

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

IMPACT  
SURVEY  
RESULTS

2 0 1 7 / 2 0 1 8





# 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

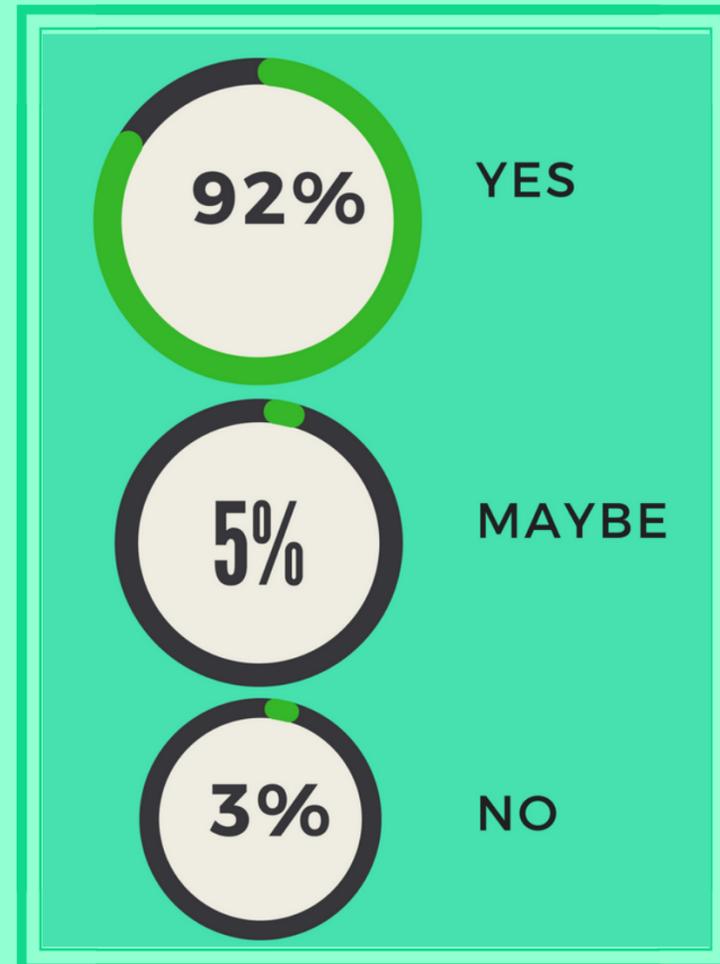
Trustworthiness

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."*

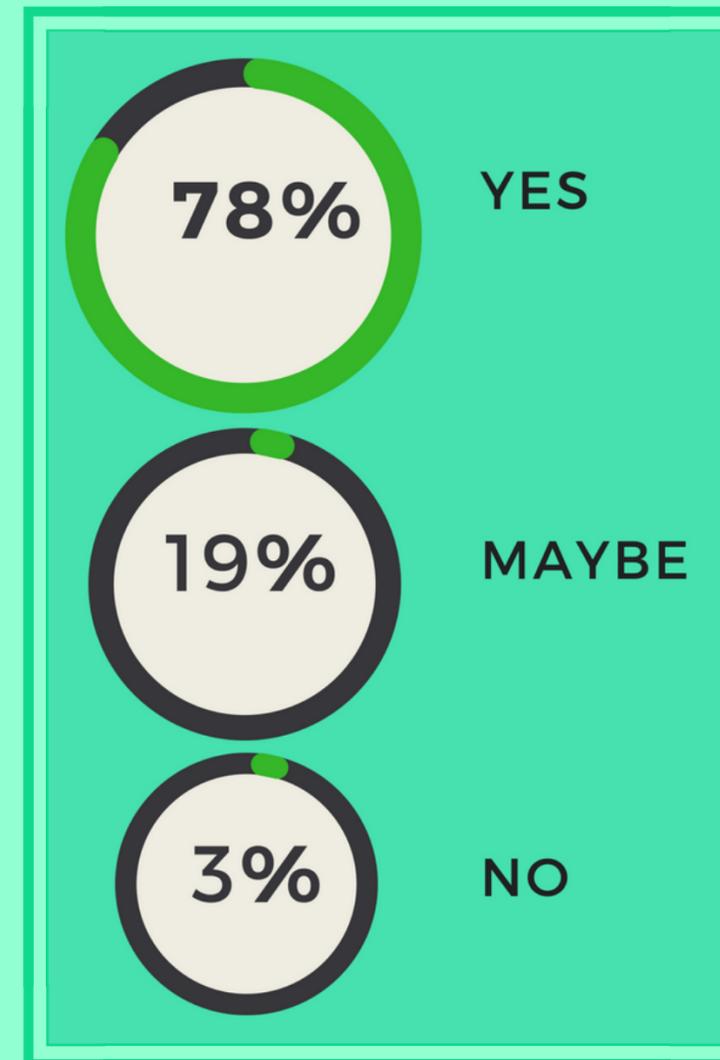
*"It gets me out so I am not alone joining in the discussions and talks."*

