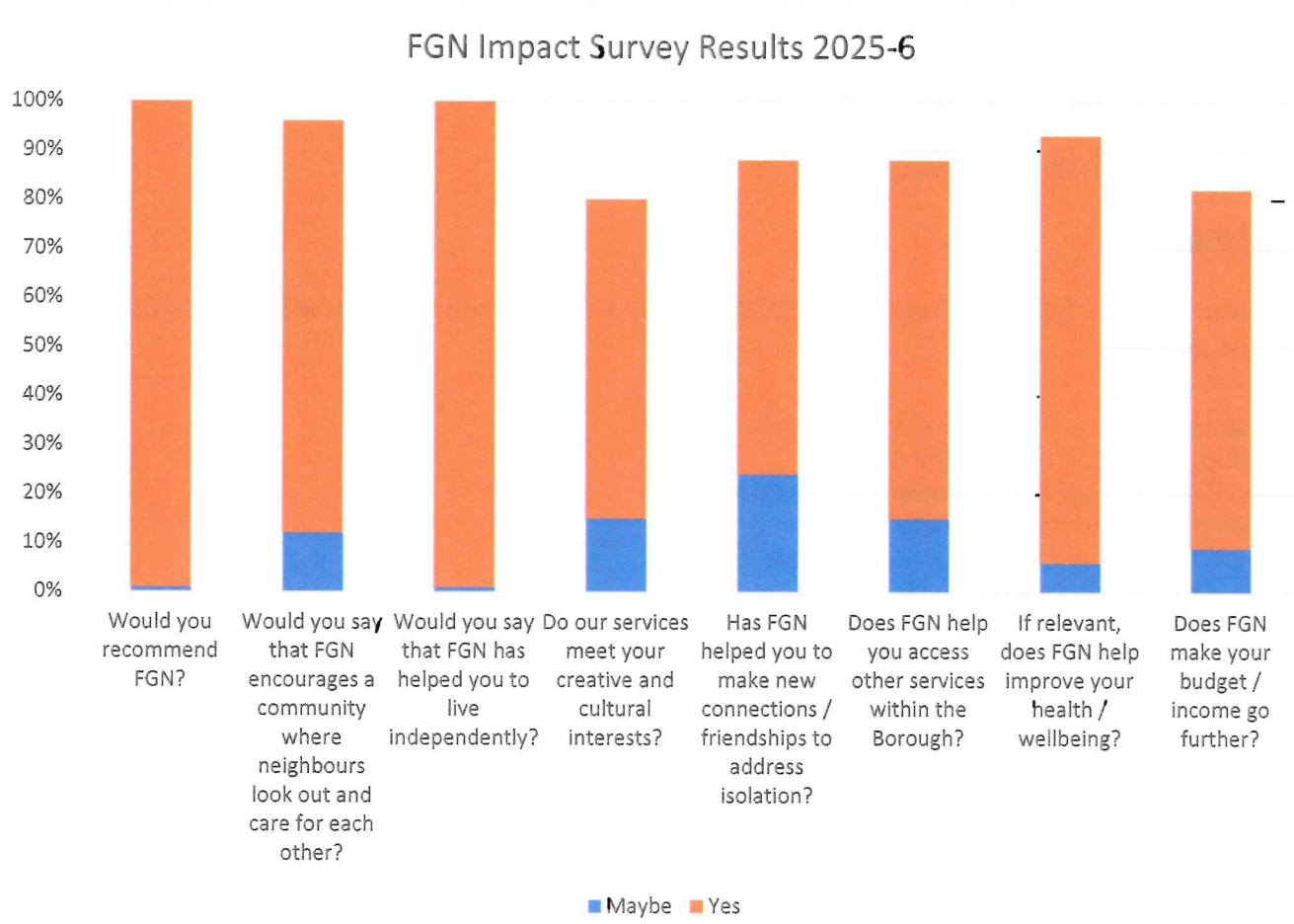
Wednesday Lunch Club members enjoy a gardening workshop - October 2025

