

F U L H A M G O O D N E I G H B O U R S

IMPACT SURVEY RESULTS

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OVERVIEW

- What we are doing and why?
- Survey Results 2018/2019
- Improvement Suggestions
- What Next?

WHAT ARE WE DOING AND WHY?

Our Impact Survey is sent to all our beneficiaries once a year to measure the difference the charity is making against our vision, mission and values. Answers to the questions in the survey allow us to measure if we are achieving our vision and mission. Of course, we are also keen to find out about from those using our service about their improvement suggestions and ideas.

VISION STATEMENT

Fulham Good Neighbours is a local charity enabling neighbours to create a community where they look out and care for each other.

MISSION STATEMENT

Our mission is to enable local older, disabled and vulnerable adults to:

Live independently and to contribute to society

Help overcome isolation and loneliness

Be at the heart of the community by providing practical support.

OUR VALUES

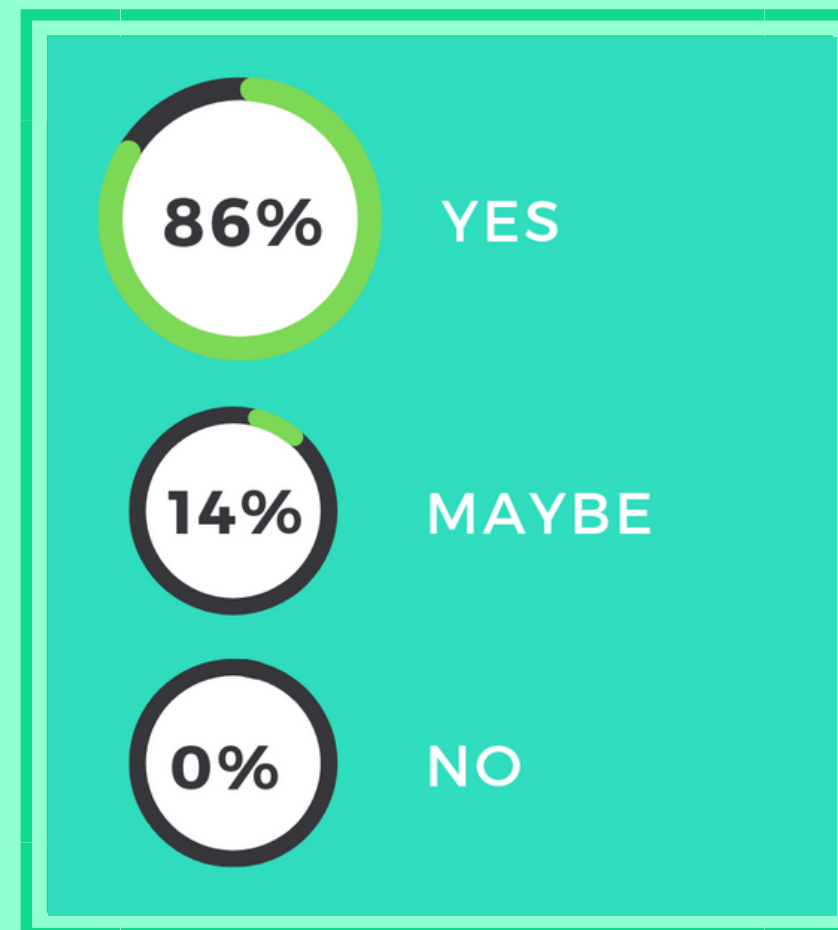
Trustworthiness

Being welcoming and inclusive

Proactivity and flexibility

SURVEY RESULTS

1. Do you think Fulham Good Neighbours creates a community where neighbours look out and care for each other?



"Always helpful and polite. I am very happy with your work."

"You are so helpful and caring."

"Not just that but those enlightened people are very, very special, the amount of companion priceless, a bless in our lives!"

"I think Fulham Good Neighbours has made a very good community where people do care and help their neighbours."

"A great concept and should be more widely spread."

"Especially as it is difficult to get friends in London. Keep up the good work."

"I don't know the answer to this question but I hope so."

"It can help other people to live and not worry that little jobs can be helped with."

