FULHAM GOOD NEIGHBOUR SERVICE

England & Wales · Charity number 1113752

Details

Status	Registered
Legal form	Charitable company
Company number	05639340
Registered	2006-04-11
Register	View on the Charity Commission register

Contact

Address	Fulham Good Neighbours Rosaline Hall 70 Rosaline Road London SW6 7QT
Phone	02073858850
Email	info@fulhamgoodneighbours.org
Website	www.fulhamgoodneighbours.org

Activities

Objects: 3. OBJECTS OF THE COMPANY3.1 THE OBJECTS OF THE COMPANY (THE "OBJECTS") ARE:(A) TO PROVIDE ASSISTANCE TO THE PEOPLE OF FULHAM AND THE SURROUNDING AREAS IN THEIR OWN HOMES OR ELSEWHERE AS MAY BE REQUIRED ARISING FROM AGE, ILLNESS, INFIRMITY, DISABILITY OR OTHER NEED.(B) TO PROVIDE ASSISTANCE OF THE NATURE REFERRED TO IN 3.1(A) OR OTHERWISE TO COMPLEMENT SERVICES PROVIDED BY HEALTH AND SOCIAL SERVICES.REFERENCE TO FULHAM MEANS THE AREA OF THE FORMER METROPOLITAN BOROUGH OF FULHAM AS CONSTITUTED ON 31 MARCH 1965.

Activities: Providing volunteer support services to people in need, mainly older, in the Fulham Community.

Classification

- **How:** Provides Services
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People, People With Disabilities

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Geography

- **Area of benefit:** FORMER METROPOLITAN BOROUGH OF FULHAM
- Hammersmith And Fulham

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£268,050	£336,166	-	-
2024-03-31	£386,726	£376,525	-	-
2023-03-31	£268,821	£267,539	-	-
2022-03-31	£255,153	£234,529	-	-
2021-03-31	£242,866	£206,712	-	-

Trustees

Name	Role	Appointed
Robert John Edward Fryer	Chair	
Anna Nicola Sansom		2016-09-20
Charlie Mills		2025-05-13
Daisy Meakin		2019-07-30
Guy Gilpin		2025-11-04
Karen Demarco		2025-05-13
Kristina Platgalve		2025-11-04
Nicholas Outred		2018-07-31

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FULHAM GOOD NEIGHBOUR SERVICE

England & Wales - Charity number 1113752

Accounts

Fulham
Good Neighbours

The Queen's Award
for Voluntary Service

Report of the Trustees and Audited Financial Statements for Year Ended 31 March 2025 for Fulham Good Neighbour Service



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Report of the Trustees

The trustees who are also directors of Fulham Good Neighbour Service for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Our History

Founded in 1966, Fulham Good Neighbour Service grew from the *Fulham District Nursing Association,* which was established in October 1919.

Following the First World War, the Mayor of the *Metropolitan Borough of Fulham* established the *Fulham War Memorial Trust Fund.* This funded the construction and ongoing maintenance of a war memorial, located in Vicarage Gardens on Putney Bridge Approach. The remainder of the Fund was invested to establish the *Fulham District Nursing Association.*

In 1966, the then-named *London Borough of Hammersmith* became responsible for local health care provision. Consequently, *Fulham District Nursing Association* was dissolved. *The Fulham War Memorial Trust Fund* transferred the remaining funds to the newly established Fulham Good Neighbour Service.

In 2006 Fulham Good Neighbour Service moved to Rosaline Hall on Rosaline Road. Built in 1901, Rosaline Hall was initially a mission hall for the *Dawes Road Baptist Chapel.*

In 2019 Fulham Good Neighbour Service received *The Queen's Award for Voluntary Service*, and in 2022 won its first international award from the *International Congress of Healthy City* Design.

In 2023, Fulham Good Neighbour Service was awarded a *London Borough of Hammersmith and Fulham Civic Award* and represented the Borough at the *Local Charity Champions' Reception* at 10 Downing Street.

In 2024 Fulham Good Neighbours promotional film *Into The Fold*, in partnership with Media Trust and City Bridge Foundation, won the People's Choice OCFA Charity Film award in the category of 250K - £450K Turnover, as well as a Smiley Charity Film Award.

Vision, Mission, and Values

Vision Statement: *To create an inclusive community where neighbours look out and care for each other.*

Mission Statement: *We enrich the lives of older people and people with disabilities in Fulham by providing practical help and creating opportunities to: Contribute to society; Connect with Others; and Live life to the fullest.*

Our Values: *Trustworthiness*; *Being Welcoming & Inclusive*; and *Proactivity & Flexibility*.

2024-25 Summary

The year saw an excellent conclusion to our 2021-25 strategic period. In summary, in financial year 2024-25, we supported:

- 167 beneficiaries through our Gardening, Decorating and Home Repair schemes with a total 425 individual tasks completed.
- 115 beneficiaries through our Befriending, Telephone Befriending and Good Neighbour Scheme with a total of 754 tasks completed.
- 153 beneficiaries via our Community Meals, Socials Clubs, and Events with a total of 3,173 attendances recorded.
- 87 beneficiaries via our online classes, Digital Inclusion Support and Digital Drop-in. 459 online classes attendances were recorded and 345 tasks were completed.

A total 361 unique beneficiaries accessed our services between 1st April 2024 and 31st March 2025.

All projects are provided to beneficiaries for FREE.

A Round Up of Our Year 2024-25

Fulham Good Neighbours delivered a broad range of services for older people and those with disabilities across Fulham, via our community centre, in the homes of beneficiaries, outreach in the community and digitally.

Chief Executive Jamie Hilton left in Spring 2024 after four sterling years, and Flora Taylor was recruited to the role. Flora has previously managed two local charities and volunteered with Fulham Good Neighbours.

Fulham Good Neighbours ran a series of clubs focusing on exercise, creative and cultural interests, plus twice-weekly community meals, led by our Social Clubs Coordinator, Ruth George. These included the launch of a successful new Textile Club in 2025.

Our home and garden services have thrived under the stewardship of Stephen Fay, Decorating & Home Repair Coordinator, and Barney Valentine, Gardening Projects Coordinator. A new *Digital Inclusion Drop In* managed by Rubab Sulhail, Digital Inclusion Coordinator, broadened our digital support to beneficiaries, while continuing to provide one-to-one support, device loan and data bundles. Our Volunteer Coordinator led our Good Neighbour and Befriending programmes with Grace Fabean leaving and Taura Riley joining in the period.



The Art Club led by Roopa Basu at the launch of the Fulham Through the Seasons mural - October 2024.

Throughout the year, a series of events were held to celebrate milestones and occasions. This included the Spring Festival, which featured a performance by the Fulham Good Neighbours Choir, and the unveiling of Fulham Through the Seasons, a giant mural created by the Art Club. A smaller version was unveiled by The Deputy Mayor of Hammersmith and Fulham, Councillor Daryl Brown at our Annual General Meeting and has taken a permanent position at Rosaline Hall.

Beneficiaries enjoyed an all expenses paid coach trip to Eastbourne and a Christmas Tea at Hurlingham Club. During the cold months, Fulham Good Neighbours enhanced our offer to beneficiaries by distributing over 150 M&S Thermal tops via a grant from H&F Giving.

Following reappraisal of our information management, Fulham Good Neighbours transferred over to a new data management system, Charity Log, to better manage our beneficiary, task and outcome information. This involved a demanding three-stage transition period but is now proving highly effective. Cyber security was also reviewed and an enhanced system introduced.

A review of the facilities and space at Rosaline Hall was conducted and an Options Analysis provided *pro bono* by Alan Higgins Architects. The findings of this led trustees to decide to designate significant reserves to refurbish the community centre, to ensure our long-term growth.

With three Trustees reaching the end of their term in 2025, Fulham Good Neighbours ran a recruitment campaign with the result that four new trustees are due to join the board in financial year 2025-26.



Beneficiaries and staff enjoyed a coach trip to Eastbourne - August 2024.

The Research Behind Our Projects

The Index for Wellbeing in Later Life[1] identified 40 indicators which enhance an individual's sense of wellbeing. Of these, creative & cultural participation and physical activity were the two most significant factors and Art, Choir, Reading, and Chair Based Exercise projects therefore continue to be core to our work.

In line with the London Borough of Hammersmith & Fulham Older People's Needs Assessment 2024[2], our emphasis is on improving quality of life and allowing individuals to live independently for as long as possible.

The 65+ population of Hammersmith & Fulham is predicted to increase by 36% in total from 22,780 in 2023 to 30,882 in 2033. Those aged 85 years and over, living in the borough will increase by 48%. In Hammersmith & Fulham, 25.6% of older adults aged 60+ are income deprived. The majority of older people live in the south of the borough.

43% of Hammersmith & Fulham residents aged over 65 live alone, the fourth highest proportion in England. One in five residents over 65 have poor or very poor health and more than half live with a long-term health problem or disability. Those aged 85 years and older have a disability rate 4 times higher than those aged 15 to 24 years old.

Fulham Good Neighbours continues to take affirmative action on disability. As per the local Disabled People's Commission[3] we will ensure that there is 'nothing about disabled people without disabled people'.

[1] *Age UK* and the *University of Southampton 2017*

[2] *www.lbhf.gov.uk/sites/default/files/2025-03/older-people-s-needs-assessment-2024.pdf*

[3] *www.lbhf.gov.uk/sites/default/files/section_attachments/hf-disabled-peoples-commission-final-accessible-report-june-2018.pdf*

Our Volunteers

We benefitted from the invaluable dedication of 51 active Fulham Good Neighbours volunteers across our Gardening, Home Repair, Decorating, Digital Inclusion Projects, Good Neighbour Scheme and Befriending Programme. In addition, we are hugely grateful for support from another 101 corporate, school and student volunteers. This includes Research Partnership staff providing 'Christmas Boxes' to our beneficiaries, Rhythm Studio music students entertaining our Wednesday Lunch Club throughout the year, Elsevier who gave digital support at our Techy Tea Parties and students from University College London took part in the Social Hackathon to generate ideas for volunteer recruitment. Thanks to volunteers from Citizens Advice Hammersmith & Fulham, we provided information workshops on a variety of topics to beneficiaries.



Volunteers from UCL at Social Hackathon – June 2024

Our social clubs are dependent on volunteer support: our Reading Group was led by Avril Peyton who trained with the Reading Agency, Sunday Tea by Jean Cairns and Andy Munday. Craft Club volunteer Tom Cooke led the group until he retired in December 2024 when we launched a new Textile Club in partnership with Fulham Textile Studios. Virginia Manch led our Digital Drop-In and Jill Weston our Birthday Card project. Nicky Sansom orchestrated the Parsons Green Fair with her team of organisers and volunteer marshals.

"My volunteering keeps me busy and gives me pleasure that the people I visit enjoy it."

Befriending Volunteer

Our Projects in 2024/25:

Fulham Good Neighbours offered the following projects for the benefit of older and disabled people living in Fulham.

Support in the Home & Garden via:

- Decorating & Home Repairs
- Gardening
- Good Neighbour Scheme
- Office Support – advocacy, information, administration and signposting.

Support in the Community via:

- Social Clubs – five days a week at our community centre
- Creative & Cultural Social Clubs: Art, Choir, Craft/Textile, Reading
- Chair Based Exercise (x 2 weekly)
- Community Meals: Wednesday Lunch Club, Silver (x 4 monthly), Sunday Tea.

Support Online via:

- Digital Inclusion – supporting those excluded from digital communications, particularly those housebound, including one-to-one volunteer support, Digital Drop-in, device loan & internet connectivity.
- Online Art Group
- Online Chair Based Exercise.

Decorating & Home Repairs: Our professional repair and decorating professional, supported by volunteers, carries out essential tasks to improve safety and security in the home and small decorating jobs. The project supports beneficiaries who cannot afford to pay privately and have neither the ability nor family/friends available to do the tasks.

"Steve and Rex helped me with some painting, both being very professional and friendly and helpful – absolutely brilliant!"

Decorating Beneficiary

Gardening: The project provides gardening services to those who cannot pay, nor do the work themselves. It incorporates professional one-off jobs completed by our RHS trained gardener, supported by volunteers, and our Adopt a Garden project for a longer-term ongoing gardening, where volunteer gardeners are matched to a beneficiary and provide ongoing help.

With funding from the National Lottery, a series of gardening workshops were run for volunteer and beneficiaries, in partnership with Nubian Life including *Using Plants to Produce Natural Dyes for a Silk Scarfs, Planting Flowers for Pollinators in Autumn*, *The Benefits of Growing Microgreens* and *Understanding the Health Benefits of Gardening.*



Gardening Projects Coordinator Barney Valentine.

Befriending: The project matches a screened and trained volunteer to a beneficiary based on personality and shared interests. The volunteer provides long-term friendship and support at the home of the beneficiary, over the telephone and in the community.

Good Neighbour Scheme: This provides invaluable practical support to older and disabled community members. It covers everything from one-off grocery shopping, wheelchair pushing, escorting to an appointment, collecting and delivering medication. It is entirely dependent on our bank of reliable and helpful volunteers.

"Excellent way of making new friends"

Social Club Beneficiary

Digital Inclusion: The programme provided digital first aid at a Digital Drop-in on Monday mornings led by volunteer Virginia Manch, and also at the homes of beneficiaries. A Techy Tea Party in celebration of *Get Online Week* has added enormous value to the project, broadening the range of digital support our beneficiaries can access.

Social Clubs, Community Meals and Events: The clubs and meals have continued to flourish and in addition, events and outings were arranged, a particular highlight being an all expenses paid coach day trip to Eastbourne, generously funded by The Daisy Trust and a visit to Hurlingham Club.

Led by their passionate Art Consultant Roopa Basu, the **Art Club** partnered with Higgins Partnership to create a beautiful mural, *Fulham Through the Seasons*. This celebrated the 370 years collectively that club members have lived in the borough. The mural is now incorporated into the hoarding at the Hartopp and Lannoy building development on Dawes Road, while a smaller version adorns Rosaline Hall.

Previously focused on paper-craft activities, **Craft Club** was relaunched in January 2025 as the **Textile Club** in partnership with Fulham Textile Studio. Members explored fabric, threads and colours and make patchwork images through cutting and sticking.



Wednesday Lunch Club decorates silk scarves with natural dyes - November 2024

In partnership with Rhythm Studio, the all-abilities **Choir** sang classics from the Beatles, The Monkees and Simon & Garfunkel. It was led by choir master and international musician Andrin Haag, a multi-instrumentalist and composer with a passion for rhythm and harmony.

In partnership with charity, The Reading Agency, and led by volunteer Avril Peyton, our **Reading Club** enjoyed a wide selection of poems and short stories. They together read the entire novel Rebecca and had a special showing of the film version of the book at Rosaline Hall.

The **Chair Based Exercise Club** is led by qualified instructor Jonathan Woollard. It takes beneficiaries twice-weekly through exercises specially designed to strengthen the body and improve mobility.

"The Chair Exercises with Jonathan have greatly improved my balance."
Chair Based Exercise Class Beneficiary

The **Silver Club** hosts meals in pubs and cafes around Fulham each week, whilst the **Wednesday Lunch Club** takes place at Rosaline Hall. This year, the club enjoyed performances by Rhythm Studio Students and Fulham Good Neighbours Choir. Information workshops were held twice a month, with topics including: *Pension Credits* by Citizens Advice, *Palliative Care* by NHS, *Keeping Healthy in Winter* by Nubian Life, and Lung Health by *Lung UK*.

At Christmas, *The Rah Rah Theatre Company* gave a performance *Little Red Riding Hood* to Silver Club members at the Christmas Lunch at St Peters Church, whilst Hurlingham Club kindly hosted beneficiaries for Christmas Tea.

"Joining the Choir helped me come out of a deep depression."
Choir Club Beneficiary

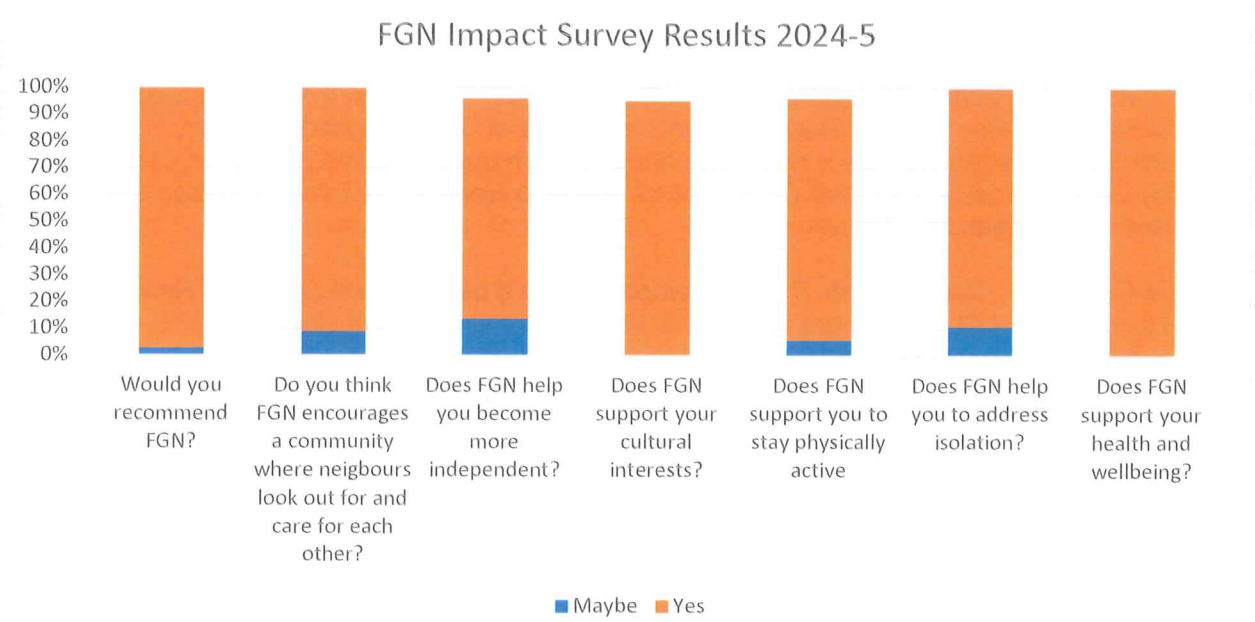
The Parsons Green Fair: The Fair took place on Saturday 6 July 2024 and featured over 100 independent stalls selling a huge variety of goods from clothes, jewellery, food and pictures. Drama and music schools performed on the main stage throughout the day, and there was a huge range of attractions for children including donkey rides, magic shows, a circus workshop and a petting farm. The festival exclusively raises funds for Fulham Good Neighbours and provides a platform to promote our full suite of services while showcasing other local enterprises. Marston Properties, our main sponsor, is fundamental to making the Fair such a success as are the efforts of volunteer marshals and organisers.