The Parsons Green Fair: The Fair took place on Saturday 5 July 2025 and featured over 100 independent stalls selling a huge variety of goods from clothes, jewellery, food and pictures. Drama and music schools performed on the main stage throughout the day, and there was a huge range of attractions for children including donkey rides, magic shows, a circus workshop and a petting farm. The festival exclusively raises funds for Fulham Good Neighbours and provides a platform to promote our full suite of services while highlighting other local enterprises. Marston Properties, our main sponsor, is fundamental to making the Fair such a success as are the efforts of volunteer marshals and organisers.

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Our Impact

Understanding the impact of our services is central to the work of Fulham Good Neighbours. Our beneficiary survey, conducted throughout the year, measures outcomes against objectives aligned with our vision, mission and values. The survey was offered to all beneficiaries receiving support, either online or on paper, and could be completed anonymously. We received 78 responses, providing valuable insight into the positive difference Fulham Good Neighbours makes to people's lives.



Overall, the findings demonstrate that beneficiaries value our services highly, with over 80% of respondents reporting positive outcomes across every area measured, and 100% saying they would recommend Fulham Good Neighbours or that our support has helped them live more independently.

Docusign Envelope ID: A38A32C7-4A16-8702-80AD-D0B3BC1E229E

Financial review

Fulham Good Neighbour Service operated a planned deficit during the year. Substantial unrestricted reserves ensured full delivery of services, while the financial climate made fundraising challenging. Trustees made the decision to designate significant reserves to a refurbishment of the community centre to ensure our long-term growth.

The charity continues to benefit from a substantial legacy received prior to the pandemic, which was invested in an Expendable Endowment Fund to help secure its longer-term future.

We actively seek to diversify income streams. Our biggest funders were the London Borough of Hammersmith & Fulham and Garfield Weston Foundation. Fulham Good Neighbours attracted first time funding from Drapers Charitable Fund and Julia Rausing Fund. The Parsons Green Fair continues to provide a significant income of unrestricted funding.

Funders and pro bono support

Our funders:

Between 1st April 2025 and 31st March 2026, Fulham Good Neighbour Service benefitted from generous grants:

All Saints Church – funded our core services
City Bridge Trust – funded staff salaries
Co-op Community Fund – funded our social clubs
Daisy Trust – funded beneficiary day out
Drapers Charitable Fund – funded our core costs
DEBK – funded our social clubs
Garfield Weston Foundation - funded our core costs
Good Things Foundation – funded our Digital Inclusion project
H&F Giving – funded Digital Inclusion project
Julia Rausing Fund – Summer Art & Craft Projects
London Borough of Hammersmith & Fulham (LBHF) 3rd Sector grants – funded core costs
LBHF – Mental Health Grant.
Marstons – Main sponsor for the Parsons Green Fair
National Lottery Awards for All – funded social clubs
Research Partnership – individual projects
Sirrom Charitable Trust – funded various projects
Sisters of the Holy Cross – funding projects
Waitrose Community Matters – Core Costs

In addition, Fulham Good Neighbours benefited from many generous individuals making donations both independently and via our Supporters Scheme.

Pro bono support:

Fulham Good Neighbour Service benefitted from generous pro bono support over the year, including:

Chelsea FC Foundation – provided Christmas gifts via their fans and supporters
Fulham BID – provided Emergency First Aid and Defibrillator training
The Hurlingham Club – a Christmas afternoon tea to our beneficiaries
Elsevier – Digital Support volunteers
Totality Services - provided pro-bono IT support
Yellow Panda Pub Co. – Silver Lunch Club puddings
Cook – Wednesday Lunch Club cake and puddings.
Kennedys and Mitre – host's lunch

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Risk and Reserves Policy:

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

The trustees aim to maintain free reserves at an equivalent level of one year's operational expenditure. At present FGN holds almost nine month's unrestricted reserves of £254,000. FGN also holds £168,856 designated as a property development fund for approved (in principle) projects for the development of the FGN centre at Rosaline Hall, of which just over £107,200 has already been committed to in the 26/27 financial year on the refurbishment.

