

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 2019/2020
- 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

To create an inclusive community where neighbours look out and care for each other.

### MISSION STATEMENT

We enrich the lives of older and disabled residents of Fulham by providing practical help and creating opportunities to:

- Contribute to society
- Connect with others
- Live life to the fullest.

### OUR VALUES

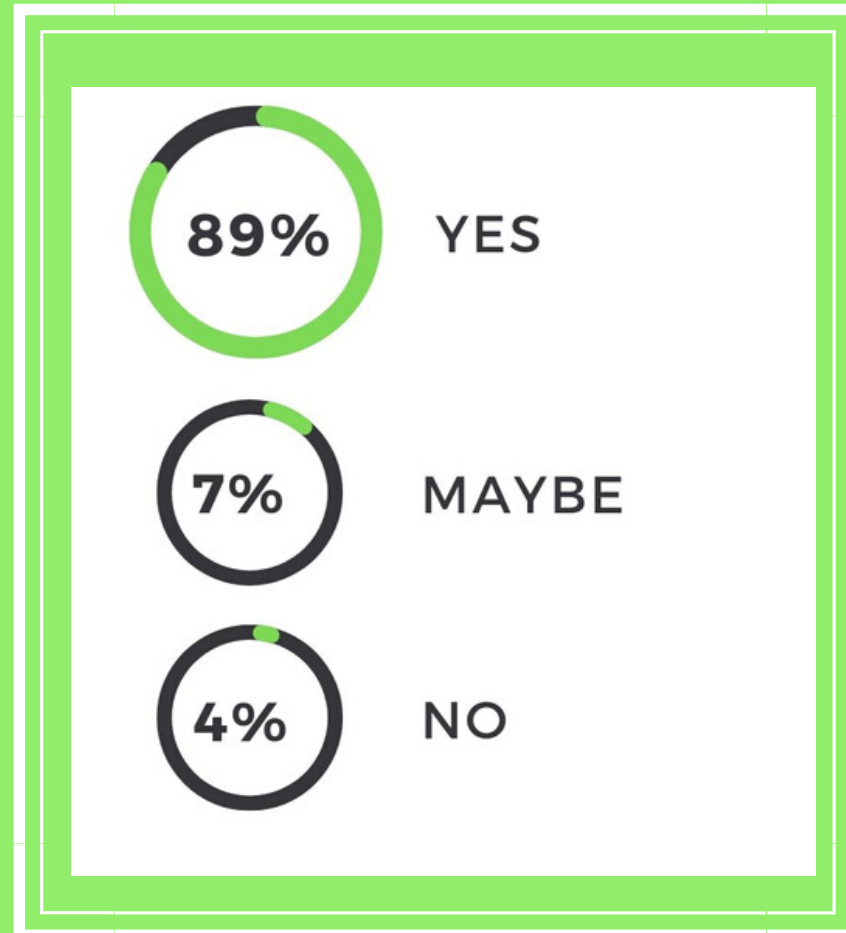
Trustworthiness

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?*



*"They could not have been more helpful – I am very grateful."*

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

*"I would like to thank Good Neighbours for all their help over the last five years with my garden."*





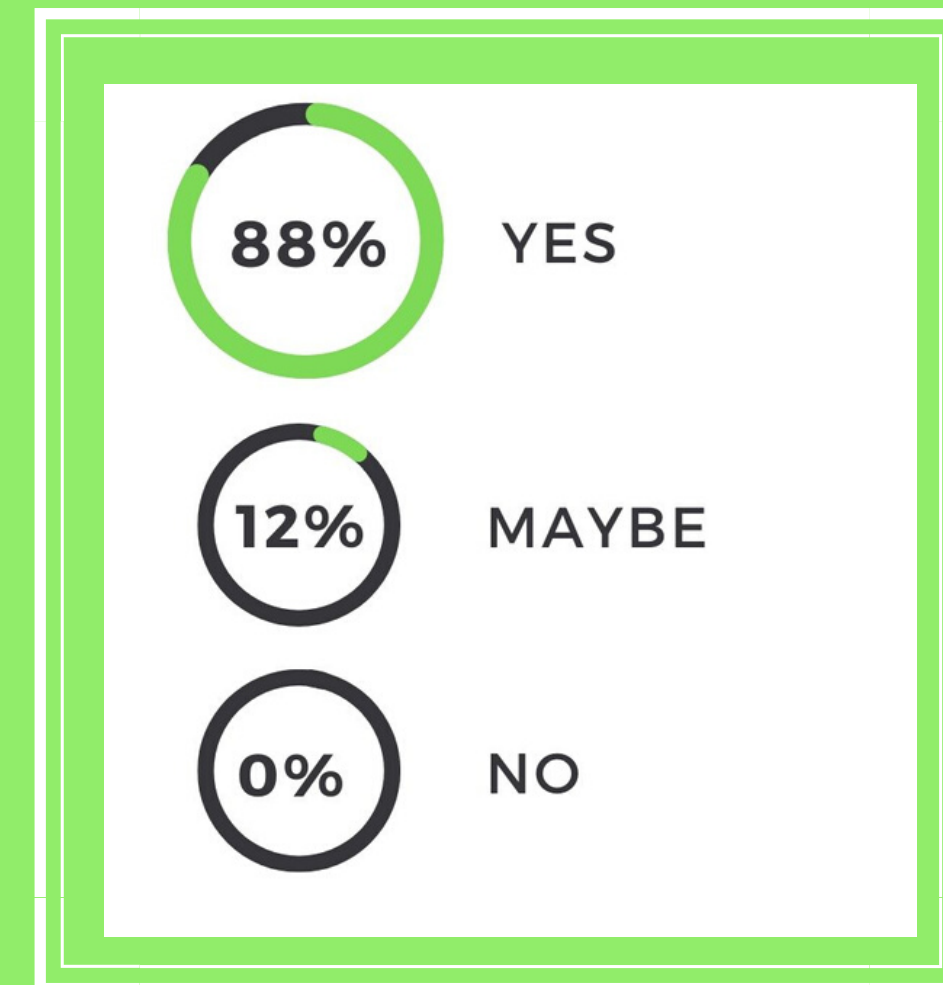
*"Very nice friendly atmosphere helpful and kind."*

