

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 2017/2018
- Improvement Suggestions
- What Next?

WHAT ARE WE DOING AND WHY?

With the help of Coalition for Charity Efficiency we introduced a new impact survey in June 2017. We are sending it to all our beneficiaries once a year to measure the difference the charity is making against our vision, mission and values.

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

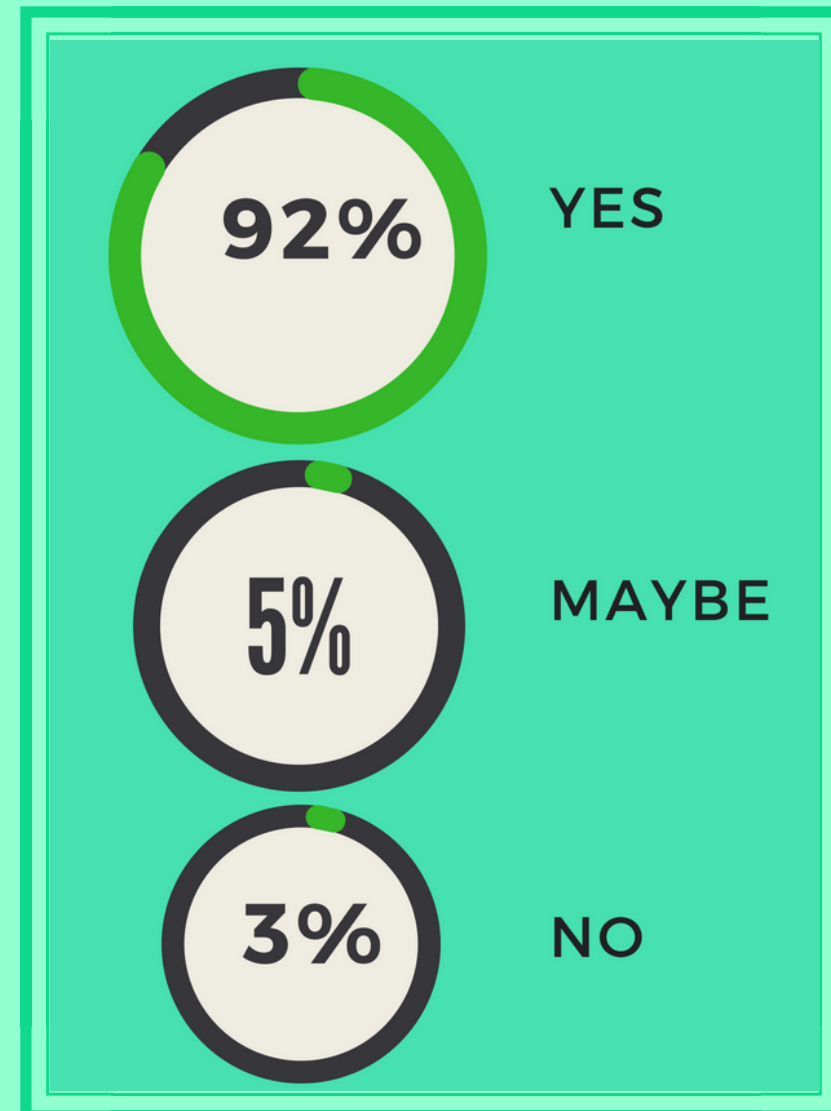
Trustworthiness

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?



"Coming here has helped me to talk with people and share information."

"I have been with FGNS quite a few years. It helped so many people. All have been so grateful for your help."

"Since coming to FGNS I have made many new friends."

"I have great respect for FGNS. They are of great help and do inspire neighbours to watch out for one another."

"I was deeply touched by your kindness in sending me a birthday card. It was a warm and lovely surprise."

"They helped me when I was in need and I am forever grateful."

"No one checks with me if I am OK or not!"

"I have been member for a very long time and very happy with their service."

"The services are outward looking and encourage community spirit."