As per our policy, free reserves should provide Fulham Good Neighbour Service with adequate financial stability and the means to meet our charitable objectives for the foreseeable future.

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 value 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 Neighbour Service is a Going Concern for the foreseeable future.

Governance and management

Governing document: Fulham Good Neighbour Service is governed by Memorandum and Articles of Association signed on 15th November 2005 (and amended by 'Special Resolution Dated 24th September 2019'). 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 Neighbour 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 bi-monthly. 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 Neighbour Service strategic and operational requirements. Regular trustee skills audits help to identify any gaps in skills or experience.

Docusign Envelope ID: A38A32C7-4A16-8702-80AD-D0B3BC1E229E

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 clean 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 CEO.

Fulham Good Neighbour 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 Neighbour 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, Cyber Security, First Aid and Health & Safety. Further training is offered depending on the role and interests.

The staff team for 2025/2026 comprised:

Flora Taylor - full time CEO
Barney Valentine – part time Gardening Project Co-ordinator.
Alana Mann – full time Volunteer Coordinator (joined October 2025)
Taura Riley – full time Volunteer Coordinator (left August 2025)
Jacqueline Davies – part time Finance Administrator.
Rubab Suhail – full time Digital Inclusion & Communications Co-ordinator.
Ruth George – part time Social Clubs Co-ordinator.
Stephen Fay – part time Home Repair Decorating Project Co-ordinator.

Pay: Fulham Good Neighbour Service follows the National Joint Council (NJC) for Local Government Services pay scales.

Environmental Responsibility: Fulham Good Neighbour 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.
- We promote environmentally friendly commuting with our season ticket loan offer to staff.

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 solar panels at Rosaline Hall to reduce our carbon footprint.
- We use environmentally friendly cleaning products and Fairtrade food products.

Environmentally conscious project delivery:
- We compost all garden waste on site using a shredder, reducing the need for black bin bags, and providing a mulch to local gardens.
- We actively recycle materials in Rosaline Hall.

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Statement on Public Benefit: The trustees are confident that Fulham Good Neighbour 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 as at 31 March 2026
Mr R J E Fryer, Chair
Ms A N Sansom, Deputy Chair
Mr N A Outred, Honorary Treasurer
Ms A D Meakin
Ms K Demarco – appointed May 2025
Mr C Mills – appointed May 2025
Mr G Gilpin – appointed November 2025
Ms K Platgalve – appointed November 2025
Ms K A Payne – resigned in May 2025
Ms A Peyton – resigned in September 2025
Ms J H Whittle – resigned in November 2025
Ms S M O'Neill, Deputy Chair – resigned in November 2025

Independent Examiner
Nordens Audit Limited
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY

Approved by order of the board of trustees on 10/13/2026 and signed on its behalf by:

Signed by:
Nick Outred
78AD4A64E113485...
Mr N A Outred – Trustee & Honorary Treasurer

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Fulham Good Neighbours Service

Independent Examiner's Report
for the Year Ended 31st March 2026

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 2026.

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
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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.

DocuSigned by:
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Lorraine Curtis ACA BFP FCCA
Nordens Audit Limited
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY

Date: 10/14/2026

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Fulham Good Neighbour Service