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

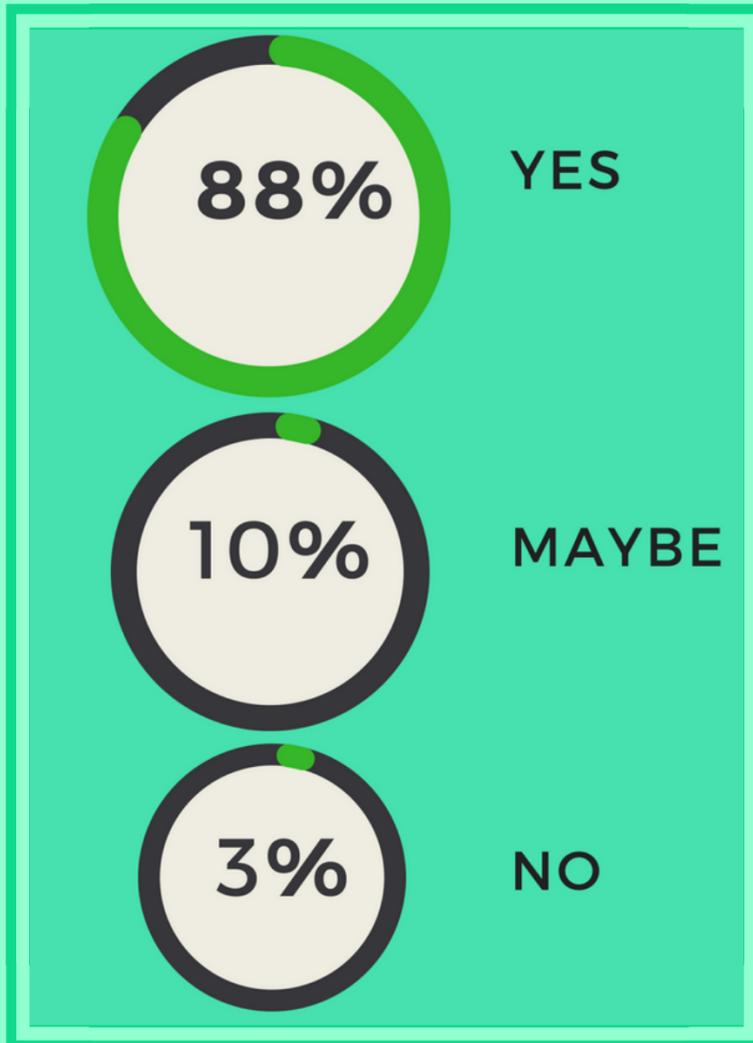
*"I believe it is a great help knowing there is someone who cares."*

*"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. "*

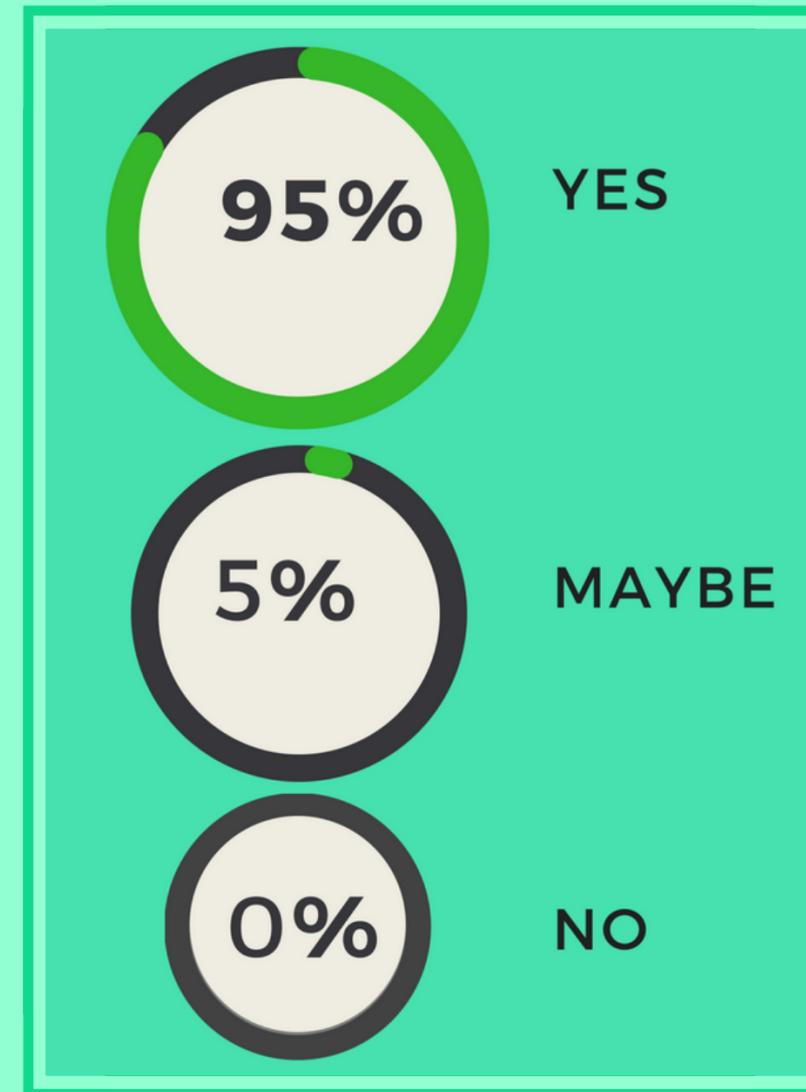
*"Yes, because it has been tried and found genuine."*

*"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

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