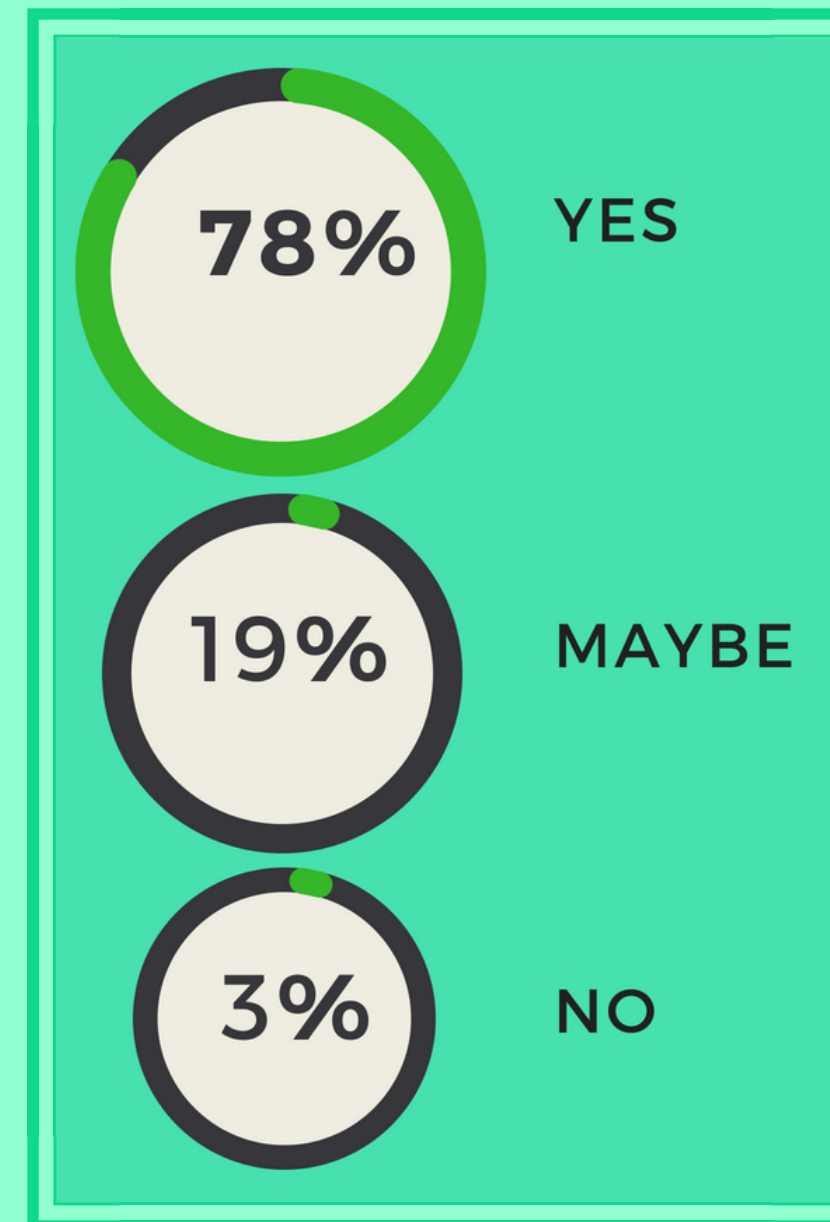
"It gets me out so I am not alone joining in the discussions and talks."

"Depending on how much help you can give. FGNS cannot give unlimited help."