Statement of Financial Activities
for the Year Ended 31st March 2026

	Notes	Unrestricted funds £	Restricted fund £	31.3.26 Total funds £	31.3.25 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		**17,968**		**17,968**	17,565
Investment income	2	**21,303**	**-**	**21,303**	23,171
Other income		**28,061**	**145,340**	**173,401**	227,314
Total		**67,332**	**145,340**	**212,672**	268,050
EXPENDITURE ON					
Charitable activities					
General		**196,119**	**146,006**	**342,125**	336,953
Net gains/(losses) on investments		**42,342**	**-**	**42,342**	4,286
Gains/(losses) on revaluation of fixed assets		**(350,000)**	**-**	**(350,000)**	
NET INCOME/(EXPENDITURE)		**(436,445)**	**(666)**	**(437,111)**	(64,617)
RECONCILIATION OF FUNDS					
Total funds brought forward		**1,359,301**	**51,161**	**1,410,462**	1,475,079
TOTAL FUNDS CARRIED FORWARD		**922,856**	**50,495**	**973,351**	1,410,462

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Fulham Good Neighbour Service

Balance Sheet
31st March 2026

	Notes	Unrestricted funds £	Restricted fund £	31.3.26 Total funds £	31.3.25 Total funds £
FIXED ASSETS					
Tangible assets	6	**517,449**	**1,997**	**519,446**	878,283
Investments	7	**393,991**	**48,498**	**442,489**	510,926
		911,440	**50,495**	**961,935**	1,389,209
CURRENT ASSETS					
Debtors	8	**-**	**-**	**-**	100
Cash at bank and in hand		**12,616**	**-**	**12,616**	32,285
			-		32,385
CREDITORS					
Amounts falling due within one year	9	**(1,200)**	**-**	**(1,200)**	(12,527)
NET CURRENT ASSETS		**11,416**	**-**	**11,416**	19,858
TOTAL ASSETS LESS CURRENT LIABILITIES		**922,856**	**50,495**	**973,351**	1,410,462
NET ASSETS		**922,856**	**50,495**	**973,351**	1,410,462
FUNDS	10				
Unrestricted funds				**922,856**	1,359,301
Restricted funds				**50,495**	51,161
TOTAL FUNDS				**973,351**	1,410,462

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2026.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2026 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) 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 10/13/2026 and were signed on its behalf by:

Signed by:
Nick Outred
78AD4A64E113485...
Mr N A Outred - Trustee

Mr R J E Fryer - Trustee

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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, for an independent revaluation, on 9th May 2019 and an updated informal valuation occurred in November 2025 which has decreased the current valuation as updated in the accounts in March 2026.

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.

Docusign Envelope ID: A38A32C7-4A16-8702-80AD-D0B3BC1E229E

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

	31.3.26	31.3.25
	£	£
M&G investments	**21,303**	23,171

3. NET INCOME/(EXPENDITURE)

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

	31.3.26	31.3.25
	£	£
Independent Examiners fees	**600**	600
Depreciation - owned assets	**5,506**	7,228

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2026 nor for the year ended 31 March 2025

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2026 nor for the year ended 31 March 2025.

Docusign Envelope ID: A38A32C7-4A16-8702-80AD-D0B3BC1E229E

5. STAFF COSTS

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

	31.3.26	31.3.25
Full-time	3	2
Part-time	4	5
	7	7

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

6. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
COST					
At 1 April 2025	850,000	52,631	18,669	17,601	938,901
Additions	-	-	-	3,089	3,089
Revaluation	(350,000)	-	-	-	(350,000)
At 31 March 2026	500,000	52,631	18,669	20,690	591,900
DEPRECIATION					
At 1 April 2025	-	37,529	16,006	13,503	67,038
Charge for year	-	3,776	666	1,064	5,506
At 31 March 2026	-	41,305	16,672	14,567	72,544
NET BOOK VALUE					
At 31 March 2026	500,000	11,326	1,997	6,123	519,446
At 31 March 2025	850,000	15,102	2,663	4,098	871,863

7. FIXED ASSET INVESTMENTS

	Listed investments £	Unlisted investments £	Totals £
MARKET VALUE			
At 1 April 2025	268,741	250,000	518,741
Revaluations	(76,252)	-	(76,252)
At 31 March 2026	192,489	250,000	442,489
NET BOOK VALUE			
At 31 March 2026	192,489	250,000	442,489
At 31 March 2025	268,741	250,000	518,741

There were no investment assets outside the UK.