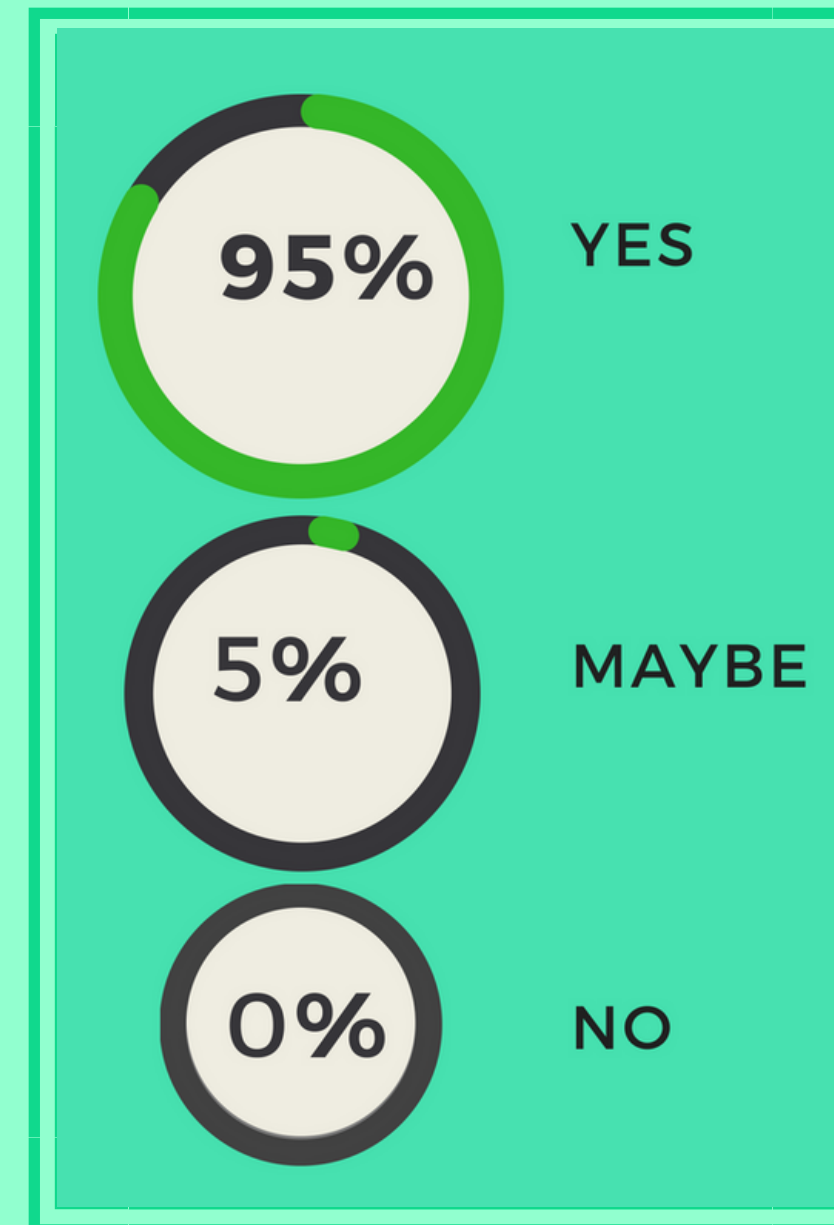
"Well, to live independently with the amounts of disabilities I have that's not possible but they help me a lot."

"Yes, very much so. You are a great help to people and they appreciate it. I have spoken to a few how you have helped."