*"Sometimes trading jobs can be useful for those capable of it. Especially in the borough where new homeowners are moving in furthermore, new neighbours may need to be aware of the opportunities to volunteer locally".*

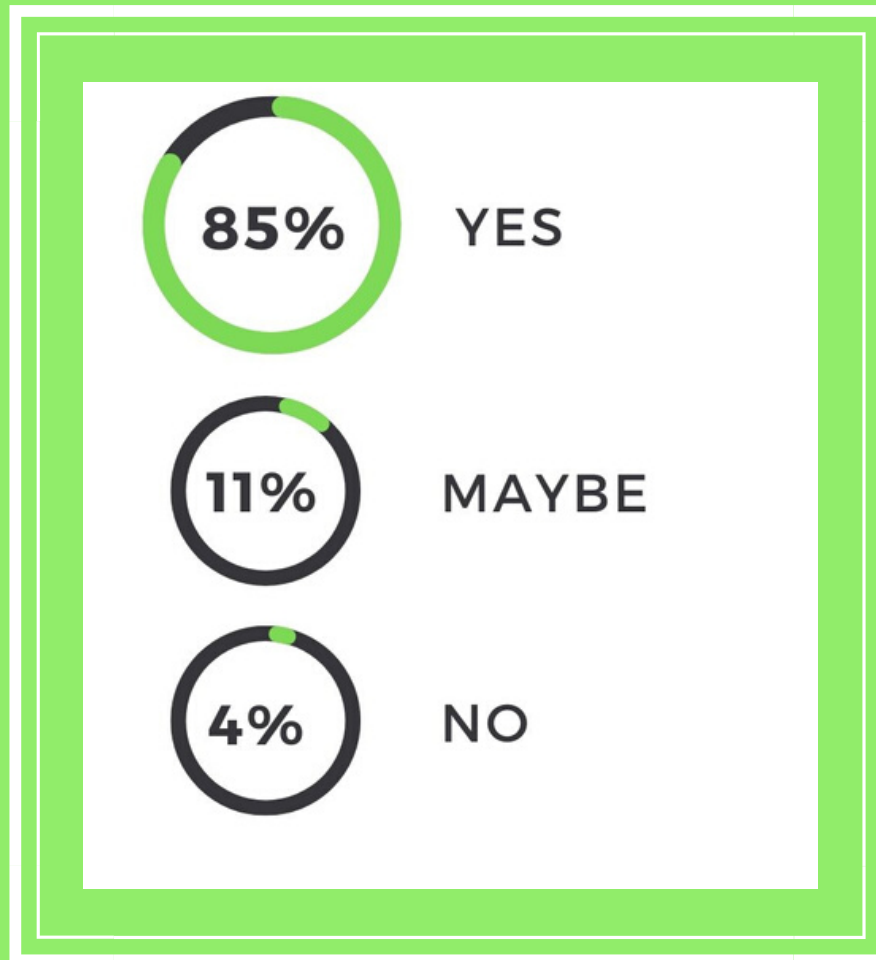
*"I started going last year to the Thursday exercise group. All the staff are very helpful and friendly. Simon helps us all he does it all with care, fund, and information. We all smile a lot."*



