

Fulham Good Neighbours



IMPACT REPORT
2017/18



Introduction

Welcome to our first Impact Report which accompanies the more formal Annual Report and covers the financial year 2017/2018. It was a very busy year for us, with our services accessed by 452 individuals, whose median age was 83 years old. This meant that we supported 50% more people in need than in 2016/2017.

This work was only possible thanks to the support of 75 regular volunteers, not including the 30 or so volunteers involved in the preparation and running of Parsons Green Fair. Highlights of the year included running the fair for the first time, significant expansion of our Social Clubs and their attendance, and the start of a new Decorating Project. In addition, in November 2017 we launched a brand new website and an innovative online database system to be used by our staff, volunteers and beneficiaries, allowing us to help more people more quickly.

Sadly we said goodbye to several of our colleagues: Diana's project finished in January, Ricky moved abroad, Cathy retired after 12 years with Fulham Good Neighbours and Robin resigned as our treasurer.

On the other hand, we were delighted to be joined by Jac as our Finance and Parsons Green Fair Administrator, Stephen as our Decorating Project Co-ordinator and Monique as Fulham Sunday Afternoon Tea Co-ordinator.

I would like to take this opportunity to thank all those involved in the work of the charity (staff, volunteers and trustees alike) and all those individuals and institutions who have been supporting us via donations, fundraising efforts, grants and indeed countless acts of kindness.

Chris Mikata
Director

I was very pleased to read this report. It reflects an enormous collective effort on the part of staff, trustees and especially volunteers of FGNS, with financial backing from many sources. The range of activities and assistance offered by FGNS is already wide, and as you can see new initiatives are being developed in line with our overall aims. I have no doubt that everybody involved will maintain their efforts, and hope more people will join as contributors so that FGNS assistance can be offered to many more people in Fulham.

Robert Fryer,
Chair of the Board of Trustees



2017/18 IN NUMBERS

8000

approximate number of
visitors to the
Parsons Green Fair

2051

number of attendances at
our Social Clubs

452

number of beneficiaries
we helped

50%

increase in number of
beneficiaries we supported
in comparison to 2016/2017

259

number of gardening task
we accomplished

216

number of befriending
visits undertaken by our
volunteers

75

number of volunteers
who supported us

27

number of decorating
tasks we completed

SELECTED HIGHLIGHTS

Social Clubs

We continued to expand the variety of social clubs that we offer and ran 8 different ones, including the only Sunday activity across the Borough of Hammersmith and Fulham:

- Art Group
- Fulham Carers
- Fulham Lunch Club
- Shared Reading Group
- Chair Based Exercise Group
- Fulham Sunday Afternoon Tea
- Silver Club at the Hollywood Arms
- Silver Club at the White Horse

The clubs were attended by 156 different beneficiaries on a total of 2051 occasions. This represents an increase of over 180% from the 731 attendances we had in 2016/2017.

Parsons Green Fair

On Saturday, 1st July 2017 we ran Parsons Green Fair for the first time. The event was previously organised for 23 years by Graham Whittle and we are grateful for his support and encouragement. Our gratitude goes out also to our (now ex) treasurer Robin Fawcett who was heavily involved in preparing the fair. This free family festival offered a diverse programme of arts, entertainment, and children's activities for local residents. It was warmly received by the community, attracting approximately 8000 visitors. We thank our primary sponsor, Marston Properties, and all our other supporters for helping to make the fair a success.

Awards

In November 2017 we were awarded the Healthy Workplace Award, backed by the Mayor of London. This is in recognition of our efforts in improving our workplace environment and staff satisfaction. We are one of the smallest charities in London to be recognised with this award.

We were also shortlisted in the 'Community Spirit' category of the 2018 Hammersmith & Fulham Civic Honours Award which recognises the valuable contributions of individuals and groups to the local community.



OUR IMPACT

During the year we started, for the first time ever, to measure our impact against the goals we set ourselves in our mission and vision statements.

Percentage of beneficiaries surveyed who felt that:



OUR BENEFICIARIES SAY:

"It is always comforting to know that your services are available... It was a lovely surprise to get a birthday card - it made my day!"

- H.F, 87 years old, May 2017

"I can't begin to tell you how very much we appreciate and value the help we receive from FGNS volunteers. They are truly a 'god send' - undertaking things we are no longer able to do ourselves. Once again many thanks"

- J.P, 77 years old, August 2017

"I am really grateful for the decorating done by Stephen, You could not have done it any better"

- J.T, 61 years old, November 2017

"They are quite brilliant. They have taken me to doctor and surgery visits. Somebody recently put salt in my dishwasher and put up a lampshade. I am very impressed with your activities."

- NN, January 2018



THANK YOU

To our supporters:

City Harvest
Fulham and Chelsea Women's Institute
Marston Properties
St Dionis Church
The Felix Project
The Hollywood Arms
The White Horse

To our funders:

All Saints Fulham
Big Lottery Fund
Care UK
Daisy Trust
GM Marriage Trust
London Borough of
Hammersmith & Fulham
MA Harding Charity
National Grid
Smart Energy GB
The Alchemy Foundation
The W A Young Trust
TSB Hammersmith
Waitrose