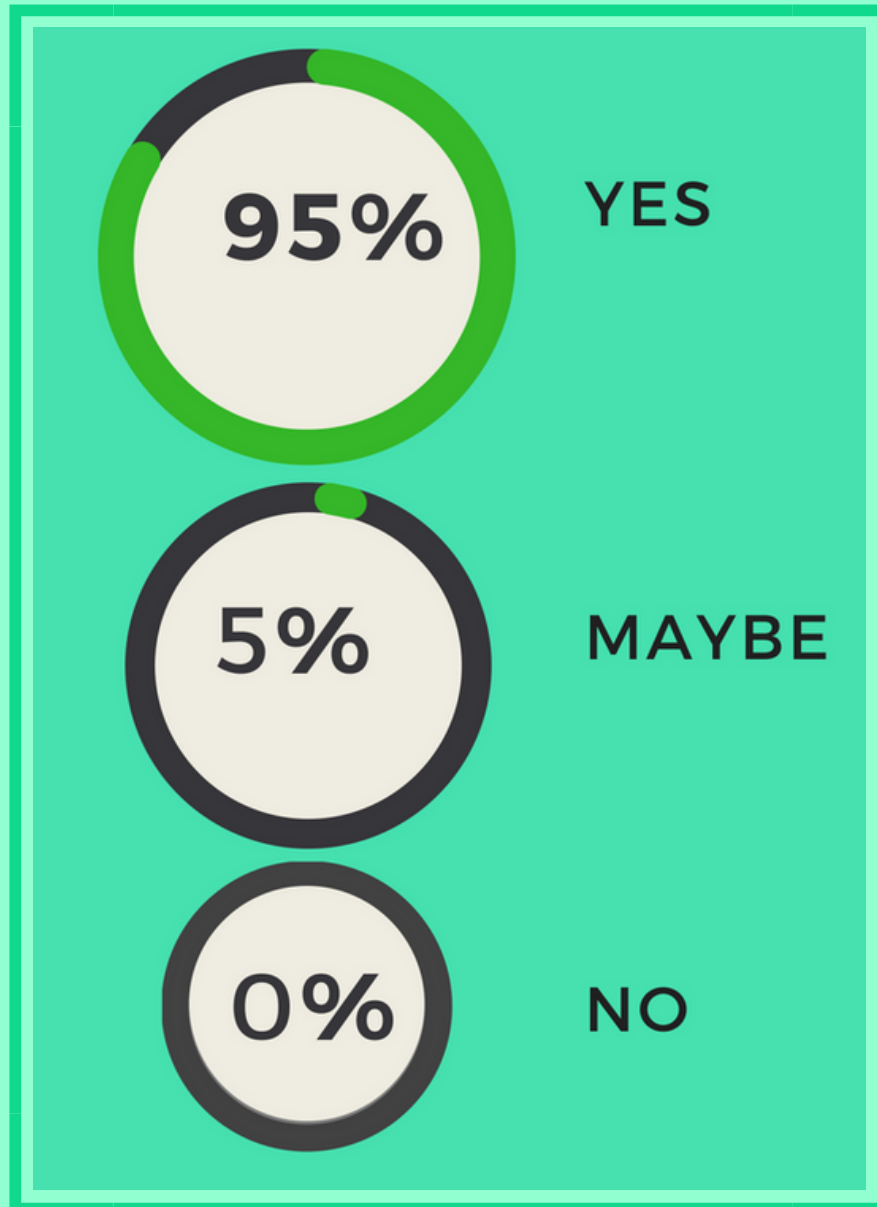
"I am independent but I do not know how I can contribute to society being a little disabled."



2. Do you think our services enable you to live independently and to contribute to society?



3. *Do you think our services enable you to help overcome isolation and loneliness?*



"Too many lonely elderly people so this is an absolute lifeline for them. It's also an antidote to depression. Well done."

"I look forward to the weekly reading group and chair exercises, plus the monthly lunch meetings."

"There are still a number of people over 60 and living quite near who are alone and lonely but don't know about FGNS."

"A great help to speak with someone else."



"Without hesitation. Definitely!"