Tom Cook and a performer at the Parsons Green Fair - July 2024

Our Impact

Our impact is reflected in the results from our beneficiary survey, which is conducted throughout the year. The survey measures our impact versus our vision, mission, and values.



Financial review

Fulham Good Neighbour Service operated a planned deficit during the year. Substantial unrestricted reserves ensured full delivery of services, while the financial climate made fundraising challenging. Trustees made the decision to designate significant reserves to a refurbishment of the community centre to ensure our long-term growth.

The charity continues to benefit from a substantial legacy received prior to the pandemic, which was invested in an Expendable Endowment Fund to help secure its longer-term future.

We actively seek to diversify income streams. Our biggest funders were City Bridge Trust and the London Borough of Hammersmith & Fulham followed by Garfield Weston Foundation. Fulham Good Neighbours attracted multiyear funding from Garfield Weston Foundation and repeat funding from Good Things Foundation. We attracted first time funding from H&F Giving's Winter Support Fund. The Parsons Green Fair continues to provide a significant income of unrestricted funding.

Funders and pro bono support

Our funders:

Between 1st April 2024 and 31st March 2025, Fulham Good Neighbour Service benefitted from generous grants:

All Saints Church – funded our core services
City Bridge Trust – funded staff salaries
Co-op Community Fund – funded our Social Clubs
Edward Gostling Foundation – funded our core costs
Florence Cohen Charitable Trust – core projects
Garfield Weston Foundation - funded our core costs
Good Things Foundation – funded our Digital Inclusion project
GM Marriage – funded our core costs.
Higgins Partnership – funded our Fulham Through the Ages Art Project.
H&F Giving – funded our Winter Support Projects
London Borough of Hammersmith & Fulham – funded core costs
Marston Properties – were the main sponsor for the Parsons Green Fair
National Lottery Awards for All – funded social clubs
Research Partnership – individual projects
Sirrom Charitable Trust – funded various projects
Sisters of the Holy Cross – funding projects

In addition, Fulham Good Neighbours benefited from many generous individuals making donations both independently and via our Supporters Scheme.

Pro bono support:

Fulham Good Neighbour Service benefitted from generous pro bono support over the year, including from:

Research Partnership – provided Christmas gifts via their corporate volunteering scheme
Fulham BID – provided Emergency First Aid and Defibrillator training
The Hurlingham Club – a Christmas afternoon tea to our beneficiaries
Elsevier – Digital Support volunteers
Totality Services - provided pro-bono IT support
Yellow Panda Pub Co. – Silver Lunch Club puddings.

Risk and Reserves Policy:

To best manage potential risk to Fulham Good Neighbour Service, an Organisational Risk Register identifies potential risks to our Governance, Operations, Finance, and Compliance, alongside measures so to mitigate these risks.

As a minimum, the trustees aim to maintain free reserves at an equivalent level of up to one year's operational expenditure. At present FGN holds almost nine month's unrestricted reserves of £254,000. In addition, £255.301 is designated to a property development fund for approved (in principle) projects for the development of the FGN centre at Rosaline Hall.

As per our policy, free reserves should provide Fulham Good Neighbour Service with adequate financial stability and the means to meet our charitable objectives for the foreseeable future.

The trustees believe that risks to the organisation and its property are adequately covered by its insurance and reserves. Our reserves are a mix of designated funds and free reserves. Those funds designated for a specific purpose are retained as such until that purpose is fulfilled. The trustees review the value of free reserves that are required to ensure that they are adequate to fulfil the charity's continuing obligations on a bi-monthly basis.

Fulham Good Neighbour Service is a Going Concern for the foreseeable future.

Governance and management

Governing document: Fulham Good Neighbour Service is governed by Memorandum and Articles of Association signed on 15th November 2005 (and amended by 'Special Resolution Dated 24th September 2019'). This provides that:
With his or her consent, the Mayor of the London Borough of Hammersmith and Fulham is to be president of the charity; and

- There should be an elected Trustee Board including Chair, Vice Chair and Treasurer and up to seven other members.
- For the purposes of charity law, the Trustee Board is the executive trustee body of Fulham Good Neighbour Service. The trustees and president perform non-executive roles and are regarded as custodian trustees.

Trustees: The board consists of not less than three and no more than ten persons elected by members of the company (Art.30.1). The members of the company are the trustees (Art.4.2). The board can appoint anyone to fill a vacancy in the membership of the board. They hold the office until the next annual general meeting (AGM) (Art.33.1). At each AGM after their election or appointment all trustees shall retire but all are eligible for re-election provided that no trustee may serve for a period of more than seven years without a period of a year out of office (Art.31.1).

The board of trustees meets bi-monthly. At the AGM one third of trustees retire by rotation and are eligible for re-election. The board can also co-opt additional trustees during the year who hold office until the next AGM, when they may be reappointed. The board of trustees elects the Chair and Treasurer. When necessary, trustees are recruited through the media and specialist recruitment agencies.

All new trustees go through a recruitment and induction process and are selected with a view to ensuring that the board has an appropriate mix of skills and experience relevant to Fulham Good Neighbour Service strategic and operational requirements. Regular trustee skills audits help to identify any gaps in skills or experience.

On appointment, trustees complete a register of interests, and receive copies of the charity's accounts, Memorandum & Articles of Association, and major policies. Trustees are encouraged to take up volunteer roles in the charity's various projects and to participate in external training opportunities. All trustees require a DBS.

There are no specific restrictions placed on the trustees' powers of investment by the constitution.

Management: The charity has a flat management structure and actively promotes increased involvement of employees in the decision-making process. On a day-to-day basis, the charity is managed by a CEO.

Fulham Good Neighbour Service is an active member of SOBUS (community development agency for Hammersmith & Fulham) and sits on the steering group of its Providers for Older People Services forum.

Our Staff: Fulham Good Neighbour Service is accredited with the London Healthy Workplace Scheme reflecting our dedication to the wellbeing of our staff. We aim to recruit and retain high calibre individuals who not only contribute to the achievement of the charity's aims and objectives but also understand and support the ethos and culture of the organisation.

All staff members undergo training in Adult Safeguarding, Cyber Security, First Aid and Health & Safety. Further training is offered depending on the role and interests.

The staff team for 2024/2025 included:

Flora Taylor - full time CEO (joined in July 2024).
Barney Valentine – part time Gardening Project Co-ordinator.
Grace Fabean – full time Volunteer Co-ordinator (left in November 2024).
Taura Riley – full time Volunteer Coordinator (joined in January 2025).
Jacqueline Davies – part time Finance Administrator.
Olivera Milosevic – part time Administration Co-ordinator (left in January 2025).
Rubab Suhail – full time Digital Inclusion & Communications Co-ordinator.
Ruth George – part time Social Clubs Co-ordinator.
Stephen Fay – part time Home Repair Decorating Project Co-ordinator.

Pay: Fulham Good Neighbour Service follows the National Joint Council (NJC) for Local Government Services pay scales.

Environmental Responsibility: Fulham Good Neighbour Service recognises our environmental obligations. We have taken the following measures over the last year:

Environmentally conscious travel:
- We use an electric van (with our own charging point) for project delivery.
- We promote environmentally friendly commuting with our bike stand and Cycle to Work scheme.
- We promote environmentally friendly commuting with our season ticket loan offer to staff.

Environmentally conscious energy consumption and products:
- We use renewable (non-nuclear) electricity and gas, and all our appliances are at least A rated and lights are energy efficient LED lights.
- We successfully crowd fundraised to install solar panels at Rosaline Hall, which were installed in May 2023 to reduce our carbon footprint now.
- We use environmentally friendly cleaning products and Fairtrade food products.

Environmentally conscious project delivery:
- We compost all garden waste on site using a shredder, reducing the need for black bin bags, and providing a mulch to local gardens.

- We actively recycle materials in Rosaline Hall.

Statement on Public Benefit: The trustees are confident that Fulham Good Neighbour Service work meets all criteria outlined in *The Charity Commission's* guidance on public benefit.

Reference and administrative details

Registered Company number
05639340 (England and Wales)

Registered Charity number
1113752

Registered office
70 Rosaline Road
Fulham
London
SW6 7QT

Trustees as at 31 March 2025
Mr R J E Fryer, Chair
Ms S M O'Neill, Deputy Chair
Mr N A Outred, Honorary Treasurer
Ms L E Payne – resigned in March 2025.
Ms K A Payne
Ms A N Sansom
Ms J H Whittle
Ms A Peyton
Ms A D Meakin

Independent Examiner
Nordens Audit Limited
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY

Approved by order of the board of trustees on 23/10/2025 and signed on its behalf by:

.....
Mr N A Outred – Trustee & Honorary Treasurer

Fulham Good Neighbours Service

Independent Examiner's Report
for the Year Ended 31st March 2025

Independent examiner's report to the trustees of Fulham Good Neighbour Service ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

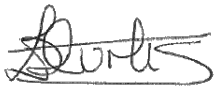
Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Lorraine Curtis ACA BFP FCCA
Nordens Audit Limited
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY

Date: 3 November 2025

Fulham Good Neighbour Service

Statement of Financial Activities
for the Year Ended 31st March 2025

	Notes	Unrestricted funds £	Restricted fund £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		**17,565**	**-**	**17,565**	17,048
Investment income	2	**23,171**	**-**	**23,171**	18,689
Other income		**39,214**	**188,100**	**227,314**	350,989
Total		**79,950**	**188,100**	**268,050**	386,726
EXPENDITURE ON					
Charitable activities					
General		**147,565**	**189,388**	**336,953**	376,525
Net gains/(losses) on investments		**5,096**	**(810)**	**4,286**	(3,529)
NET INCOME/(EXPENDITURE)		**(62,519)**	**(2,098)**	**(64,617)**	6,672
RECONCILIATION OF FUNDS					
Total funds brought forward		**1,421,820**	**53,259**	**1,475,079**	1,468,407
TOTAL FUNDS CARRIED FORWARD		**1,359,301**	**51,161**	**1,410,462**	1,475,079

Fulham Good Neighbour Service

Balance Sheet
31st March 2025

	Notes	Unrestricted funds £	Restricted fund £	31.3.25 Total funds £	31.3.24 Total funds £
FIXED ASSETS					
Tangible assets	6	**869,200**	**2,663**	**871,863**	878,283
Investments	7	**470,243**	**48,498**	**518,741**	510,926
		1,339,443	**51,161**	**1,390,604**	1,389,209
CURRENT ASSETS					
Debtors	8	**100**	**-**	**100**	5,000
Cash at bank and in hand		**32,285**	**-**	**32,285**	92,090
		32,385	**-**	**32,385**	97,090
CREDITORS					
Amounts falling due within one year	9	**(12,527)**	**-**	**(12,527)**	(11,220)
NET CURRENT ASSETS		**19,858**	**-**	**19,858**	85,870
TOTAL ASSETS LESS CURRENT LIABILITIES		**1,359,301**	**51,161**	**1,410,462**	1,475,079
NET ASSETS		**1,359,301**	**51,161**	**1,410,462**	1,475,079
FUNDS	10				
Unrestricted funds				**1,359,301**	1,421,820
Restricted funds				**51,161**	53,259
TOTAL FUNDS				**1,410,462**	1,475,079

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 27/10/25 and were signed on its behalf by:

Mr RJE Fryer – Trustee & Chair

N A Outred – Trustee & Honorary Treasurer

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Cash donations, gifts, legacies and collections are treated as income in the year in which they are received. Income from special events and for specific purposes are included in the income and expenditure account in the year the event takes place or the purpose is undertaken.

Income from investments and covenanted income including, where appropriate, imputed tax credits are accounted for on a receivable basis.

Voluntary help is not included in the financial statements.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Fixed assets, other than office premises, are stated at cost less provision for depreciation at 25% per annum on cost.

Freehold property, which represents the Charity's office premises, is stated at cost in accordance with the Statement of Recommended Practice. The freehold property is not depreciated as the revaluation model has been used. Instead, the cost of repairs is charged to the Income and Expenditure Account in the year in which it is occurred.
The trustees intend to retain the property. It was last valued, for an independent revaluation, on 9th May 2019.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Restricted funds
Where a donor has specified a particular purpose for a grant or donation, the income is shown as restricted income in the Statement of Financial Activities. Any such income unexpended at the year-end is shown as a restricted fund in the balance sheet. Where grants are received to fund capital expenditure, the assets acquired, after any depreciation, are shown as an expendable endowment fund.

1. ACCOUNTING POLICIES - continued

Fund accounting
Designated funds
Where funds held for general purposes are allocated by the trustees for specific future uses, they are transferred to a designated fund. Expenditure for the purposes specified is deducted from those funds and the unexpended balance is shown as part of unrestricted funds in the balance sheet. If the trustees decide that such funds are no longer needed for the purposes specified, the balance of the fund is transferred to general unrestricted funds.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
M&G investments	**23,171**	18,689

3. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.25	31.3.24
	£	£
Independent Examiners fees	**600**	1,800
Depreciation - owned assets	**7,228**	9,179

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

5. STAFF COSTS

The average monthly number of employees during the year was as follows:

	31.3.25	31.3.24
Full-time	2	2
Part-time	5	6
	7	8

No employees received emoluments in excess of £60,000.

6. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
COST					
At 1 April 2024	850,000	52,631	18,669	16,792	938,092
Additions	-	-	-	809	809
At 31 March 2025	850,000	52,631	18,669	17,601	938,901
DEPRECIATION					
At 1 April 2024	-	32,496	15,119	12,196	59,811
Charge for year	-	5,033	888	1,307	7,228
At 31 March 2025	-	37,529	16,006	13,503	67,038
NET BOOK VALUE					
At 31 March 2025	850,000	15,102	2,663	4,098	871,863
At 31 March 2024	850,000	20,135	3,550	4,598	878,283

7. FIXED ASSET INVESTMENTS

	Listed investments £	Unlisted investments £	Totals £
MARKET VALUE			
At 1 April 2024	260,926	250,000	510,926
Revaluations	7,815	-	7,815
At 31 March 2025	268,741	250,000	518,741
NET BOOK VALUE			
At 31 March 2025	268,741	250,000	518,741
At 31 March 2024	260,926	250,000	510,926

There were no investment assets outside the UK.

7. FIXED ASSET INVESTMENTS – continued

Cost or valuation at 31 March 2025 is represented by:

	Listed investments £	Unlisted investments £	Totals £
Valuation in 2025	268,741	250,000	518,741
TOTAL FUNDS	268,741	250,000	518,741

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Other debtors	100	5,000

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Other creditors	2,527	3,220
Accruals and deferred income	10,000	8,000
	12,527	11,220

10. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	571,820	(62,519)	509,301
Property revaluation fund	850,000	-	850,000
	1,421,820	(62,519)	1,359,301
Restricted funds			
General	53,259	(2,098)	51,161
TOTAL FUNDS	1,475,079	(64,617)	1,410,462

10. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	**79,950**	**(147,565)**	**5,096**	**(62,519)**
Restricted funds				
General	**188,100**	**(189,388)**	**(810)**	**(2,098)**
TOTAL FUNDS	**268,050**	**(336,953)**	**4,286**	**(64,617)**

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	557,652	14,168	571,820
Property revaluation fund	850,000	-	850,000
Restricted funds			
General	60,755	(7,496)	53,259
TOTAL FUNDS	1,468,407	6,672	1,475,079

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	**94,557**	**(83,476)**	**3,087**	**14,168**
Restricted funds				
General	**292,169**	**(293,049)**	**(6,616)**	**(7,496)**
TOTAL FUNDS	**386,726**	**(376,525)**	**(3,529)**	**6,672**

10. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	557,652	(48,351)	509,301
Property revaluation fund	850,000	-	850,000
Restricted funds			
General	60,755	(9,594)	51,161
TOTAL FUNDS	1,468,407	(57,945)	1,410,462

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	174,507	(231,041)	8,183	(48,351)
Restricted funds				
General	480,270	(482,438)	(7,426)	(9,594)
TOTAL FUNDS	654,777	(713,479)	757	(57,945)

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

12. RESTRICTED FUNDS BREAKDOWN

	Brought Forward £	Incoming Resources £	Outgoing Resources £	Carried Forward £
City Bridge Trust – C19	-	63,250	63,250	-
Co-Op Community Fund	-	1,470	1,470	-
Edward Gosling Foundation (Act Foundation)	-	12,500	12,500	-
Florence Cohen Charitable Trust	3,550	-	887	2,663
Garfield Weston	-	30,000	30,000	-
Good Things Foundation	-	6,000	6,000	-
H&F Giving (previously United in Hammersmith)	-	12,204	12,204	
LBHF Third Sector Grant	-	49,140	49,140	-
National Lottery Community Fund Awards for all – Social Clubs	-	10,000	10,000	-
Other Grants	-	200	200	-
Research Partnership	-	336	336	-
Sirrom Charitable trust	-	3,000	3,000	-
Total	**3,550**	**188,100**	**188,987**	**2,663**

The carried forward amount represents the van purchased during the year and held in fixed assets. This is being depreciated in accordance with the accounting policies set out on page 18.