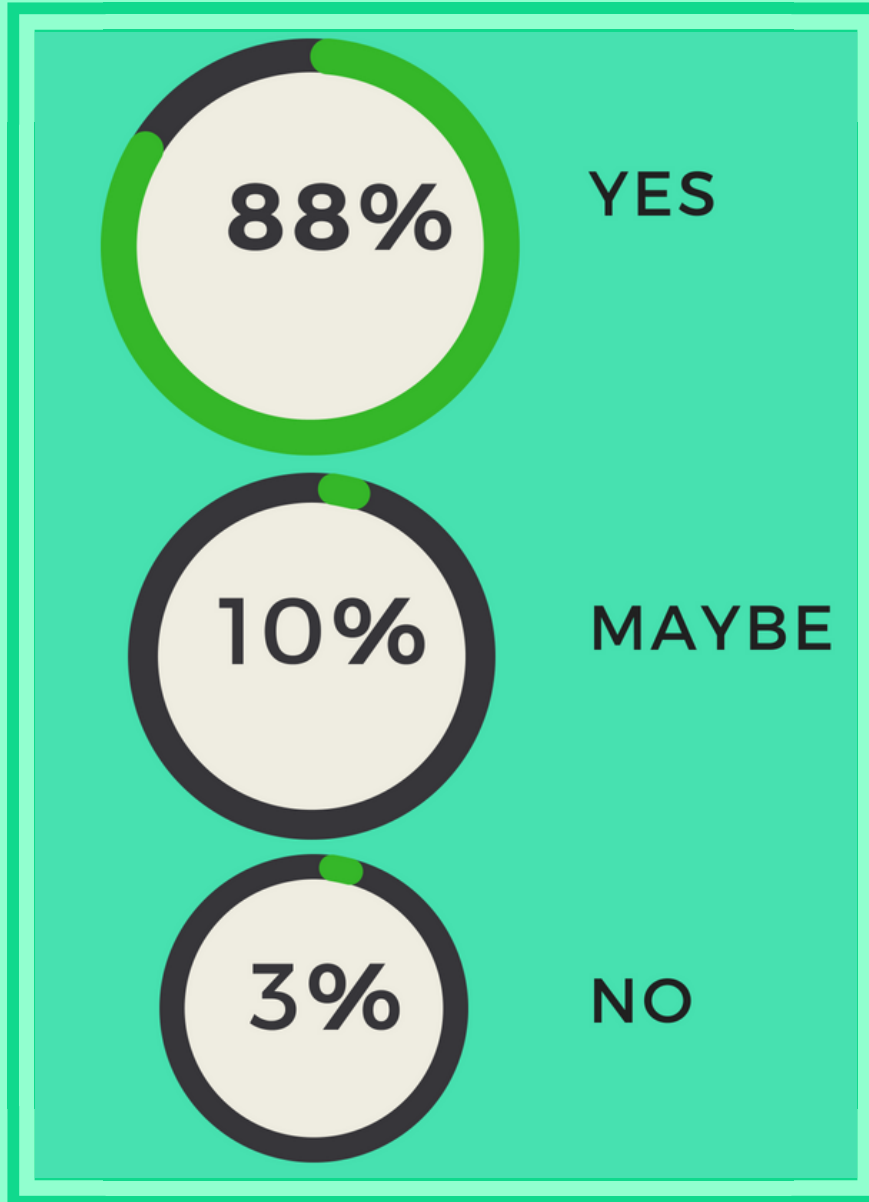
"I believe it is a great help knowing there is someone who cares."

"Depends on one's circumstances."

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?



"It has helped me to make friends and communicate with people."

"It has helped me to make new friends. I am a lot less isolated."

"Will not intrude – yet, always ready to help when required."

"They give help to people of our age to feel wanted."

"An ideal forum for communication with neighbours. "