Docusign Envelope ID: A38A32C7-4A16-8702-80AD-D0B3BC1E229E

7. FIXED ASSET INVESTMENTS – continued

Cost or valuation at 31 March 2026 is represented by:

	Listed investments £	Unlisted investments £	Totals £
Valuation in 2026	192,489	250,000	400,147
TOTAL FUNDS	192,489	250,000	400,147

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.26 £	31.3.25 £
Other debtors	-	100

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.26 £	31.3.25 £
Other creditors	-	2,527
Accruals and deferred income	1,200	10,000
	1,200	12,527

10. MOVEMENT IN FUNDS

	At 1.4.25 £	Net movement in funds £	At 31.3.26 £
Unrestricted funds			
General fund	509,301	(86,445)	422,856
Property revaluation fund	850,000	(350,000)	500,000
	1,359,301	(436,445)	922,856
Restricted funds			
General	51,161	(666)	50,495
TOTAL FUNDS	1,410,462	(437,111)	973,351

Docusign Envelope ID: A38A32C7-4A16-8702-80AD-D0B3BC1E229E

10. MOVEMENT IN FUNDS - continued

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	**67,332**	**(196,119)**	**(307,658)**	**(436,445)**
Restricted funds				
General	**145,351**	**(146,007)**	**-**	**(666)**
TOTAL FUNDS	**212,673**	**(342,126)**	**(307,658)**	**(437,111)**

Comparatives for movement in funds

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	571,820	(62,519)	509,301
Property revaluation fund	850,000	-	850,000
Restricted funds			
General	53,259	(2,098)	51,161
TOTAL FUNDS	1,475,079	(64,617)	1,410,462

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	**79,950**	**(147,565)**	**5,096**	**(62,519)**
Restricted funds				
General	**188,100**	**(189,388)**	**(810)**	**(2,098)**
TOTAL FUNDS	**268,050**	**(336,953)**	**4,286**	**(64,617)**

Docusign Envelope ID: A38A32C7-4A16-8702-80AD-D0B3BC1E229E

10. MOVEMENT IN FUNDS - continued

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

	At 1.4.24 £	Net movement in funds £	At 31.3.26 £
Unrestricted funds			
General fund	571,820	(148,964)	422,856
Property revaluation fund	850,000	(350,000)	500,000
Restricted funds			
General	53,259	(2,764)	50,495
TOTAL FUNDS	1,475,079	(501,728)	973,351

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	147,282	(343,684)	(302,562)	(498,964)
Restricted funds				
General	333,441	(335,395)	(810)	(2,764)
TOTAL FUNDS	480,723	(679,079)	(303,372)	(501,728)

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2026.

Docusign Envelope ID: A38A32C7-4A16-8702-80AD-D0B3BC1E229E

12. RESTRICTED FUNDS BREAKDOWN

	Brought Forward £	Incoming Resources £	Outgoing Resources £	Carried Forward £
City Bridge Trust – C19	-	12,750	(12,750)	-
Co-Op Community Fund	-	500	(500)	-
Daisy Trust	-	2,000	(2,000)	-
DEBK	-	5,000	(5,000)	-
Drapers Charitable Fund	-	25,000	(25,000)	-
Florence Cohen Charitable Trust	2,663	-	(666)	1,997
Garfield Weston	-	30,000	(30,000)	-
Good Things Foundation	-	464	(464)	-
H&F Giving (previously United in Hammersmith)	-	2,500	(2,500)	-
Julia Rausing Trust	-	4,400	(4,400)	-
LBHF Third Sector Grant	-	49,140	(49,140)	-
National Lottery Community Fund Awards for all – Social Clubs	-	10,000	(10,000)	-
Research Partnership	-	587	(587)	-
Sirrom Charitable trust	-	3,000	(3,000)	-
Total	**2,663**	**145,341**	**(146,007)**	**1,997**

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 25.