Fulham Good Neighbour Service

Detailed Statement of Financial Activities
For the Year Ended 31st March 2025

INCOME AND ENDOWMENTS	31.3.25 £	31.3.24 £
Donations and legacies		
Donations	**6,677**	5,336
Gift aid & legacies	**6,673**	6,247
Garfield Weston	**30,000**	30,000
All Saints Fulham	**1,000**	750
Gardening Donations	**2,513**	3,205
Decorating Donations	**702**	1,510
Sisters of the Holy Cross	**-**	10,000
M&G investments	**23,171**	18,689
LBHF Third Sector Investment Fund	**49,140**	47,250
Other Grants	**1,251**	1,915
Daisy Trust	**-**	2,902
LBHF Mental Health	**2,100**	2,000
Parson Green Fair	**23,315**	38,419
National Lottery Community Fund Awards for all – Social Clubs	**10,000**	-
Research Partnership	**336**	-
Co-Op Community Fund	**1,470**	3,668
Good Things Foundation	**6,000**	5,500
National Lottery Community Fund Partnership	**-**	43,677
H&F Giving (previously United in Hammersmith)	**12,204**	-
LBHF Fastrack	**-**	2,275
NLCF – Cost of Living	**-**	74,477
Rethink TNN Partnership	**-**	3,220
G M Marriage	**2,000**	-
Sirrom Charitable Trust	**3,000**	3,000
The Edward Gostling Foundation	**12,500**	12,500
Sobus	**-**	3,060
City Bridge Trust	**63,250**	50,000
Endowment Fund Investment	**2,340**	4,774
Sponsored Events & On-Line Donations	**408**	6,352
William Allen Young Charitable Trust	**-**	1,000
Marston Properties	**8,000**	-
Weinstock Fund (Incognito)	**-**	5,000
Total incoming resources	**268,050**	386,726

Fulham Good Neighbour Service

Detailed Statement of Financial Activities
For the Year Ended 31st March 2025

	31.3.25 £	31.3.24 £
EXPENDITURE		
Support costs		
Management		
Wages	**243,186**	244,808
Pensions	**19,622**	17,373
Rates and water	**7,373**	7,415
Insurance	**2,043**	1,796
Postage and stationery	**2,299**	2,054
Sundries	**468**	983
Computer expenses	**5,118**	9,501
Staff expenses, training and recruitment	**4,735**	3,055
Volunteering expenses	**1,262**	928
Cleaning	**1,778**	1,649
Repairs and maintenance	**(9,220)**	5,206
Publicity	**2,103**	2,544
Social clubs	**20,634**	17,807
Fundraising	**8**	117
Van expenses	**1,372**	1,839
PGF Supplies	**18,955**	15,773
Digital Inclusion (Expenditure)	**430**	431
Good Neighbours Scheme	**(148)**	232
AGM & hospitality	**124**	315
Gardening expenses	**3,667**	29,698
Decorating expenses	**309**	386
HF Winter Giving Grant	**2,320**	-
Contingency 5% budgeted	**500**	1,417
Fixtures and fittings depreciation	**5,034**	6,712
Motor vehicles depreciation	**887**	1,184
Computer equipment depreciation	**1,307**	1,283
	336,166	374,506
Finance		
Bank charges	**120**	171
Governance costs		
Auditors' remuneration	**600**	1,800
Legal fees	**67**	48
	667	1,848
Total resources expended	**336,953**	376,525
Net income before gains and losses	**(68,903)**	10,201
Realised recognised gains and losses		
Realised gains/(losses) on fixed asset investments	**4,286**	(3,529)
Net income	**(64,617)**	6,672

FULHAM GOOD NEIGHBOUR SERVICE

England & Wales - Charity number 1113752

Accounts

Fulham
Good Neighbours

The Queen's Award
for Voluntary Service

Report of the Trustees and Audited Financial Statements for Year Ended 31 March 2024 for Fulham Good Neighbour Service

FGN's example makes me think what I can do to help others and encourages me



PEOPLE'S CHOICE
TURNOVER: £250K - £450K

CFC CHARITY FILM AWARDS

SMILEY CHARITY FILM AWARDS 2024

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The trustees who are also directors of Fulham Good Neighbour Service for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Our history

Founded in 1966, Fulham Good Neighbour Service grew from the *Fulham District Nursing Association* which itself was established as early as October 1919.

Following the First World War, the Mayor of the *Metropolitan Borough of Fulham* established the *Fulham War Memorial Trust Fund*. This funded the construction and ongoing maintenance of a war memorial, located in Vicarage Gardens on Putney Bridge Approach. The remainder of the Fund was invested so to establish the *Fulham District Nursing Association*.

In 1966 the then-named *London Borough of Hammersmith* became responsible for local health care provision. Consequently, *Fulham District Nursing Association* was dissolved. *The Fulham War Memorial Trust Fund* transferred the remaining funds to the newly established Fulham Good Neighbour Service.

In 2006 Fulham Good Neighbour Service moved to Rosaline Hall on Rosaline Road. Built in 1901, Rosaline Hall was initially a mission hall for the *Dawes Road Baptist Chapel*.

In 2019 Fulham Good Neighbour Service received *The Queen's Award for Voluntary Service*, and in 2022 won its first international award from the *International Congress of Healthy City* Design.

In 2023, Fulham Good Neighbour Service was awarded a *London Borough of Hammersmith and Fulham Civic Award* and represented the Borough at the *Local Charity Champions' Reception* at 10 Downing Street.

Vision, Mission, and Values

Vision Statement: *To create an inclusive community where neighbours look out and care for each other.*
Mission Statement: *We enrich the lives of older people and people with disabilities in Fulham by providing practical help and creating opportunities to: Contribute to society; Connect with others; and Live life to the fullest.*
Our Values: *Trustworthiness*; *Being welcoming & inclusive*; and *Proactivity & flexibility*.

2023-24 Summary

The year saw an excellent conclusion to our 2021-24 strategic period. In summary, in financial year 2023-24, we supported:

- 194 beneficiaries through our Gardening, Decorating and Home Repair schemes with a total 382 individual tasks completed. Support was provided via 18 volunteers.
- 132 beneficiaries through our Befriending, Telephone Befriending and Good Neighbour Scheme with a total of 885 tasks completed. Support was provided via 37 volunteers.
- 168 beneficiaries via our Community Meals, Social Clubs and Events with a total of 3,694 event attendances recorded and support from 16 volunteers.
- 87 beneficiaries via our online classes, Digital Inclusion Support and Digital Inclusion Drop In Club. 973 online class attendances were recorded and 362 tasks were completed. Support was provided via 19 volunteers.

A total 409 unique beneficiaries accessed our services between 1st April 2023 and 31st March 2024.

In addition,

we reached 231 people via the Capacity Building strand of work, which captures those that have attended our trainings, workshops and presentations who would not be eligible for our typical services by way of age or immobility (non-members).

All projects are provided to beneficiaries for FREE.



A Round Up of Our Year 2023-24

We continued to deliver activity at the community centre six days a week, which is themed around food, exercise, or creative and cultural activity. This work is led by our *Social Clubs Coordinator*, Ruth George, and has seen significant growth over the year. *Decorating & Home Repair*, led by Stephen Fay, has also seen strong growth, particularly in terms of the number of beneficiaries accessing the project.

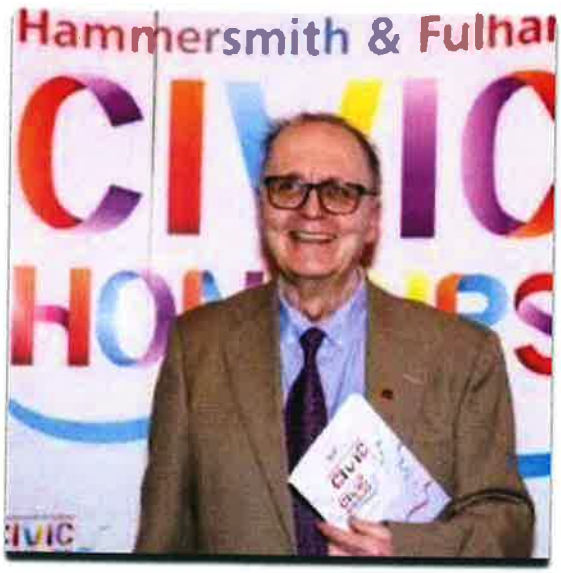
Digital Inclusion Drop-in commenced early in 2023/24 enabling us to broaden our digital support to beneficiaries, while continuing to provide one-to-one support, device loan and data bundles. The *Drop-in* was the invention of our *Digital Inclusion & Communications Coordinator*, Rubab Butt, and has added a fantastic new dimension to the project.

Our community *Choir* was introduced just before the start of 2023/24 and has developed over the course of the year. The *Choir* is facilitated by the *Rhythm Studio* and supported by our *Volunteer Coordinator*, Grace Fabean. Grace has ensured that the *Choir* has become an integral part of our celebrations throughout the year with terrific performances at our Coronation party in May and at our first *Lunch Club Open-Mic*.

We also commenced *Peer Facilitation Group Training* early in the financial year, developing our *Capacity Building* strand of work in partnership with *The New Normal* to deliver a 10-week training to our own staff and volunteers and others from partner organisations including *Nourish Hub*, *The NHS Primary Care Network*, *Nubian Life Resource Centre*, *Action on Disability*, and *Richmond Fellowship*. Grace was subsequently asked by *The New Normal* to develop the project further as a course facilitator so that other local practitioners can develop their skills in facilitation. This work will commence early in 2024/25.

Other *Capacity Building* endeavours have included *Dementia Awareness*, *Suicide Awareness*, *Safeguarding*, *Fire Safety*, *Cyber Crime* and *Financial Fraud Awareness* training. Our staff, volunteers, and partners also benefitted from *Mental Health First Aid*, provided gift-in-kind from *Higgins Partnership* and *Emergency First Aid* provided gift-in-kind by *Fulham BID*.

The team make a difference to so many people; the room was full of love for your work



Our volunteer Tom Cook, collecting our *Civic Award* in March 2023

We were challenged in November 2023 by the departure of several *Social Club* facilitators who pursued new opportunities. Increased costs to our *Silver Clubs* the same month presented a challenge too, which we mitigated against by subsidising the difference so that beneficiaries did not see a cost increase. Jonathon and Mariola Woollard, our partners at the *Yellow Panda Pub Co*, deserve huge credit for everything that they have done to ensure the continuation of our *Chair Based Exercise* project and for their delivery of new *Silver Clubs* at *St Peter's Church* and the *Elm Pub*. They also continue to generously cater for our *Sunday Afternoon Tea* as gift-in-kind. We were also very happy to welcome Roopa Basu as our new *Art Club* facilitator. She has embarked on a series of exciting new projects with the group, which will lead to the public display of their work on local hoardings in 2024/25.

Following a successful crowd-fundraiser in 2022/23, our community raised funds for the installation of solar panels at our community centre. This is projected to save us £500 annually in energy bills, while significantly reducing our carbon footprint too. It sits alongside projects such as our on-site composting of all gardening waste, and electric van use, as part of our ambition to support the Borough to reach *net zero carbon emissions by 2030*. The first four months following installation saw us reduce our energy consumption by 60% on the same months of the previous year.

Following our first international award in 2022 for our partnership with *Imperial College London's Environmental Policy* department and *Nubian Life Resource Centre*, we were recognised by *London Borough of Hammersmith and Fulham's Civic Honours* as a winner in the *Contributions to Building a Stronger, Safer, Kinder Borough* category. This led to us representing the Borough at 10 Downing Street's *Local Charity Champion's* Reception.



A still from our 2023 promotional film, supported by *Media Trust*

We were fortunate to secure funds from the Media Trust for a professional promotional film, which has had great success. It has so far been recognised by a *Smiley Charity Film Award* and the *Brand Film Awards*. The film featured our beneficiaries and staff alongside professional actors, while showcasing many of our projects.

University College London researchers have continued to show interest in our work this year, which has included independent studies: analysing our *Digital Inclusion* project, providing *Systematic Review* of relevant project research, collaboration with the *Institute of Global Prosperity*, and a *Social Hackathon*, which saw 17 student researchers workshop ideas to support our volunteer recruitment and retention. Our *Gardening Coordinator*, Barney Valentine, secured funds for the *Hackathon* and hosted the volunteers at our community centre, Rosaline Hall.

It was pleasing to have grown our income again this year, and to have secured a fourth successive surplus in our accounts. Our income grew by 44% on last year and by 87% over the strategy period from 2020/21. Notable successes included a *National Lottery Community Fund* Cost of Living grant, which is funding our new Customer Relationship Management (CRM) database. This internal project is led by Olivera Milosevic and will vastly improve our ability to manage data into the future. Jac Davies, our Finance Coordinator, supported fundraising efforts again this with year with Barney, Grace and Rubab each securing income for their respective projects too.

The research behind our projects

The Index for wellbeing in later life (2017)[1] identified 40 indicators which enhance an individual's sense of wellbeing. Of these, creative & cultural participation and physical activity were the two most significant factors. Our Art, Craft, Reading, and Chair Based Exercise projects therefore continue to be core to our work, as well as Choir introduced in 2023.

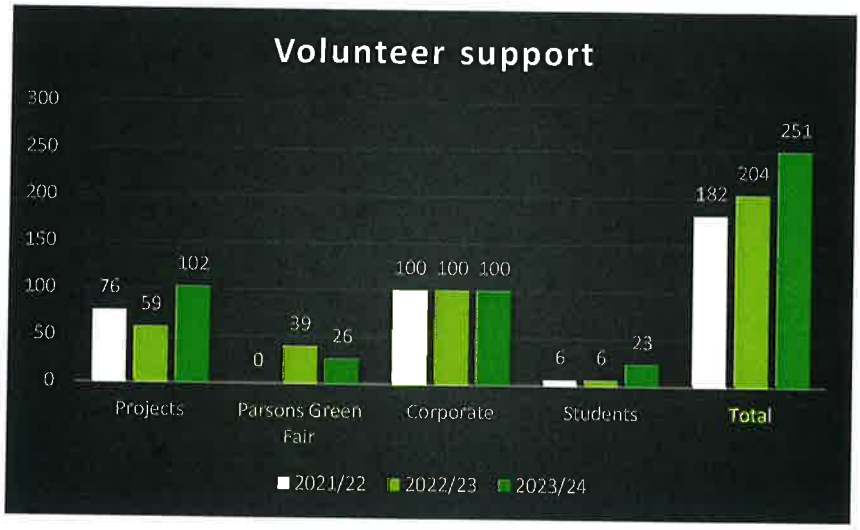
As per the London Borough of Hammersmith and Fulham's (LBHF's) Older People's Commission (2019), we aim to make Fulham the best place to grow old. The Commission identified concerns held by local older people, which we directly aim to combat. We continue to be committed to providing activity which enables access to services; reduces the impact of poverty and deprivation; and mitigates against loneliness and isolation.

We continue to take affirmative action on disability. As per the local Disabled People's Commission[2] we will ensure that there is 'nothing about disabled people without disabled people'. This continues to be an area for development, which we are doing in consultation with Action on Disability.

Our volunteers

We benefitted from the invaluable dedication of 251 volunteers, up from 204 volunteers in 2022/23. This increase to volunteer numbers over recent years is due to the support of 100 Research Partnership staff providing corporate volunteering via their 'Christmas Boxes', and fundraising events. We have also seen increasing numbers of volunteers support research projects in recent years, particularly University College London who joined us for a Social Hackathon this year led by Barney Valentine. We have also supported several research volunteers to use us as a case study for their dissertations in recent years. The graph below provides additional detail as to how volunteers have supported our work.

[1] *Age UK* and the *University of Southampton*



I am beyond words of gratitude that you carried out my manual labour.
Good Neighbour Scheme beneficiary

82 of the 251 volunteers support our projects directly and are therefore interviewed, reference and DBS checked, attend induction, and offered regular training opportunities, including Safeguarding and First Aid. A further 20 volunteers supported our projects by volunteering on our award-winning promotional film 'Into the Fold' including 14 members of a professional film crew that volunteered their time.



14 volunteers and staff participated in *Mental Health First Aid* over two days in January 2024, provided as gift-in-kind by *Higgins Partnership*

Intergenerational volunteering opportunities have also added a great deal of value to our projects over the last few years, including collaboration with Rhythm Studio students, Thomas's Fulham School, Fulham Boys School, Bute House, Latymer School, and The Hurlingham Academy. Due to complications around collecting data for those under 18 years of age, we have not included them in our numbers.

When I moved to London, I wanted to get to know the culture and people, as well as improve my English. The Digital Inclusion project was perfect for me as an IT professional. Sharing what I know makes me feel very good. During the process my own confidence and knowledge increased significantly as well

Digital Inclusion volunteer

Funders and pro bono support

Our funders: Between 1st April 2023 and 31st March 2024 Fulham Good Neighbour Service benefitted from the generous funding of:

All Saints Church – funded our Social Clubs
City Bridge Trust – funded staff salaries
Co-op Community Fund – funded our Social Clubs
Daisy Trust – funded our Eastbourne trip
Edward Gostling Foundation – funded our core costs
Garfield Weston Foundation - funded our core costs
Good Things Foundation – funded our Digital Inclusion project
Marston Properties – funded various projects
Rethink Mental Health – funded our Peer Support Facilitation Training
Sirrom Charitable Trust – funded various projects
Sisters of the Holy Cross – funded our Decorating & DIY, Digital Inclusion and Gardening projects
SOBUS – funded our Social Clubs
The London Borough of Hammersmith and Fulham – funded staff salaries
The National Lottery Community Fund – funded our Adopt a Garden project and core costs
William Allen Young Charitable Trust – funded our Social Clubs

Pro bono support: Fulham Good Neighbour Service benefitted from generous pro bono support over the year, including from:

Assael Architecture – supported our Gardening project and fundraising via their corporate volunteering scheme
Fulham BID – provided Emergency First Aid and Defibrillator training
The Hurlingham Club – provided tours and afternoon teas to our beneficiaries during two visits
The Rylston Pub – provide gift in kind catering to our Sunday Afternoon Tea
Marston Properties - continue to be the main sponsor of Parsons Green Fair
Research Partnership – provided support via their corporate volunteering scheme
Eversheds Sutherland LLP, Sidley Austin LLP and TrustLaw – provided pro-bono legal advice
Totality Services - provided pro-bono IT support

Our Projects in 2023/24:

We offered the following projects for the benefit of older and disabled people living in Fulham.