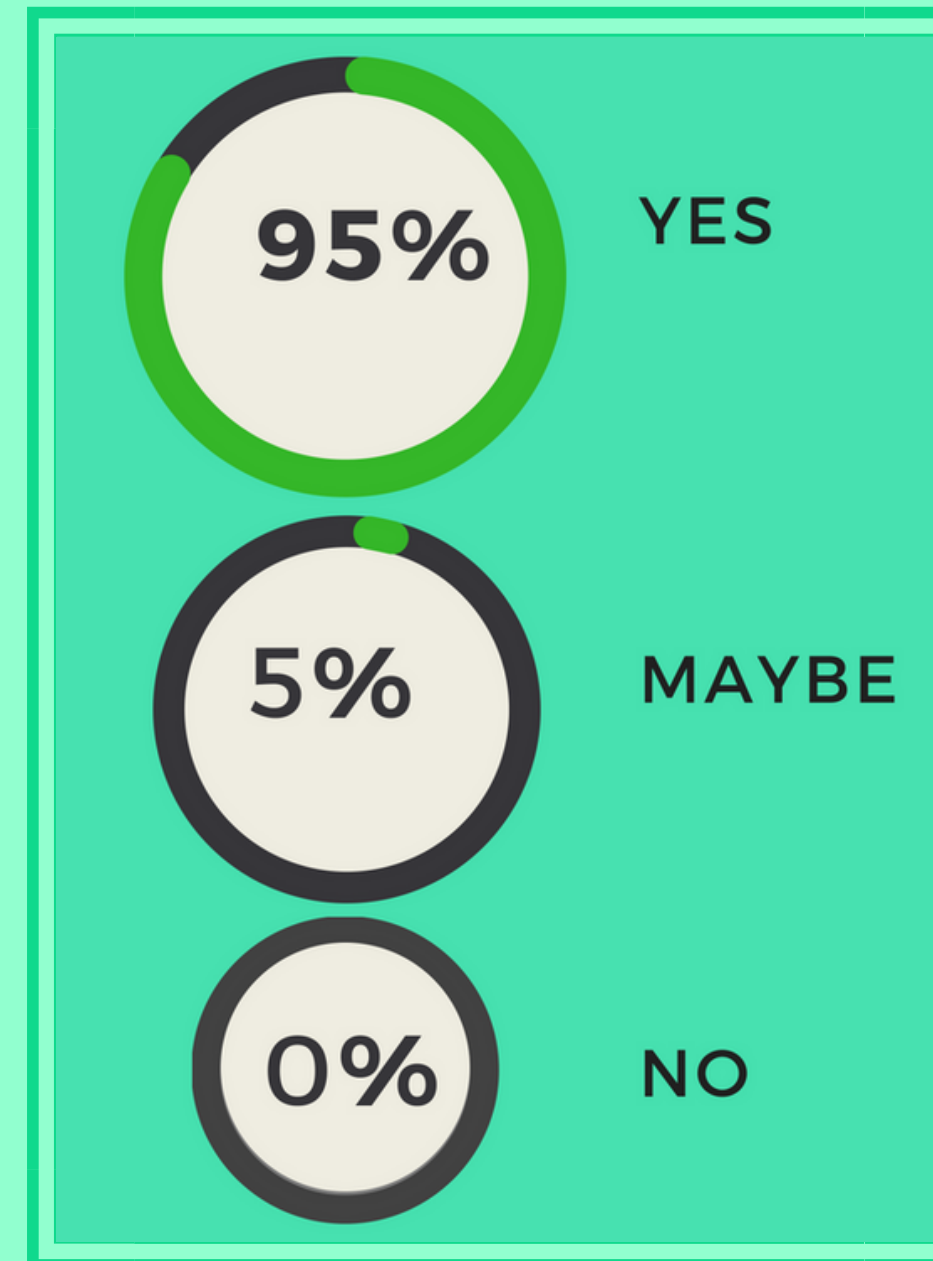
"Have done!"

"I already have and hopefully it benefits them with their different needs."

"I already have but some of them think that they would be asking for charity."



4. Could you recommend Fulham Good Neighbours to someone else?



IMPROVEMENT SUGGESTIONS

Can you think of a way we could improve our current services?

"Not really - it seems to run smoothly."

"I cannot think of anything more."

"Visitations for those like me living in total isolation."

"I don't know - there are still a lot of people over 65 who don't know about Fulham Good Neighbours."

"Better and increased publicity for what you do and what services you offer."

"Put it out there more like post cards in supermarkets, shops, on boards."

"Maybe find a cheap way of making name tags for us all, so we can greet each other by names when attending a meeting (my memory is very bad)."

Would you like us to provide any new services?

"To have a project supporting people who cannot use computers."

"Maybe window cleaning."

"Peer mentor (trusted advisor)."

"Window cleaning as it is hard to find window cleaners."

"Any services around socializing."

"Local walks e.g. Holland Park, Brompton Cemetery, by the river."

"Occasional coach/train outing to places of interest, if a discount can be made and it is affordable to us."

IMPROVEMENT SUGGESTIONS

We will share the Impact Survey Report via our Annual Report 2018/2019 and through our website.

We will reflect on how best incorporate these improvement suggestions into our daily work but also into our longer term plans via the next Strategic Plan covering April 2020–March 2023.

WHAT NEXT?