## ***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?*



*"I think Good Neighbours are doing a wonderful job. One can meet and interact with other local residents. We are more sociable."*

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

*"The winter is very bad because of loneliness."*

*"That is what is needed without it, it makes me very sad, down, depressed and have negative thoughts and ideas."*





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

*"At anytime knowing that it is available help when required."*

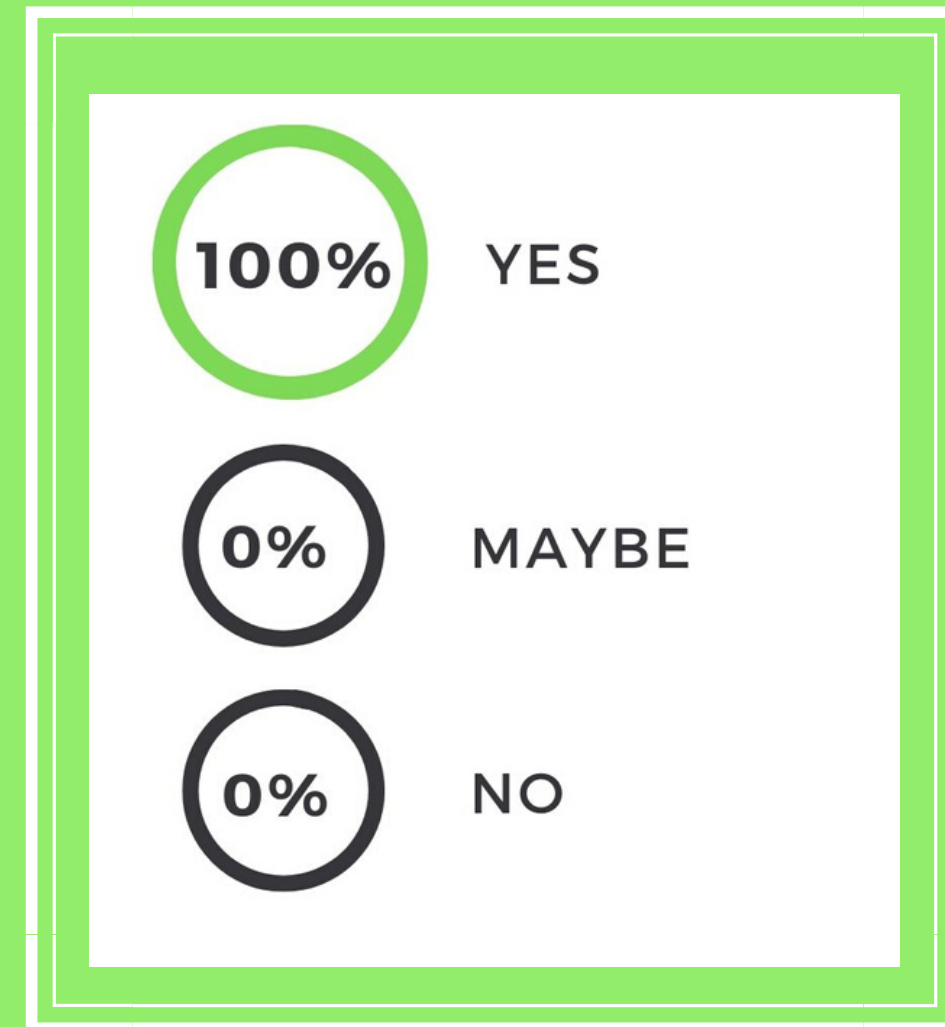
*"Absolutely - you are a marvellous organisation."*

*"I already have to a lot of my friends."*

*"FGNS is an ideal forum for socializing, meeting other people makes you happier."*



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



*"Expand the ways in which volunteers could help their local citizens."*

*"Advertise in doctors' surgeries. Maybe put up some signs in, say, the Post Office or local stores where over 65s are likely to go."*

*"Provide flexibility – i.e. it need not be a regular weekly commitment."*

*"More word of mouth from your attendees."*

*"By making the services know to them and inviting those in a position to help."*

***5. How could we involve more over 65-year olds to volunteer with us??***





*Would you like us to provide any new services? If so, which ones?*

*"I think you cover most services but repairs are a great need for older people. A database of honest workmen to do small or bigger jobs.*

*Older people and single women are always momentarily by trades peoples. Maybe a person could help with rice negotiation."*

*"Creative writing."*

*"Mobile hairdressing."*

*"Fundraising via shops, Westfield, Kings Street, Fulham Reach for donated goods."*

*"Taking elderly for walks, coffee, etc."*

*"Tidying up and decluttering."*

*"I want someone to take me to Clapham Junction for pie&mash".*

# IMPROVEMENT SUGGESTIONS

*We will share it via our Annual Report 2019/2020 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?