Support in the *Home & Garden* via:
- Decorating & Home Repairs – for those that cannot pay, nor do the work themselves
- Gardening – for those that cannot pay, nor do the work themselves
- Good Neighbour Scheme - grocery shopping, medication delivery, escorts to appointments
- Befriending – via telephone, in the home or in the wider community

Support in the Community via:
- Social Clubs – six days a week at our community centre
  - Creative & Cultural Social Clubs: • Art (x 2 weekly), • Choir, • Craft, • Reading
  - Exercise Social Clubs: • Chair Based Exercise (x 3 weekly)
  - Food Social Clubs: • Lunch, • Silver (x 4 monthly), • Sunday Tea

• **Capacity Building** volunteers, staff, & partners, including:
• Emergency First Aid, • Mental Health First Aid, • Dementia Awareness, • Peer Support Facilitation Group training[3], • Conference presentations
Digital Support via:
• Digital Inclusion – supporting those excluded from digital communications, particularly those housebound, including one-to-one volunteer support, Digital Drop-in, device loan & internet connectivity.
• Online Art Group – delivered directly into the homes of beneficiaries, particularly the housebound
• Online Chair Based Exercise – as above

Decorating & Home Repair: The project supports beneficiaries who cannot afford to pay privately nor have the ability nor family/friend support to do the work. The project has significantly increased the number of beneficiaries supported over the last year.

Gardening: following the 2022 award winning research partnership with Imperial College London's Environmental Policy department and Nubian Life Resource Centre, the Adopt a Garden project and Gardening Enterprise have been consolidated into our broader Gardening project in 2023/24, which are now all led by Barney Valentine.

Before the weeds were terribly messy; some up to my waistline. Thanks to him, I can now fully enjoy my garden

Gardening beneficiary

Our event at Fulham Palace to present the findings of the Imperial College evaluation of our Adopt a Garden project saw our partner Nubian Life Resource Centre serve food grown from the community garden, as well as additional presentations from Royal Horticultural Society, and each of the three partners. Over 40 beneficiaries, staff and volunteers attended, including 15 Nubian Life elders from their day centre and also wide range of other stakeholders.

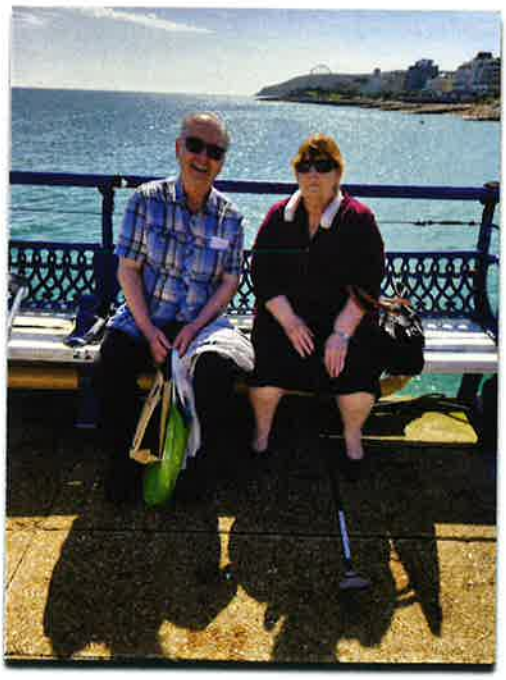


Befriending: the project transitioned largely to telephone support during the pandemic, which was also the case for projects such as Adopt a Garden, and Digital Inclusion. As such we saw a steep rise in Telephone Befriending and an increase to the regularity in which volunteers and beneficiaries were in contact during the pandemic (see graph below). As projects returned to the community centre, we saw an anticipated fall in numbers. We restructured our staffing in 2022/23 to apply more resource to the project, which has seen growth over the last year.

Good Neighbour Scheme: the project continues to provide practical support to older and disabled community members. This might include grocery shopping, wheelchair pushing, an escort to an appointment, or medication delivery. We restructured our staffing during the 2022/23, so to allocate more resource to the project. This resulted in an increase to delivery in the last year.

Social Clubs: In 2023/24, these clubs have continued to flourish, providing activity six days of the week from our community centre. A particular highlight this year was a trip to Eastbourne, generously funded by The Daisy Trust, and returning in August 2024. You can see the full schedule of activity below.

Mondays	1 pm	Digital support drop-in
	2 pm	Hybrid exercise
Tuesdays	11 am	Art
	1 pm	Silver Clubs
	2 pm	Choir
Wednesdays	1 pm	Lunch Club
	2 pm	Online Art
Thursdays	11 am	Reading
	2 pm	Hybrid exercise
	3 pm	Hybrid exercise
Friday	11 am	Crafts
Sunday	3 pm	Sunday Tea





57 beneficiaries and staff enjoyed a trip to Eastbourne in August 2023, generously funded by *The Daisy Trust*

I was over the moon: I hadn't been out of London in 15 years!
Beneficiary regarding the Eastbourne trip



Above, beneficiaries enjoy playing catch at our *Chair Based Exercise* class.

The activities are helping my joints. I really look forward to them. It's lovely to be receiving this help and support and I just wanted to say how grateful I am and how much it means to me.
Chair Based Exercise class beneficiary



Above, 60 community members attended our AGM in November

The Parsons Green Fair: The Fair returned for a second successive year on Saturday July 1st, 2023, after a two-year hiatus (due to the Covid pandemic). The free family festival raises funds for the charity and provides a platform to promote our full suite of services while showcasing other local enterprise. Marston Properties, our main sponsor, are fundamental to making the Fair such a success.



Capacity Building: This strand of work is our commitment to support the development of our people, inclusive of beneficiaries, volunteers, staff, and partners. In 2023/24 it has continued to include a fantastic partnership with Fulham BID, which has now seen 20+ Fulham Good Neighbour Service staff and volunteers trained in Emergency First Aid, and the use of our defibrillator. It also included workshops in partnership with the Dementia Action Alliance so to promote improved understanding in the Borough of how we can best support those with dementia and their families. 14 of our volunteers, staff and partners also benefitted from and passed the two-day Mental Health First Aid training.

We also delivered a 10-week Peer Facilitation Group training at our community centre, Rosaline Hall, delivered by The New Normal. This was completed by 12 participants, including staff and volunteers from Fulham Good Neighbour Service, NHS Primary Care Network, Nourish Hub, Richmond Fellowship, Action on Disability and Nubian Life Resource Centre. We have since secured funding, in partnership with The New Normal, for our Volunteer Coordinator, Grace Fabean to deliver the training in 2023/24.

Other capacity building endeavours have included utilising the launch of our solar panels to deliver a series of workshops to the community on sustainable energy consumption, and our 'Techy Tea Party'.



Our '*Techy Tea Party*' provided an opportunity to promote our *Digital Inclusion* work as part of a national digital week



50 beneficiaries, volunteers, staff, and partner organisations benefitted from a series of four dementia workshops across two days – one as part of our *Lunch Club* and a second, which was aimed at professionals

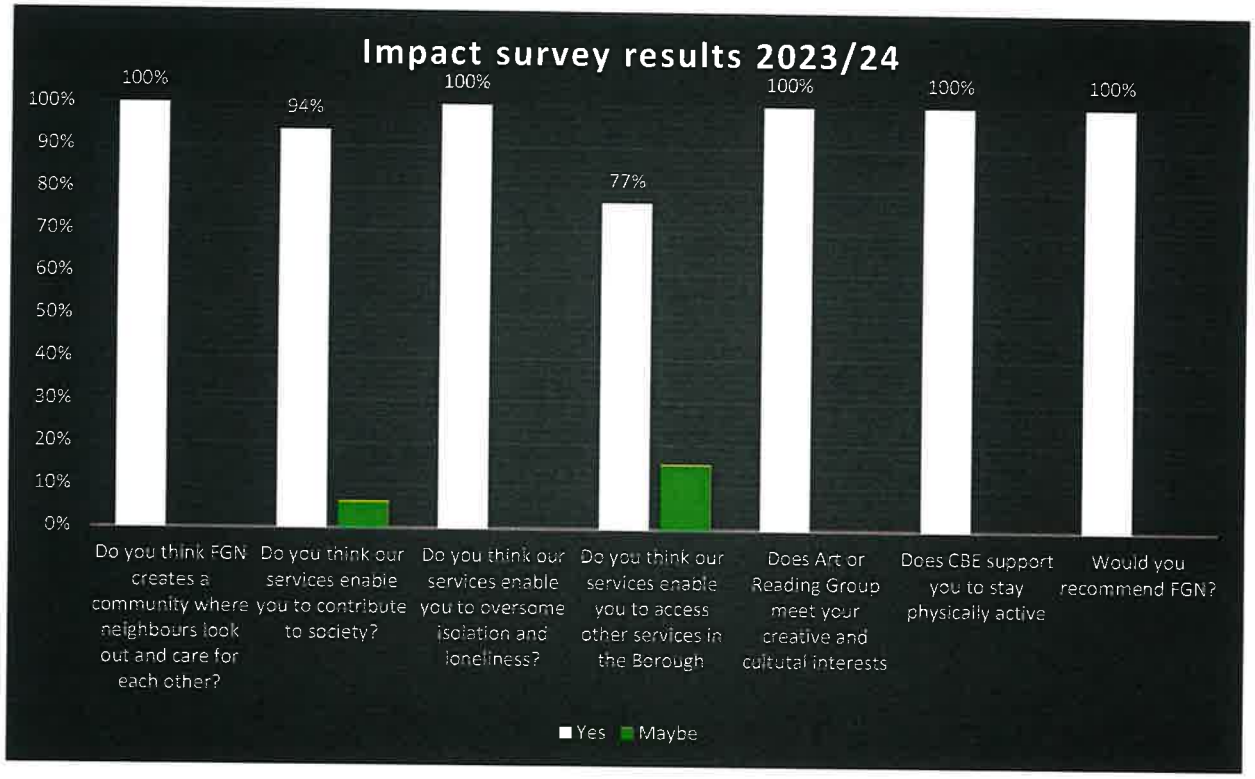
Digital Inclusion: This year we grew the volume of work provided by the project with the introduction of the Digital Drop-in on Monday mornings. This has added enormous value to the project, broadening the range of digital support our beneficiaries can access.

She is wonderful and is so supportive. I really look forward to her visits and all of the help she gives me, for example teaching me about IT. I also really wanted to say thank you to her for the help and support she gave me on Friday when I had an epilepsy fit during her visit.

Digital Inclusion beneficiary

Our Impact

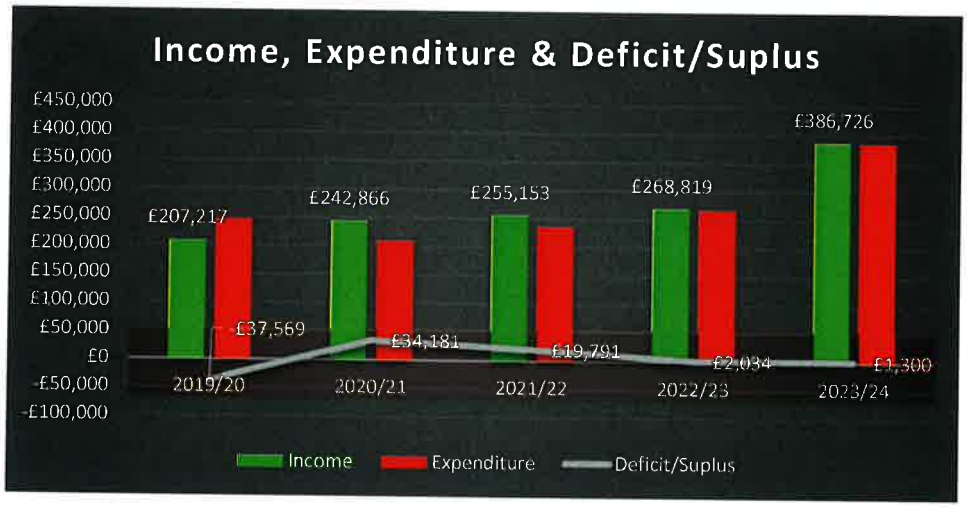
Our impact is reflected in the results from our beneficiary survey, which is conducted throughout the year. The survey measures our impact versus our vision, mission, and values.



Financial review

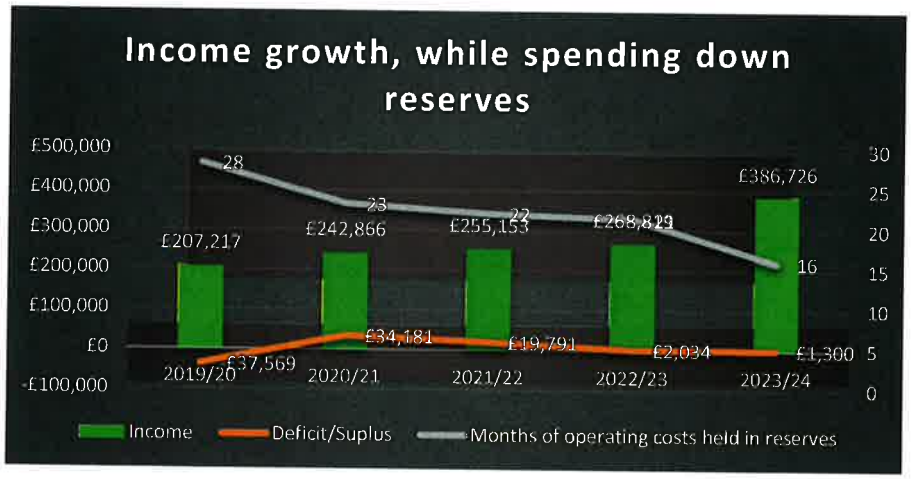
Fulham Good Neighbour Service ran at a surplus for a fourth consecutive year. We had run at a planned deficit for the preceding four years following Nina Dobosharevich's very generous 2015 legacy. The legacy funds continue to ensure delivery of a wider range of services than prior to their receipt. The remainder of these funds, alongside all additional legacy income, continues to be invested into an Expendable Endowment Fund so to secure the longer-term future of the charity.

We continue to benefit from a diverse range of income streams. Our biggest funder during the year was the National Lottery Community Fund followed by the London Borough of Hammersmith and Fulham and City Bridge Trust.

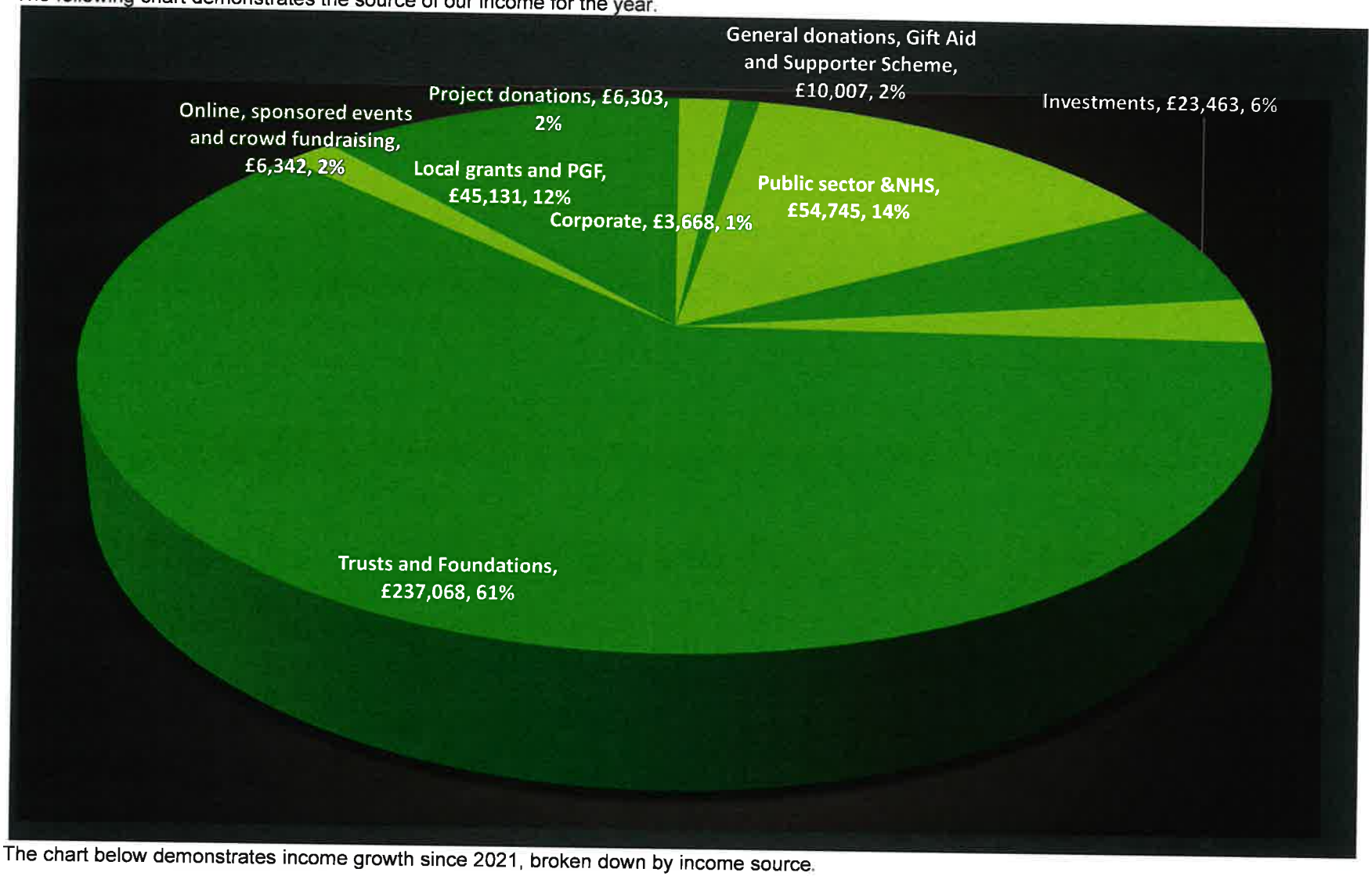


Following the injection of funds into the sector at the start of the Covid pandemic in 2020, we secured a strong surplus. However, so to deliver more activity for our beneficiaries and spend down our reserves, we have reduced our annual surplus over time as illustrated by the graph above.