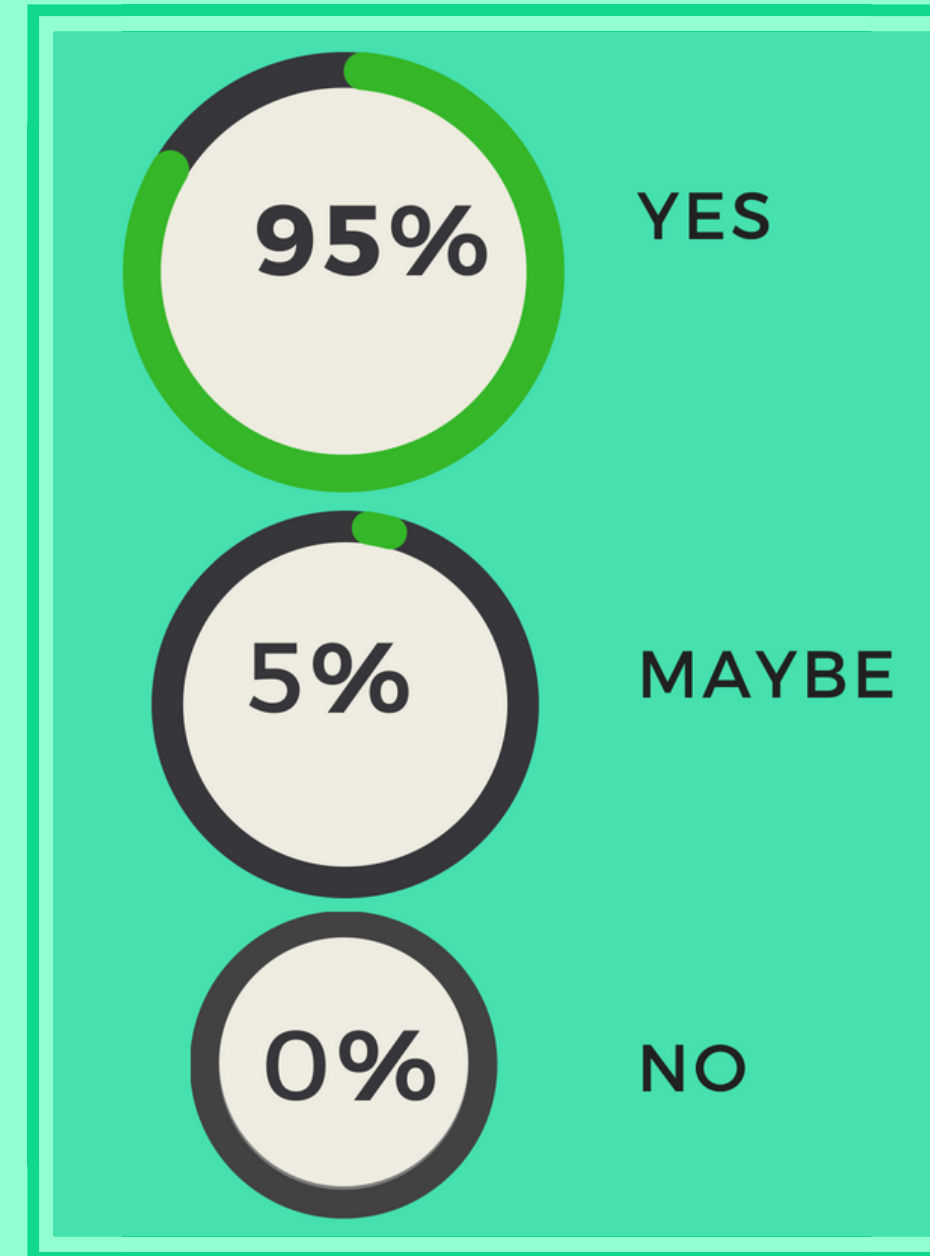
"Yes, because it has been tried and found genuine."

"I have done so to people who are looking for help."

"Definitely. They do a wonderful job."

"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."

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



IMPROVEMENT SUGGESTIONS

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

"Grateful for all services, maybe a small payment towards it should be asked."

"Not really. You do much as it is."

"I think you are doing excellent work - well done."

"More publicity/higher profile: maybe cards or posters in local shops/leaflets drop-ins in venues used by local elderly. "

" Have retired professionals: electricians and plumbers."

"Have more excursions."

"You do a splendid job with your resources. "

"As far as I can see you are on the right track."

"No, as you are there when needed."

"They are caring and thoughtful. I think they are a heaven's sent. "

"Provide decorating in all rooms. "

"I think you do a good job."

"Cleaning sheds and collecting household goods."

"Knitting."

"Perhaps local walks twice per week ending with a drink and a chat."

"No, you are excellent and caring people."

"Having an electrician would be nice."

"Communicate more with older residents. Be more positive and active altogether."

"Enlisting workers who charge a fee but not the usual extortionate fee for small jobs."

Would you like us to provide any new services?

"Maybe outings."

"Handyman, painting, gardening."

"I think we need more volunteers - especially younger people - who can get some work experience."

"Slightly better communication (more frequent)."

"Mix with a rural area group/groups."

"House visits/drop in for coffee/chat when someone is unwell."

"Electricians, plumbers, carpenters."

"Bridge games, internet services. "

" Provide decorating for all rooms at the same time."

"Carpentry, handyman. "

"House cleaning."

" Organise coach trips, visits to museums and galleries."

"Pressure cleaning of garden tiles. "

" Handyerson. A charging fee for those who can afford it. Finding someone to do a small job is almost impossible."

"Day trips."

IMPROVEMENT SUGGESTIONS

We will share the Impact Survey Report via our Annual Report 2017/2018 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?

THANK YOU

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