Docusign Envelope ID: A38A32C7-4A16-8702-80AD-D0B3BC1E229E

Fulham Good Neighbour Service

Detailed Statement of Financial Activities
For the Year Ended 31st March 2026

INCOME AND ENDOWMENTS	31.3.26 £	31.3.25 £
Donations and legacies		
Donations	**4,008**	6,677
Gift aid & legacies	**1,679**	6,673
Garfield Weston	**30,000**	30,000
All Saints Fulham	**1,492**	1,000
Gardening Donations	**2,130**	2,513
Decorating Donations	**916**	702
Digital Inclusion Donations	**67**	-
M&G investments	**21,303**	23,171
LBHF Third Sector Investment Fund	**49,140**	49,141
Other Grants	**5,184**	1,251
Daisy Trust	**2,000**	-
DEBK	**5,000**	-
LBHF Mental Health	**2,153**	2,100
Parson Green Fair	**19,579**	12,315
National Lottery Community Fund Awards for all – Social Clubs	**10,000**	10,000
Research Partnership	**587**	336
Co-Op Community Fund	**500**	1,470
Good Things Foundation	**464**	6,000
Waitrose Community Matters	**1,000**	-
H&F Giving (previously United in Hammersmith)	**2,500**	12,204
Drapers Charitable Fund	**25,000**	-
Julia Rausing Trust	**4,400**	-
Supporters Scheme	**2,059**	-
G M Marriage	**-**	2,000
Sirrom Charitable Trust	**3,000**	3,000
The Edward Gostling Foundation	**-**	12,500
Gardening Income	**195**	-
City Bridge Trust	**12,750**	63,250
Endowment Fund Investment	**-**	2,340
Sponsored Events & On-Line Donations	**103**	408
Parsons Green Fair Sponsorship	**5,001**	-
Marston Properties	**-**	8,000
Good Neighbour Scheme & Befriending Donations	**30**	-
Social Club Donations	**430**	-
Total incoming resources	**212,670**	268,050

Docusign Envelope ID: A38A32C7-4A16-8702-80AD-D0B3BC1E229E

Fulham Good Neighbour Service

Detailed Statement of Financial Activities
For the Year Ended 31st March 2026

	31.3.26 £	31.3.25 £
EXPENDITURE		
Support costs		
Management		
Wages	**293,367**	243,186
Pensions	**24,281**	19,622
Rates and water	**8,957**	7,373
Insurance	**2,018**	2,043
Postage and stationery	**2,043**	2,299
Sundries	**1,026**	468
Computer expenses	**4,692**	5,118
Staff expenses, training and recruitment	**7,063**	4,735
Volunteering expenses	**997**	1,262
Cleaning	**2,211**	1,778
Repairs and maintenance	**4,513**	(9,220)
Publicity	**1,409**	2,103
Social clubs	**22,991**	20,634
Fundraising	**-**	8
Van expenses	**2,231**	1,372
PGF Supplies	**5,273**	18,955
Digital Inclusion (Expenditure)	**1,530**	430
Good Neighbours Scheme	**-**	(148)
AGM & hospitality	**300**	124
Gardening expenses	**487**	3,667
Decorating expenses	**200**	309
HF Winter Giving Grant	**-**	2,320
Contingency 5% budgeted	**-**	500
Fixtures and fittings depreciation	**3,775**	5,034
Motor vehicles depreciation	**666**	887
Computer equipment depreciation	**1,617**	1,307
	337,647	336,166
Finance		
Bank charges	**179**	120
Governance costs		
Auditors' remuneration	**600**	600
Legal fees	**3,700**	67
	4,300	**667**
Total resources expended	**342,126**	336,953
Net income before gains and losses	**(129,453)**	(68,903)
Realised recognised gains and losses		
Realised gains/(losses) on fixed asset investments	**42,342**	4,286
Net income	**(87,111)**	(64,617)

Docusign Envelope ID: A38A32C7-4A16-8702-80AD-D0B3BC1E229E