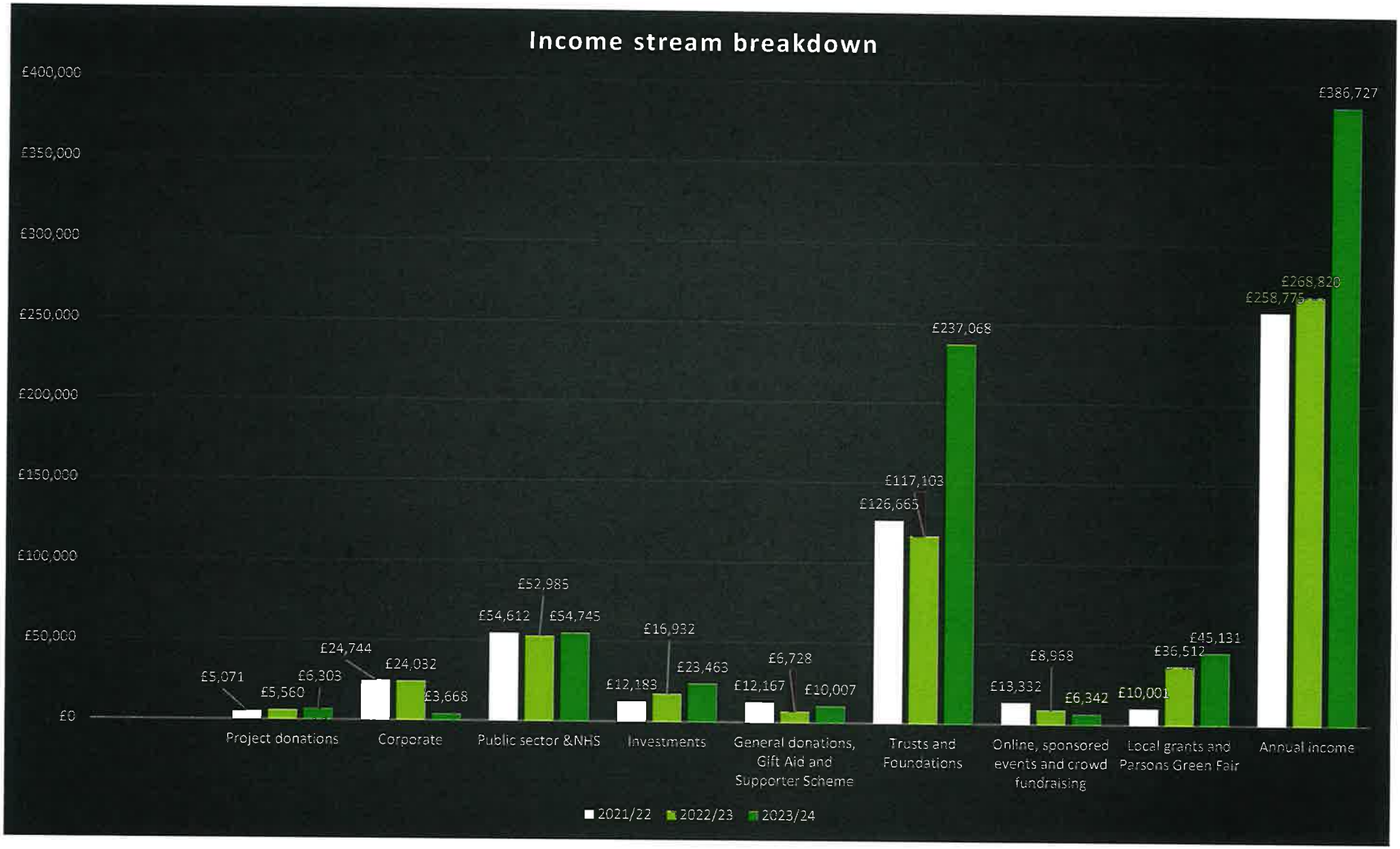
The graph below shows the impact of this reduced surplus, coupled with increased income, on spending down our high level of reserves on our charitable services.



The following chart demonstrates the source of our income for the year.



The chart below demonstrates income growth since 2021, broken down by income source.


Income stream breakdown
£400,000
£350,000
£300,000
£250,000
£200,000
£150,000
£100,000
£50,000
£0
£5,071
£5,560
£6,303
£24,744
£24,032
£3,668
£54,612
£52,985
£54,745
£12,183
£16,932
£23,463
£12,167
£6,728
£10,007
£126,665
£117,103
£237,068
£13,332
£8,968
£6,342
£10,001
£36,512
£45,131
£258,775
£268,820
£386,727
Project donations
Corporate
Public sector &NHS
Investments
General donations, Gift Aid and Supporter Scheme
Trusts and Foundations
Online, sponsored events and crowd fundraising
Local grants and Parsons Green Fair
Annual income
2021/22
2022/23
2023/24

Risk and Reserves Policy: To best manage potential risk to Fulham Good Neighbour Service, an Organisational Risk Register identifies potential risks to our Governance, Operations, Finance, and Compliance, alongside measures so to mitigate these risks.

As per our policy, free reserves should provide Fulham Good Neighbour Service with adequate financial stability and the means to meet our charitable objectives for the foreseeable future. As a minimum the trustees aim to maintain free reserves at an equivalent level to one year's operational expenditure with consideration for realistic funding streams.

The trustees believe that risks to the organisation and its property are adequately covered by its insurance and reserves. Our reserves are a mix of designated funds and free reserves. Those funds designated for a specific purpose are retained as such until that purpose is fulfilled. The trustees review the value of free reserves that are required to ensure that they are adequate to fulfil the charity's continuing obligations on a bi-monthly basis.

Fulham Good Neighbour Service is a Going Concern for the foreseeable future.

Governance and management

Governing document: Fulham Good Neighbour Service is governed by Memorandum and Articles of Association signed on 15th November 2005 (and amended by 'Special Resolution Dated 24th September 2019'). This provides that:
With his or her consent, the Mayor of the London Borough of Hammersmith and Fulham is to be president of the charity; and

- There should be an elected Trustee Board including Chair, Vice Chair and Treasurer and up to seven other members.
- For the purposes of charity law, the Trustee Board is the executive trustee body of Fulham Good Neighbour Service. The trustees and president perform non-executive roles and are regarded as custodian trustees.

Trustees: The board consists of not less than three and no more than ten persons elected by members of the company (Art.30.1). The members of the company are the trustees (Art.4.2). The board can appoint anyone to fill a vacancy in the membership of the board. They hold the office until the next annual general meeting (AGM) (Art.33.1). At each AGM after their election or appointment all trustees shall retire but all are eligible for re-election provided that no trustee may serve for a period of more than seven years without a period of a year out of office (Art.31.1).

The board of trustees meets bi-monthly. At the AGM one third of trustees retire by rotation and are eligible for re-election. The board can also co-opt additional trustees during the year who hold office until the next AGM, when they may be reappointed. The board of trustees elects the Chair and Treasurer. When necessary, trustees are recruited through the media and specialist recruitment agencies.

All new trustees go through a recruitment and induction process and are selected with a view to ensuring that the board has an appropriate mix of skills and experience relevant to Fulham Good Neighbour Service strategic and operational requirements. Regular trustee skills audits help to identify any gaps in skills or experience.

On appointment, trustees complete a register of interests, and receive copies of the charity's accounts, Memorandum & Articles of Association, and major policies. Trustees are encouraged to take up volunteer roles in the charity's various projects and to participate in external training opportunities. All trustees require a DBS.

There are no specific restrictions placed on the trustees' powers of investment by the constitution.

Management: The charity has a flat management structure and actively promotes increased involvement of employees in the decision-making process. On a day-to-day basis, the charity is managed by a director.

Fulham Good Neighbour Service is an active member of SOBUS (community development agency for Hammersmith & Fulham) and sits on the steering group of its Providers for Older People Services forum.

Our Staff: Fulham Good Neighbour Service is accredited with the London Healthy Workplace Scheme reflecting our dedication to the wellbeing of our staff. We aim to recruit and retain high calibre individuals who not only contribute to the achievement of the charity's aims and objectives but also understand and support the ethos and culture of the organisation.

All staff members undergo training in Adult Safeguarding, Dementia Awareness, First Aid, Health & Safety. Further training is offered depending on the role and interests.

The staff team for 2023/2024 included:

Barney Valentine – part time Gardening Project Co-ordinator. Barney joined us in March 2019.
Grace Fabean – full time Volunteer Co-ordinator. Grace joined us in November 2022.
Jacqueline Davies – part time Finance Administrator. Jac joined us in June 2017.
Jamie Hilton - full time CEO. Jamie joined us in April 2020.
Olivera Milosevic – part time Administration Co-ordinator. Olivera joined us in October 2023.
Rubab Butt – full time Digital Inclusion & Communications Co-ordinator. Rubab joined us in November 2022.
Ruth George – part time Social Clubs Co-ordinator. Ruth joined us in February 1992.
Stephen Fay – part time Decorating Project Co-ordinator. Stephen joined us in August 2017.

Pay: Fulham Good Neighbour Service follows the National Joint Council (NJC) for Local Government Services pay scales.

Environmental Responsibility: Fulham Good Neighbour Service recognises our environmental obligations. We have taken the following measures over the last year:

Environmentally conscious travel:

- We use an electric van (with our own charging point) for project delivery.
- We promote environmentally friendly commuting with our bike stand and Cycle to Work scheme.
- We promote environmentally friendly commuting with our season ticket loan offer to staff.

Environmentally conscious energy consumption and products:

- We use renewable (non-nuclear) electricity and gas, and all our appliances are at least A rated and lights are energy efficient LED lights.
- We successfully crowd fundraised to install solar panels at Rosaline Hall, which were installed in May 2023. This will reduce our carbon footprint now and into the future.
- We use environmentally friendly cleaning products and Fairtrade food products.

Environmentally conscious project delivery:

- We work closely with the Climate Change department at London Borough of Hammersmith & Fulham, promoting their Sustainability Champions project and Climate Change Week in our newsletter and with several talks at our Lunch Clubs.
- We compost all garden waste on site using a shredder, reducing the need for black bin bags, and providing a mulch to local gardens.

Statement on Public Benefit: The trustees are confident that Fulham Good Neighbour Service work meets all criteria outlined in *The Charity Commission's* guidance on public benefit.

Reference and administrative details

Registered Company number
05639340 (England and Wales)

Registered Charity number
1113752

Registered office
70 Rosaline Road
Fulham
London
SW6 7QT

Trustees
Mr R J E Fryer Chair
Ms S M O'Neill Vice-Chair
Mr N A Outred Honorary Treasurer
Ms L E Payne
Ms K A Payne
Ms A N Sansom
Ms J H Whittle
Ms A Peyton
Ms A D Meakin

Independent Examiner
Nordens Audit Limited
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY

Approved by order of the board of trustees on ..... 25.11.24 ..... and signed on its behalf by:
.....
Mr N A Outred - Trustee

Fulham Good Neighbours Service

Independent Examiner's Report
for the Year Ended 31st March 2024

Independent examiner's report to the trustees of Fulham Good Neighbour Service ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Lorraine Curtis ACA BFP FCCA
Nordens Audit Limited
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY

Date: 05/12/2024

Fulham Good Neighbour Service

Statement of Financial Activities
for the Year Ended 31st March 2024

	Notes	Unrestricted funds £	Restricted fund £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		**17,048**	-	**17,048**	14,863
Investment income	2	**18,689**	-	**18,689**	16,932
Other income		**58,820**	**292,169**	**350,989**	237,026
Total		**94,557**	**292,169**	**386,726**	268,821
EXPENDITURE ON					
Charitable activities					
General		**83,476**	**293,049**	**376,525**	267,539
Net gains/(losses) on investments		**3,087**	**(6,616)**	**(3,529)**	45,576
NET INCOME/(EXPENDITURE)		**14,168**	**(7,496)**	**6,672**	46,858
RECONCILIATION OF FUNDS					
Total funds brought forward		**1,407,652**	**60,755**	**1,468,407**	1,421,549
TOTAL FUNDS CARRIED FORWARD		**1,421,820**	**53,259**	**1,475,079**	1,468,407

Fulham Good Neighbour Service

Balance Sheet
31st March 2024

	Notes	Unrestricted funds £	Restricted fund £	31.3.24 Total funds £	31.3.23 Total funds £
FIXED ASSETS					
Tangible assets	6	**874,733**	**3,550**	**878,283**	870,561
Investments	7	**461,217**	**49,709**	**510,926**	514,455
		1,335,950	**53,259**	**1,389,209**	1,385,016
CURRENT ASSETS					
Debtors	8	**5,000**	-	**5,000**	-
Cash at bank and in hand		**92,090**	-	**92,090**	126,779
		97,090	-	**97,090**	126,779
CREDITORS					
Amounts falling due within one year	9	**(11,220)**	-	**(11,220)**	(43,388)
NET CURRENT ASSETS		**85,870**	-	**85,870**	83,391
TOTAL ASSETS LESS CURRENT LIABILITIES		**1,421,820**	**53,259**	**1,475,079**	1,468,407
NET ASSETS		**1,421,820**	**53,259**	**1,475,079**	1,468,407
FUNDS	10				
Unrestricted funds				**1,421,820**	1,407,652
Restricted funds				**53,259**	60,755
TOTAL FUNDS				**1,475,079**	1,468,407

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 26/11/24 and were signed on its behalf by:

Mr N A Outred - Trustee

Mr R J E Fryer - Trustee

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Cash donations, gifts, legacies and collections are treated as income in the year in which they are received. Income from special events and for specific purposes are included in the income and expenditure account in the year the event takes place or the purpose is undertaken.

Income from investments and covenanted income including, where appropriate, imputed tax credits are accounted for on a receivable basis.

Voluntary help is not included in the financial statements.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Fixed assets, other than office premises, are stated at cost less provision for depreciation at 25% per annum on cost.

Freehold property, which represents the Charity's office premises, is stated at cost in accordance with the Statement of Recommended Practice. The freehold property is not depreciated as the revaluation model has been used. Instead, the cost of repairs is charged to the Income and Expenditure Account in the year in which it is occurred.
The trustees intend to retain the property. It was last valued, for an independent revaluation, on 9th May 2019.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Restricted funds
Where a donor has specified a particular purpose for a grant or donation, the income is shown as restricted income in the Statement of Financial Activities. Any such income unexpended at the year-end is shown as a restricted fund in the balance sheet. Where grants are received to fund capital expenditure, the assets acquired, after any depreciation, are shown as an expendable endowment fund.

1. ACCOUNTING POLICIES - continued

Fund accounting
Designated funds
Where funds held for general purposes are allocated by the trustees for specific future uses, they are transferred to a designated fund. Expenditure for the purposes specified is deducted from those funds and the unexpended balance is shown as part of unrestricted funds in the balance sheet. If the trustees decide that such funds are no longer needed for the purposes specified, the balance of the fund is transferred to general unrestricted funds.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. INVESTMENT INCOME

	31.3.24	31.3.23
	£	£
M&G investments	**18,689**	16,932

3. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.24	31.3.23
	£	£
Independent Examiners fees	**1,800**	600
Depreciation - owned assets	**9,179**	6,221

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

5. STAFF COSTS

The average monthly number of employees during the year was as follows:

	31.3.24	31.3.23
Full-time	2	2
Part-time	6	5
	8	7

No employees received emoluments in excess of £60,000.

6. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
COST					
At 1 April 2023	850,000	37,387	18,669	15,137	921,193
Additions	-	15,244	-	1,657	16,901
At 31 March 2024	850,000	52,631	18,669	16,794	938,094
DEPRECIATION					
At 1 April 2023	-	25,784	13,935	10,913	50,632
Charge for year	-	6,712	1,184	1,283	9,179
At 31 March 2024	-	32,496	15,119	12,196	59,811
NET BOOK VALUE					
At 31 March 2024	850,000	20,135	3,550	4,598	878,283
At 31 March 2023	850,000	11,603	4,734	4,224	870,561

7. FIXED ASSET INVESTMENTS

	Listed investments £	Unlisted investments £	Totals £
MARKET VALUE			
At 1 April 2023	264,455	250,000	514,455
Revaluations	(3,529)	-	(3,529)
At 31 March 2024	260,926	250,000	510,926
NET BOOK VALUE			
At 31 March 2024	260,926	250,000	510,926
At 31 March 2023	264,455	250,000	514,455

There were no investment assets outside the UK.

7. FIXED ASSET INVESTMENTS – continued

Cost or valuation at 31 March 2024 is represented by:

	Listed investments £	Unlisted investments £	Totals £
Valuation in 2022	218,879	250,000	468,879
Valuation in 2023	45,576	-	45,576
TOTAL FUNDS	264,455	250,000	514,455

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24 £	31.3.23 £
Other debtors	5,000	-

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24 £	31.3.23 £
Other creditors	3,220	3,219
Accruals and deferred income	8,000	40,619
	11,220	43,388

10. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	557,652	14,168	571,820
Property revaluation fund	850,000	-	850,000
	1,407,652	14,168	1,421,820
Restricted funds			
General	60,755	(7,496)	53,259
TOTAL FUNDS	1,468,407	6,672	1,475,079

10. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	**94,557**	**(83,476)**	**3,087**	**14,168**
Restricted funds				
General	**292,169**	**(293,049)**	**(6,616)**	**(7,496)**
TOTAL FUNDS	**386,726**	**(376,525)**	**(3,529)**	**6,672**

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	509,318	48,334	557,652
Property revaluation fund	850,000	-	850,000
Restricted funds			
General	62,231	(1,476)	60,755
TOTAL FUNDS	1,421,549	46,858	1,468,407

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	**68,722**	**(65,964)**	**45,576**	**48,334**
Restricted funds				
General	**200,099**	**(201,575)**	**-**	**(1,476)**
TOTAL FUNDS	**268,821**	**(267,539)**	**45,576**	**46,858**

10. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	509,318	62,502	571,820
Property revaluation fund	850,000	-	850,000
Restricted funds			
General	62,231	(8,702)	53,259
TOTAL FUNDS	1,421,549	53,800	1,475,079

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	163,279	(149,440)	48,933	62,772
Restricted funds				
General	492,268	(494,624)	(6,616)	(8,972)
TOTAL FUNDS	655,547	(644,064)	42,317	53,800

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

12. RESTRICTED FUNDS BREAKDOWN

	Brought Forward £	Incoming Resources £	Outgoing Resources £	Carried Forward £
City Bridge Trust – C19	-	50,000	50,000	-
Co-Op Community Fund	-	3,668	3,668	-
Daisy Trust	-	2,902	2,902	-
Edward Gosling Foundation (Act Foundation)	-	12,500	12,500	-
Florence Cohen Charitable Trust	4,430	-	880	3,550
Garfield Weston	-	30,000	30,000	-
Good Things Foundation	-	5,500	5,500	-
LBHF Third Sector Grant	-	47,250	47,250	-
National Lottery Community Fund – Cost of Living	-	74,477	74,477	-
National Lottery Community Fund Partnership	-	43,677	43,677	-
Other Grants	-	1,915	1,915	-
Rethink TNN Partnership	-	3,220	3,220	-
Sirrom Charitable trust	-	3,000	3,000	-
Sisters of the Holy Cross	-	10,000	10,000	-
Sobus	-	3,060	3,060	-
William Allen Young Charitable Trust	-	1,000	1,000	-
Total	**4,430**	**292,169**	**293,049**	**3,550**

The carried forward amount represents the van purchased during the year and held in fixed assets. This is being depreciated in accordance with the accounting policies set out on page 25.

Fulham Good Neighbour Service

Detailed Statement of Financial Activities
For the Year Ended 31st March 2024

INCOME AND ENDOWMENTS	31.3.24 £	31.3.23 £
Donations and legacies		
Donations	**5,336**	2,048
Gift aid & legacies	**6,247**	2,650
Ageing Well	**-**	2,000
Supporter's Scheme Donations	**-**	2,030
Garfield Weston	**30,000**	-
All Saints Fulham	**750**	1,750
Gardening Donations	**3,205**	2,500
Decorating Donations	**1,510**	1,162
Sisters of the Holy Cross	**10,000**	20,000
M&G investments	**18,689**	13,853
LBHF Third Sector Investment Fund	**47,250**	45,000
Other Grants	**1,915**	4,032
Daisy Trust	**2,902**	2,000
LBHF Mental Health	**2,000**	4,275
Parson Green Fair	**38,419**	27,762
DEBK	**-**	5,000
Research Partnership	**-**	1,022
Co-Op Community Fund	**3,668**	2,479
Good Things Foundation	**5,500**	-
National Lottery Community Fund Partnership	**43,677**	51,103
Digital Inclusion	**-**	5
Tesco (Groundwork)	**-**	500
LBHF Fastrack	**2,275**	-
NLCF – Cost of Living	**74,477**	-
Rethink TNN Partnership	**3,220**	-
LBHF – Small Grant	**-**	1,710
Sirrom Charitable Trust	**3,000**	-
The Edward Gostling Foundation	**12,500**	-
Sobus	**3,060**	-
Social Clubs	**-**	20
City Bridge Trust	**50,000**	25,000
National Lottery Community Fund – Social clubs	**-**	10,000
Endowment Fund Investment	**4,774**	3,079
The Innholders	**-**	1,000
Gardening Income – FGNS	**-**	1,683
Sponsored Events & On-Line Donations	**6,352**	8,968
The Worshipful Company of Grocers	**-**	5,000
William Allen Young Charitable Trust	**1,000**	-
Marston Properties	**-**	16,000
Weinstock Fund (Incognito)	**5,000**	5,000
Adopt A Garden Donations	**-**	30
Good Neighbours Scheme Donation	**-**	160
Total incoming resources	**386,726**	268,821

Fulham Good Neighbour Service

Detailed Statement of Financial Activities
For the Year Ended 31st March 2024

	31.3.24 £	31.3.23 £
EXPENDITURE		
Support costs		
Management		
Wages	244,808	180,526
Pensions	17,373	14,682
Rates and water	7,415	5,771
Insurance	1,796	1,735
Postage and stationery	2,054	1,538
Sundries	983	134
Computer expenses	9,501	2,903
Staff expenses, training and recruitment	3,055	4,361
Volunteering expenses	928	763
Cleaning	1,649	1,499
Repairs and maintenance	5,206	3,413
Publicity	2,544	1,295
Social clubs	17,807	15,558
Fundraising	117	573
Van expenses	1,839	1,987
PGF Supplies	15,773	15,039
Digital Inclusion (Expenditure)	431	105
Good Neighbours Scheme	232	(43)
AGM & hospitality	315	342
Gardening expenses	29,698	699
Decorating expenses	386	278
Adopt a garden expenses	-	6,605
Contingency 5% budgeted	1,417	-
Fixtures and fittings depreciation	6,712	4,541
Motor vehicles depreciation	1,184	1,578
Computer equipment depreciation	1,283	854
	374,506	266,736
Finance		
Bank charges	171	155
Governance costs		
Auditors' remuneration	1,800	600
Legal fees	48	48
	1,848	648
Total resources expended	376,525	267,539
Net income before gains and losses	10,201	1,282
Realised recognised gains and losses		
Realised gains/(losses) on fixed asset investments	(3,529)	45,576
Net income	6,672	46,858

FULHAM GOOD NEIGHBOUR SERVICE

England & Wales - Charity number 1113752

Accounts

Fulham
Good Neighbours

The Queen's Award
for Voluntary Service

Report of the Trustees and

Audited Financial Statements for the Year Ended 31 March 2023 for

Fulham Good Neighbour Service



CIVIC

HEALTHY CITY DESIGN 2022 AWARDS WINNERS

I wanted to convey my thanks and gratitude for all the help and support given to me and also, and more importantly, for welcoming me and allowing me to join Fulham Good Neighbours

Beneficiary 2022/23

Report of the Trustees	2
Independent Examiner's Report	30
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Balance Sheet	35
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The trustees who are also directors of Fulham Good Neighbour Service for the purposes of the *Companies Act 2006*, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of *Accounting and Reporting by Charities: Statement of Recommended Practice* applicable to charities preparing their accounts in accordance with the *Financial Reporting Standard* applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Our history

Founded in 1966, Fulham Good Neighbour Service grew from the *Fulham District Nursing Association* which itself was established as early as October 1919.

Following the First World War, the Mayor of the *Metropolitan Borough of Fulham* established the *Fulham War Memorial Trust Fund.* This funded the construction and ongoing maintenance of a war memorial, located in Vicarage Gardens on Putney Bridge Approach. The remainder of the Fund was invested so to establish the *Fulham District Nursing Association.*

In 1966 the then-named *London Borough of Hammersmith* became responsible for local health care provision. Consequently, *Fulham District Nursing Association* was dissolved. *The Fulham War Memorial Trust Fund* transferred the remaining funds to the newly established Fulham Good Neighbour Service.

In 2006 Fulham Good Neighbour Service moved to Rosaline Hall on Rosaline Road. Built in 1901, Rosaline Hall was initially a mission hall for the *Dawes Road Baptist Chapel.*

In 2019 Fulham Good Neighbour Service received *The Queen's Award for Voluntary Service*, and in 2022 won its first international award from the *International Congress of Healthy City* Design.

In 2023, Fulham Good Neighbour Service was awarded a *London Borough of Hammersmith and Fulham Civic Award* and represented the Borough at the *Local Charity Champions' Reception* at 10 Downing Street.

Vision, Mission, and Values

Vision Statement: *To create an inclusive community where neighbours look out and care for each other.*
Mission Statement: *We enrich the lives of older people and people with disabilities in Fulham by providing practical help and creating opportunities to: Contribute to society; Connect with others; and Live life to the fullest.*
Our Values: *Trustworthiness*; *Being welcoming & inclusive*; and *Proactivity & flexibility.*

Our year, 2022/23

The year saw excellent progress against our 2021-24 strategic aims. This included reaching:

- 223 beneficiaries (up from 197 in 2021/22) via our work in the *Home & Garden* supported by 16 volunteers,
- 443 beneficiaries (up from 346) via our work in the *Community and at our Community Centre* supported by 82 volunteers (up from 75, and excluding corporate volunteers, and those under 18 years of age), and
- 151 beneficiaries (up from 141) via our *Digital* support by 16 volunteers (up from 14).

We are pleased to have maintained *Healthy Workplace* accreditation, and to have welcomed Grace, Olivera and Rubab to the team. Lucia left with our well wishes in 2022, following four and a half years' service, for a volunteer management position at a national charity; we have since welcomed her back for volunteering duties at the *Parsons Green Fair*, which successfully returned in 2022 (following Covid) and 2023.

We are now delivering activity at the community centre six days a week, which has included the launch of our *Community Choir*, our successful *Movement is Medicine* series, and the return of *Sunday Afternoon Tea*. We are excited to have *Digital Inclusion drop-in* and *Peer Facilitation Group Training* commencing early in 2023/24.

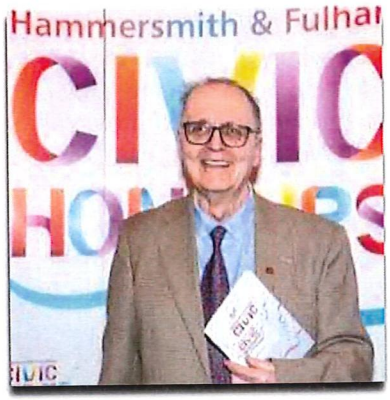
The dedication of volunteers, such as Avril Peyton, Tom Cook, Jean Cairns, and Andy Munday, who lead their own respective *Social Clubs* for Fulham Good Neighbour Service, was recognised by (former) Mayor PJ Murphy who invited ten of our volunteers to his *Mayor's Reception* in September 2022. We were also proud to have volunteers join staff at the *Fulham Business Improvement District Awards* in February 2023.

Following a successful crowd-fundraiser, our community has raised funds for the installation of solar panels at our community centre early in 2023/24. This is projected to save us £500 annually in energy bills, while significantly reducing our carbon footprint too. It sits alongside projects such as our on-site composting of all gardening waste, and electric van use, as part of our ambition to support the Borough to reach *net zero carbon emissions by 2030*.

In 2022 Fulham Good Neighbours Service won our first international award for our partnership with *Imperial College London's Environmental Policy* department and *Nubian Life Resource Centre* for our *Adopt a Garden* project. This followed presentations of the work at the *International Congress of Healthy City Design* and Barcelona's *Urban Transitions Global Summit*. As such learning from the project has been disseminated both cross-sector and internationally, superseding all expectation in terms of level of influence. We were humbled again in November 2022 when our *Reading Group* was attended by a colleague from Stockholm Libraries on a research visit, representing a network of 40 sites.



Collecting our first international award in October 2022



Our volunteer Tom Cook, collecting our Civic Award in March 2023

University College London researchers have also shown interest in our work this year, which has included independent studies: analysing our *Digital Inclusion* project; providing *Systematic Review* of relevant project research; collaboration with the *Institute of Global Prosperity*; and data mapping against the *Index of Multiple Deprivation*.

Over the year, we developed an area of work we term *Capacity Building*. The aim is to provide interesting opportunities for community members and those working in the Borough to develop their skills or knowledge and understanding in particular areas, which are relevant to the work of Fulham Good Neighbours Service. In 2022 this included our 'wellbeing series' of workshops, *Movement is Medicine*, in partnership with *Maskell Biokinetics* and the *Biokinetics Association of the UK*. The project identified age and mobility related health concerns of our beneficiaries and bought community members and professionals together to learn over six months of fortnightly presentations. The project, delivered both at our community centre and online, also developed our referral pathways, increasing social prescription referrals from local professionals. The project was accessed by medical professionals as far afield as Namibia and South Africa as part of their *Continuous Professional Development*.

The year also saw us develop a relationship with *The New Normal* and *Rethink Mental Illness*, resulting in a training partnership for local professionals to develop their *Mental Health Peer Facilitation Group* skills over a ten-week project. Fulham Good Neighbours Service staff and volunteers as well as those from *Nubian Life Resource Centre*, *Richmond Fellowship*, *NHS Primary Care Network*, *Action on Disability* and *Nourish Hub* commenced the training in 2023. Dementia Awareness, Suicide Awareness, Emergency First Aid and Safeguarding training have also seen us build capacity amongst our staff, volunteers, and partners over the year, and we have secured funds for staff to be trained in *Mental Health First Aid* in 2023.

In 2023 Fulham Good Neighbours Service was recognised by a *London Borough of Hammersmith and Fulham Civic Honour*: *Contributions to building a Kinder, Safer, Stronger Borough*. This led to us representing the Borough at 10 Downing Street's *Local Charity Champion's* Reception.

It was pleasing to have grown our income again this year, and to have secured a third successive surplus in our accounts. Notable successes include entering into a two-year partnership with *City Bridge Trust* worth £100,000, and our best fundraising total to date for the *Parsons Green Fair*.

The research behind our projects

The Index for wellbeing in later life (2017)[1] identified 40 indicators which enhance an individual's sense of wellbeing. Of these, *creative & cultural participation* and *physical activity* were the two most significant factors. Our *Art*, *Craft*, *Reading*, and *Chair Based Exercise* projects therefore continue to be core to our work, as well as Choir introduced in 2023.

As per the *London Borough of Hammersmith and Fulham's* (LBHF's) *Older People's Commission* (2019), we aim to make Fulham the best place to grow old. The Commission identified concerns held by local older people, which we directly aim to combat. We continue to be committed to providing activity which enables access to services; reduces the impact of poverty and deprivation; and mitigates against loneliness and isolation.

We continue to take affirmative action on disability. As per the local *Disabled People's Commission*[2], we will ensure that there is '*nothing about disabled people without disabled people*'. This continues to be an area for development, which we are doing in consultation with *Action on Disability*.

[1] *Age UK* and the *University of Southampton*

[2] Nothing about us without us - Disabled People's Commission Report

Our projects

We remain committed to supporting older, disabled, and disadvantaged people living in Fulham. All projects are provided to beneficiaries for FREE. Our present offer includes:

Support in the Home & Garden via:

- Decorating & DIY – for those that cannot pay, nor do the work themselves
- Gardening – for those that cannot pay, nor do the work themselves
- Good Neighbour Scheme - grocery shopping, medication delivery, escorts to appointments, etc

Support in the Community via:

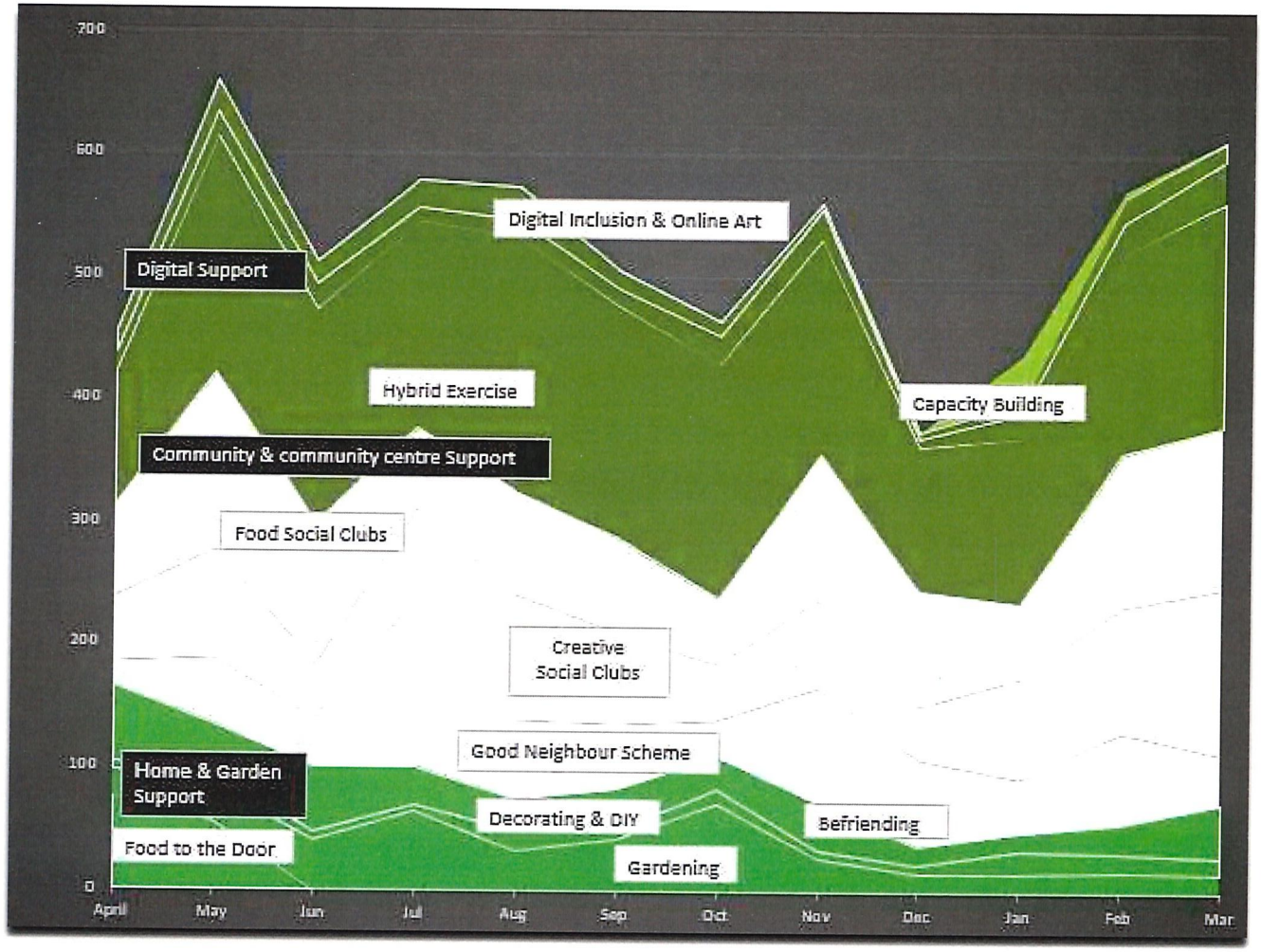
- Befriending – via telephone, in the home or in the wider community
- Social Clubs – six days a week at our community centre
    - Creative & Cultural Social Clubs: • Art (x 2 weekly), • Choir, • Craft, • Reading
    - Exercise Social Clubs: • Chair Based Exercise (x 3 weekly), • Movement is Medicine
    - Food Social Clubs: • Lunch, • Silver, • Sunday Tea
- **Capacity Building** volunteers, staff, & partners, including: • Emergency First Aid, • Mental Health First Aid, • Dementia Awareness, • Peer Support Facilitation Group training[3], • Conference presentations

Digital Support via:

- Digital Inclusion – supporting those excluded from digital communications, particularly those housebound, including one-to-one volunteer support, device loan & internet connectivity. In 2023/24 we will also launch our new Digital drop-in.
    - Online Art Group – delivered directly into the homes of beneficiaries, particularly the housebound
    - Online Chair Based Exercise – as above

[3] SW Londoner

The graph below details the level of support provided by each of our projects in 2022/23[4]. It is important to note that some projects (e.g., *Social Clubs*) are recorded by each attendance, and so could have up to 35 for a single event, whereas other projects (e.g., *Decorating & DIY*) are recorded per job and so may take several days to complete.



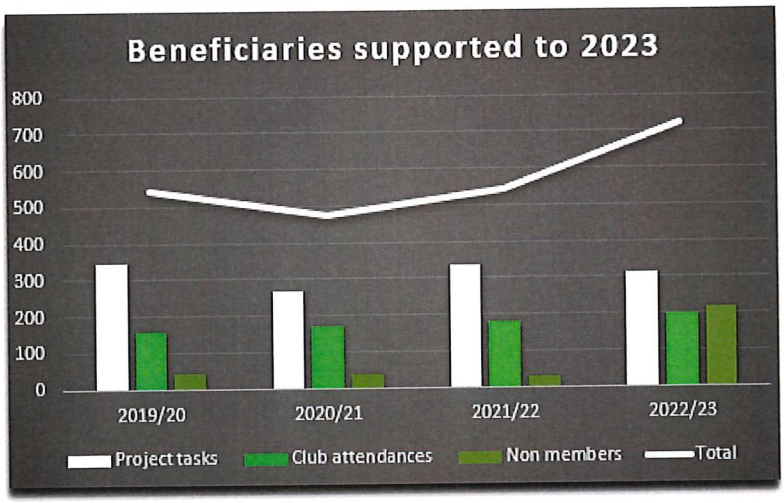
[4] Please note that the vertical axis indicates the numbers of tasks or attendances that were completed each month, as opposed to the individual beneficiaries that were supported.

Our community

Our beneficiaries: 638 beneficiaries accessed our services between 1st April 2022 and 31st March 2023. While this was significantly up from the 481 beneficiaries that accessed our projects in the previous year, this was in large part due to the greater reach we have generated via our *Capacity Building* strand of work. It therefore captures community members that have attended our trainings, workshops and presentations who would not be eligible for our typical services by way of age or immobility.

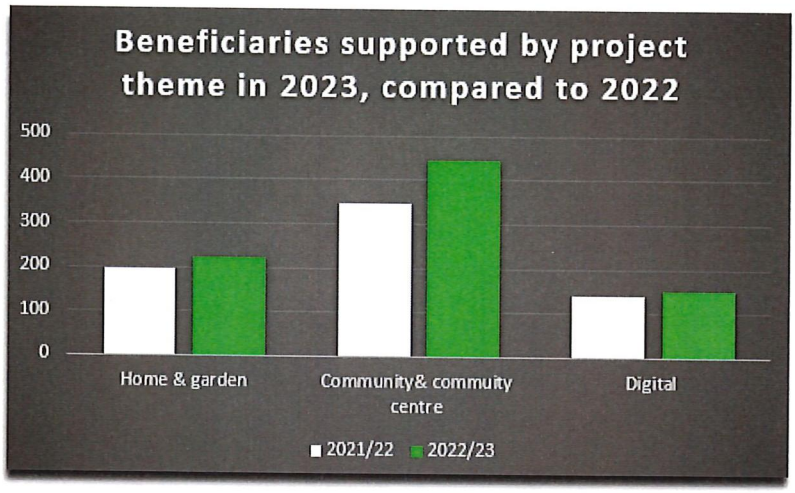


The graph below breaks down beneficiaries supported by 1) projects tasks, largely in their homes and gardens (*Decorating & DIY*, *Gardening*, *Good Neighbour Scheme*, *Befriending*, *Digital Inclusion*), and 2) club attendances, largely at our community centre or online (*Social Clubs*). The graph also identifies support to non-members, which includes presentation showcases such as *One Size Does Not Fit All*[5] or *Movement is Medicine*, and trainings such as Safeguarding, Emergency First Aid, etc, (*Capacity Building*).



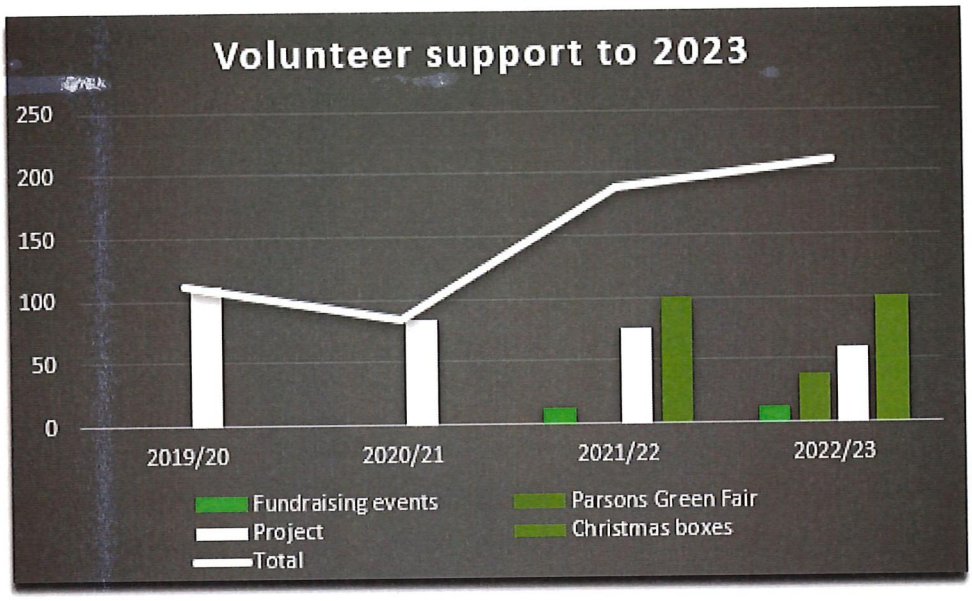
[5] Presentations by *Imperial College London, Cognitive Impairment and Dementia Services*, and *London Borough of Hammersmith and Fulham* themed around ethnic minority health inequalities, and proposed solutions.

The graph below compares the number of beneficiaries supported by each project theme in 2021/22 and 2022/23. It should be noted that some beneficiaries access support across multiple project themes; for example, a beneficiary may benefit from *Decorating & DIY* support, while also accessing *Digital Inclusion support*.



Thankyou for all the help you've given me over the last few years; thankyou, thankyou for everything; and I do hope to be at the Clubs more this year.
Beneficiary

Our volunteers: We benefitted from the invaluable dedication of 210 volunteers, up from 196 volunteers in 2021/22. This increase to volunteer numbers over the last two years is due to the support of 100 *Research Partnership* staff providing corporate volunteering via their 'Christmas Boxes' for our beneficiaries. A growth in our fundraising events' volunteering has also seen increased volunteer numbers; ten fundraisers competed in *Ride London* in May 2022. The return of the Parsons Green Fair this year, following two successive Covid cancellations also significantly boosted volunteer numbers, particularly those providing one-off support. The graph below provides additional detail as to how volunteers have supported our work. It is worth noting that, in 2019/20 Parsons Green Fair volunteers were included as *Project* volunteers.



Yesterday I took (her) *to Islington to see an old friend of hers - she seemed very grateful. She has a blue badge, so all was easy. I am going to see her again next Friday to help her program contacts into her Alexa.*
Befriending volunteer

59 of the 210 volunteers support our projects directly and are therefore interviewed, reference and DBS checked, attend induction (photo below from February 2023), and offered regular training opportunities, including *Safeguarding* and *First Aid*. We were proud to have ten volunteers invited to represent Fulham Good Neighbour Service at the *Mayor's Reception* in September 2022.

It is worth noting that while our total active volunteers increased to 2023, the number of volunteers supporting our projects has declined year on year since the pandemic. While disappointing, this is a national trend which has been reported by *National Council for Voluntary Organisations*, and *Charities Aid Foundation* in 2023; the former, in fact, found a 50% national decline over the same time period. The '*cost of living crisis*' and the impact of this on free time is considered the main factor in this decline. In recruiting two new staff members in November 2022, Grace and Rubab, to develop Fulham Good Neighbour Service volunteer coordination we are already seeing excellent progress in this area.

After spending several afternoons chatting, we decided to change the scene. We hopped on a bus to Shepherd's Bush to visit the Bush Theatre. We talked about soup recipes and growing taller in space and how roses don't smell anymore.
Befriending **volunteer**

Intergenerational volunteering opportunities have also added a great deal of value to our projects over the last year, including collaboration with *Rhythm Studio* students, *Thomas's Fulham School*, *Fulham Boys School*, *Bute House*, *Latymer School*, and *The Hurlingham Academy*. Due to complications around collecting data for those under 18 years of age, we have not included them in our numbers.



When I moved to London, I wanted to get to know the culture and people, as well as improve my English. The Digital Inclusion project was perfect for me as an IT professional. Sharing what I know makes me feel very good. During the process my own confidence and knowledge increased significantly as well
***Digital Inclusion* volunteer**

Funders and pro bono support

Our funders: Between 1st April 2022 and 31st March 2023 Fulham Good Neighbour Service benefitted from the generous funding of:
Aging Well via *SOBUS* – funded our *Social Clubs*
All Saints Church – funded our *Social Clubs*
City Bridge Trust – funded staff salaries
Co-op Community Fund – funded *Food to the Door*
Daisy Trust – funded our *Art Group*
Dr Edwards and Bishop Kings – funded our *Social Clubs*
Marston Properties – funded various projects
Research Partnership – funded our *Social Clubs*
Sisters of the Holy Cross – funded our *Decorating & DIY*, *Digital Inclusion* and *Gardening* projects
Tesco Bags of Help – funded *Social Clubs*
The Greenhall Foundation- funded our *Good Neighbour Scheme*
The Innholders - funded our *Decorating & DIY* project
The London Borough of Hammersmith and Fulham – funded staff salaries, and solar panels
The London Community Foundation – funded our funded our *Good Neighbour Scheme*, *Befriending* and *Food to the Door* project
The National Lottery Community Fund – funded our *Adopt a Garden* project and *Social Clubs*
The Worshipful Company of Grocers – funded our *Decorating & DIY* project

Pro bono support: Fulham Good Neighbour benefitted from generous pro bono support over the year, including from:

Assael Architecture – supported our *Gardening* project and fundraising via their corporate volunteering scheme
City Harvest – provided free food to support our activities at Rosaline Hall
Fulham BID – provided *Emergency First Aid and Defibrillator* training to 24 staff and volunteers
The Hurlingham Club – provided tours and afternoon teas to our beneficiaries during two visits
The Ryslton Pub – provide *gift in kind* catering to our *Sunday Afternoon Tea*
Marston Properties - continue to be the main sponsor of *Parsons Green Fair*
Research Partnership – provided support via their corporate volunteering scheme
Eversheds Sutherland LLP and *TrustLaw* – provided pro-bono legal advice
The Smile Brigade – provided food parcels and toiletries to up to 80 of our beneficiaries up to four times a week at the start of the year
Totality Services - provided pro-bono IT support

Our work in 2022/23: We offered the following projects for the benefit of older and disabled people living in Fulham.

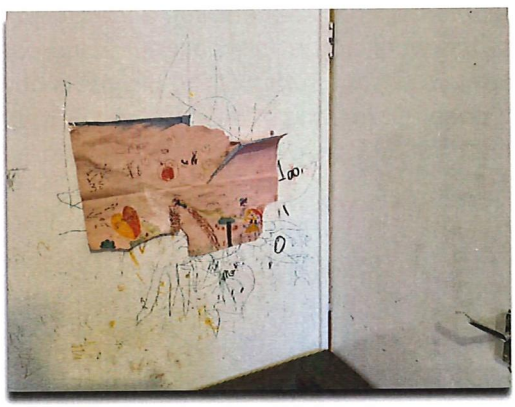
Support in the *Home and Garden*

Food to the Door: this project was new in 2020/21, in partnership with *The Smile Brigade*, providing an alternative to the *Lunch*, *Silver* and *Sunday Afternoon Tea Social Clubs* during the pandemic. *The Smile Brigade* provided food parcels and toiletries to housebound beneficiaries, which were delivered in part by Stephen Fay (using the electric van), our *Decorating & DIY* Coordinator.

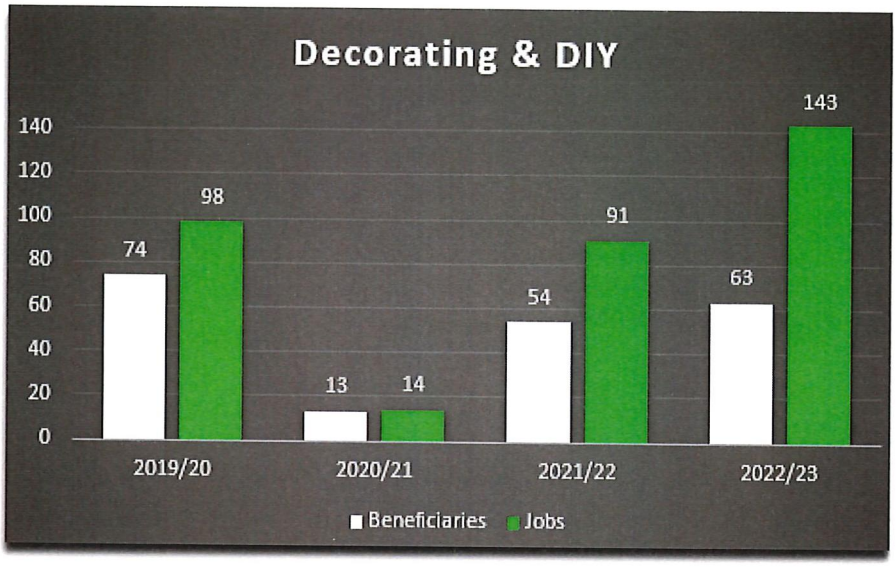
The Smile Brigade devised an exit strategy to scale down delivery across 2021/22, which coincided with the return of our *Lunch*, *Silver* and *Sunday Afternoon Tea Social Clubs*. We ended the project in May 2022 after a very successful two years.

I have to say a very big thank you for all the food you have given to me since I have had my stroke. I so appreciate you, you have been marvellous.
Your (colleague) that comes each Thursday is such a gentleman.
***Food to the Door* beneficiary**

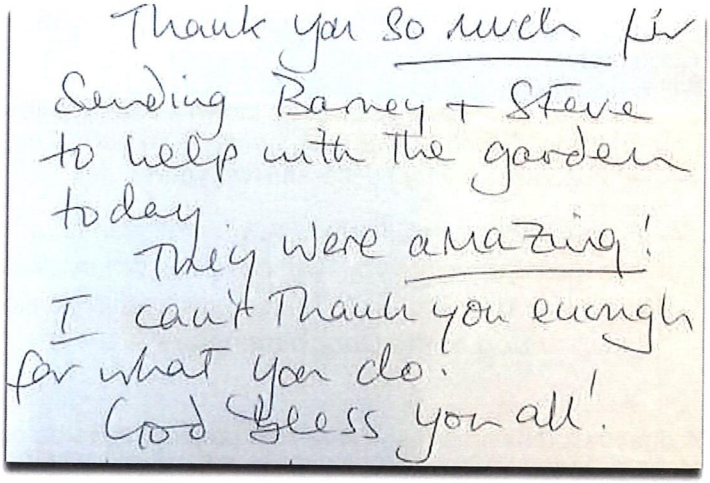
Decorating & DIY: due to Coronavirus restrictions, the project had to be placed on hiatus for almost the entirety of 2020/21. Fluctuations in local virus rates and Omicron restrictions continued to scupper home visits in 2021/22, however Stephen Fay has now successfully returned the project to its full capacity as per graph below. The photographs are typical before and after shots of Stephen's decorating tasks.







We are happy to report (he) *was delighted that the wheelchair has been fixed!*
Partner organisation



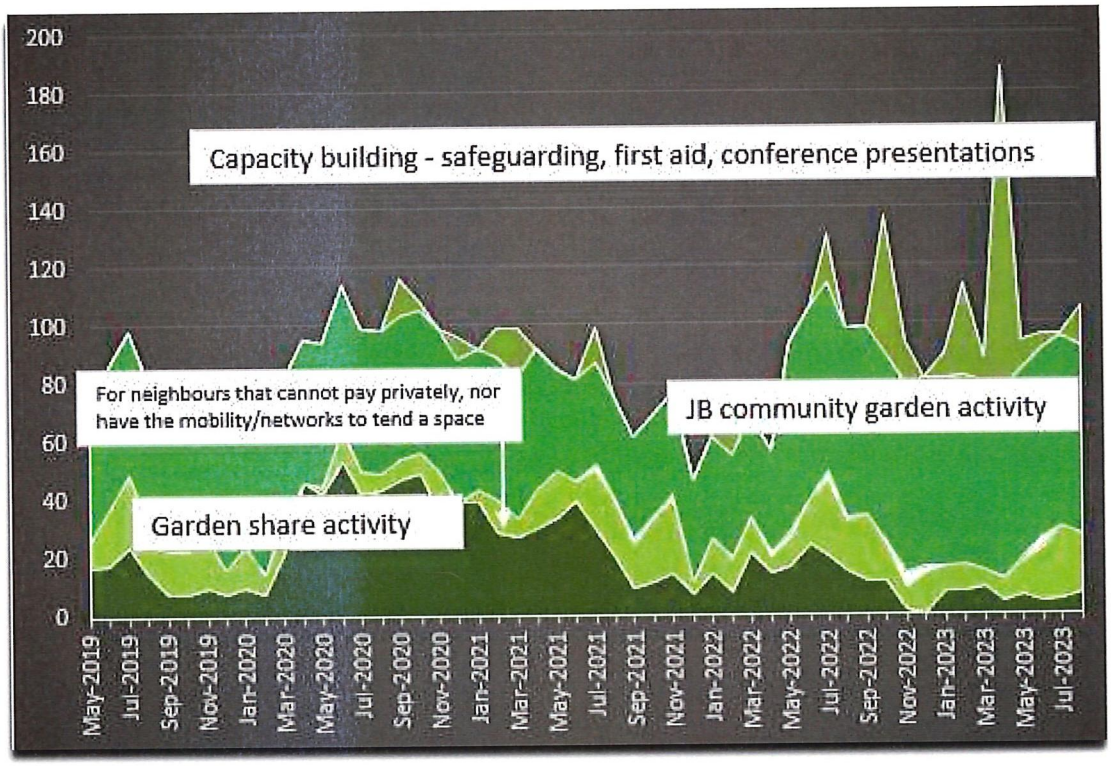
Beneficiary and their daughter

Gardening: our *Adopt a Garden* project won an international award for our research partnership with *Imperial College London's Environmental Policy* department and *Nubian Life Resource Centre*. This followed presentations of the work at the *International Congress of Healthy City Design* and Barcelona's *Urban Transitions Global Summit*. The project is now in its fifth year and has been consolidated with our broader *Gardening* and *Gardening Enterprise* projects, which are now all led by Barney Valentine. Photographs below are typical before and after shots from the project.



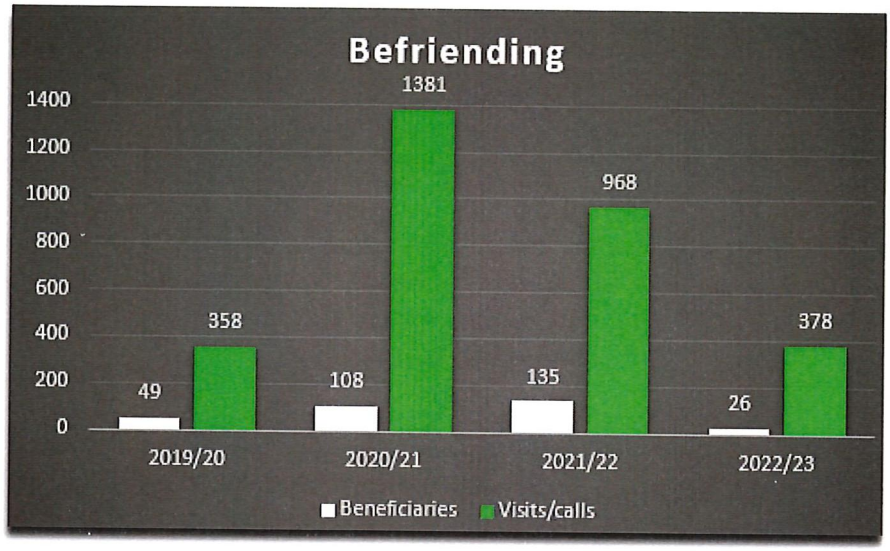
They came yesterday and helped me a lot with perfect weeding of my front garden in the communal area of our Sheltered accommodation residential area for elderly people. It was great!!
***Gardening* beneficiary**

The graph below shows our *Gardening* support over the five years of the *Adopt a Garden* project, inclusive of the community garden activity at our partners, *Nubian Life Resource Centre*, and the *Capacity Building* support that we have provided.



Befriending: the project transitioned largely to telephone support during the pandemic, which was also the case for projects such as *Adopt a Garden*, and *Digital Inclusion*. As such we saw a steep rise in *Telephone Befriending* and an increase to the regularity in which volunteers and beneficiaries were in contact during the pandemic. As in-person *Befriending* returned in 2021/22, we saw an anticipated fall in the number of calls, but an increase to *Befriending* visits. During 2022/23 we saw a continued, but anticipated fall, in *Befriending* levels from their height during the pandemic, since increasing numbers of beneficiaries access our projects in-person

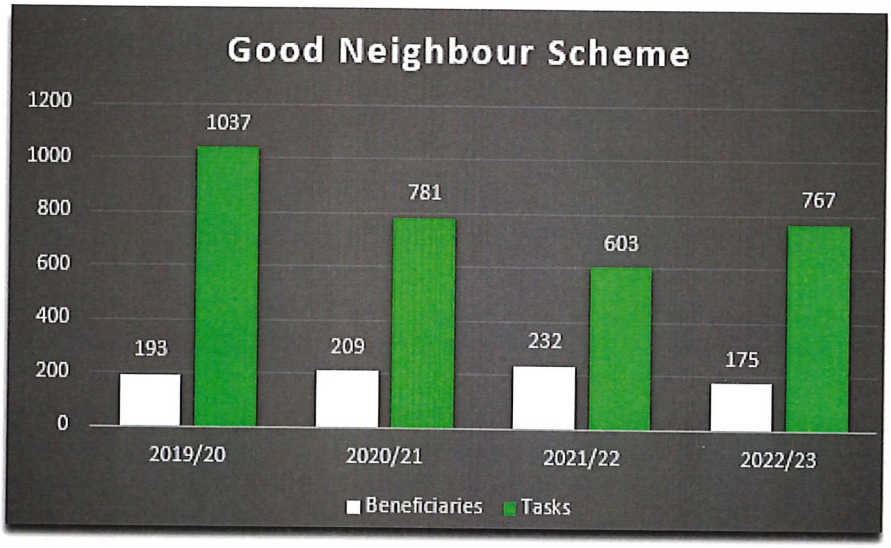
at the community centre. We have restructured our staffing over the last year, so that we can apply more resource to the project and grow the number of beneficiaries supported in 2023/24.



...chatted for 1.5 hours. She's doing okay, feeling a bit better and I think she really appreciated the catch-up. I mentioned the silver lunches and lunch club and she said this would be something of interest to her should she feel well enough. I set-up her Waitrose account on her phone, and she successfully made an order through the app – something she's been desperate to do for weeks!

Befriending volunteer

Good Neighbour Scheme: the project continues to provide practical support to older and disabled community members. This might include grocery shopping, wheelchair pushing, an escort to an appointment, or medication delivery. We restructured our staffing during the year, so to allocate more resource to the project and so are set to increase our delivery in 2023/24.



You all care and it shows! We are all very lucky. It is great to have you all working together
Beneficiary turned Volunteer

Social Clubs: In 2021, it was brilliant to see all *Social Clubs* return to Rosaline Hall following the pandemic, inclusive of the launch of our *Craft Club* and new *Silver Clubs* at *The Rylston* and *Kennedy's*. In 2022/23, these clubs have continued to flourish, and we have since launched our *Community Choir* in partnership with the *Rhythm Studio*. *Rhythm Studio* have also performed at our *Lunch Club* (photo below), alongside a wealth of presentations from partners such as: *H&F Diabetes Group*, *Fulham Historical Society*, *West London NHS Trust*, *Citizens Advice*, *Back on Track*, and *Thrive Tribe*.





Our *Art Social Club* continued fundraising with a third successful year of calendar sales – these are now stocked by three local businesses. Two successful exhibitions (photo below), in partnership with our *Craft Social Club*, across 2022 saw further income generated.



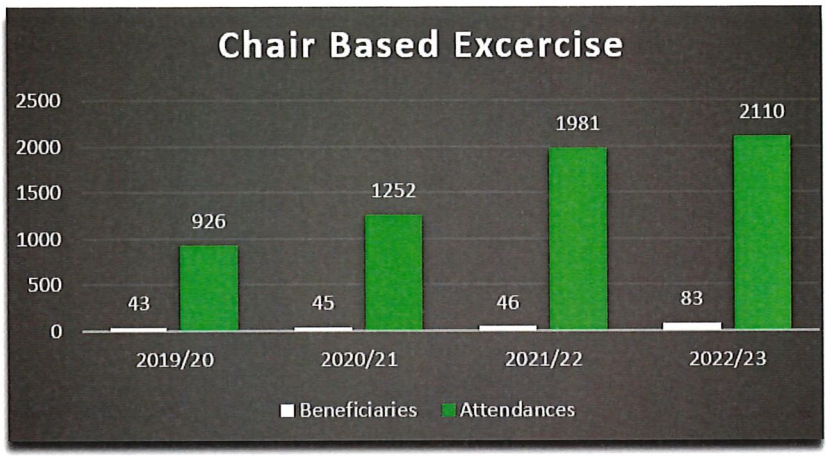
Below is a photograph of our *Lunch Club* at our twice annual *Hurlingham Club* visit in May 2022.





Above, beneficiaries enjoyed Jubilee celebrations in June 2022 at the Ryslton pub with entertainment provided by *Rah Rah Theatre* performers.

As a side-project to our *Chair Based Exercise* sessions, we developed our wellbeing series (in partnership with *Maskell Biokinetics* and the *UK Biokinetics Association*), which we had piloted in 2021/22 with an introduction to *Biokinetics*. This led to the significant increase in beneficiaries supported this year.



Based on the science behind our very popular *Chair Based Exercise* project, our *Movement is Medicine* series was accessible to beneficiaries and professionals alike with view to demystifying many of the age-related health concerns that our beneficiaries face. The inclusion of professionals in such workshops supported the development of referral pathways via social prescription. It also led to Fulham Good Neighbour Service presentations to staff at *Specialist Older Adult Mental Health Services* and *Cognitive Impairment and Dementia Services* in the *NHS*, and the broader *Providers of Older People's Services* network.

It was indeed an amazing event. Both my colleague and I were pleasantly surprised by the amount of support you offered to our vulnerable clients in the community. We will definitely make full use of these. Keep up the good work.
***Cognitive Impairment and Dementia Services'* colleague**



Above, beneficiaries enjoy playing catch at our *Chair Based Exercise* class.

I'm also enjoying the exercise classes. I'm finding that the activities are helping my joints. I really look forward to them. It's lovely to be receiving this help and support and I just wanted to say how grateful I am and how much it means to me.

Chair Based Exercise class Beneficiary

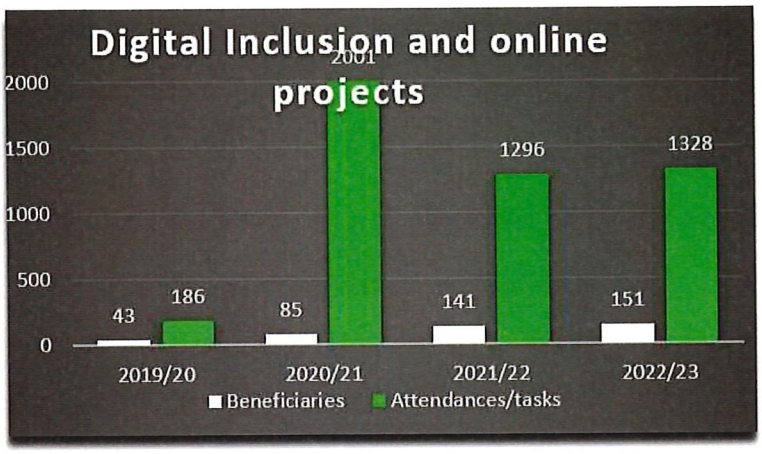


The Parsons Green Fair: The Fair returned on Saturday July 2nd, 2022, after a two-year hiatus (due to the Covid pandemic). The free family festival raised a record-breaking £21,548 (before staff salary allocation), providing a platform to promote our full suite of services and showcasing other local enterprise. *Marston Properties*, our main sponsor, are fundamental to making the *Fair* such a success.



***Digital* support**

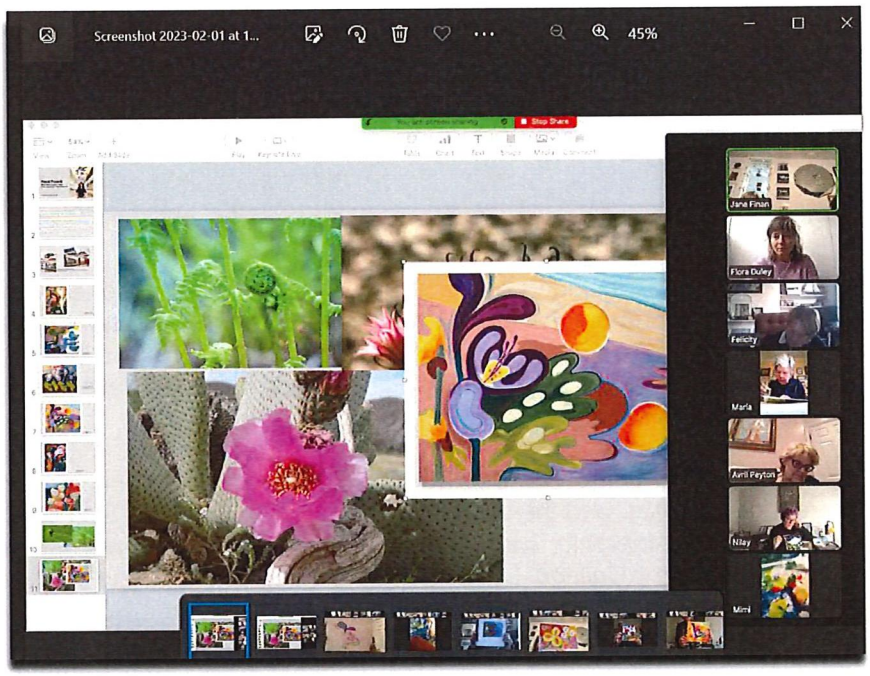
Digital Inclusion: This year we grew the number of beneficiaries supported by the project, and also saw an increase in the number of volunteers supporting the project. We have continued to deliver *Chair Based Exercise* simultaneously at the community centre and online three times weekly, while we have an *Online Art* group which is distinct from the community centre *Art* group. We have secured funds to commence a *Digital Inclusion drop-in* early in 2023/24. This will be a fantastic complement to our one-to-one volunteer support, equipment loan, and data bundle provision.



She is wonderful and is so supportive. I really look forward to her visits and all of the help she gives me, for example teaching me about IT. I also really wanted to say thank you to her for the help and support she gave me on Friday when I had an epilepsy fit during her visit.

Digital Inclusion **beneficiary**

Online Art: Supported by the *Digital Inclusion* project, the project evolved from the pandemic in 2020. We now deliver both an in-person class, and online class. Below, beneficiaries enjoy sharing their art with one another.



The online art club has been a life saver for me. I found out that I could draw and paint as I had never explored it before. This is not only a painting session; we also have a chance for social interaction, catching up and supporting each other every week.

Online Art **Beneficiary**

***Online Chair Based Exercise*:** Supported by the *Digital Inclusion* project, the project is now delivered hybrid. Three times a week, beneficiaries can join the class either online, direct into their own home, or in-person at our community centre. This means that those that are housebound or who are accessing from home for other reasons still have the opportunity to exercise as part of a community.

The online exercise class has helped me – without it I could not volunteer and do the Friday Craft Club!
Beneficiary turned Volunteer

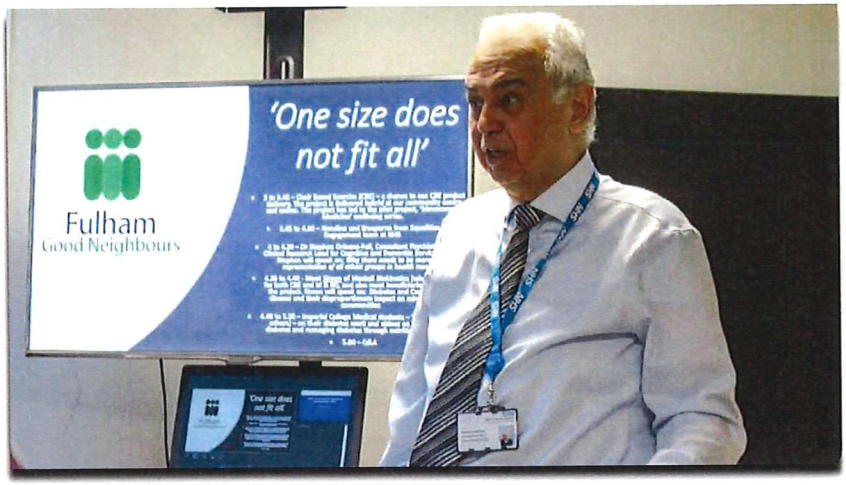
The photo below shows Simon Maskell, our class facilitator and professional biokineticist, delivering the class online via a laptop at the same time as delivering the session to the in-house beneficiaries at our community centre.



***Capacity Building*:** This has included our aforementioned 'wellbeing series' of workshops, *Movement is Medicine*, in partnership with *Maskell Biokinetics* and the *Biokinetics Association of the UK*, which reached professionals in Namibia and South Africa. It also included 2022 and 2023 presentations of the *Adopt a Garden* research partnership, as far afield as Barcelona's *Urban Transitions Global Summit*.

A fantastic partnership with *Fulham BID* saw 20+ Fulham Good Neighbour Service volunteers trained in Emergency First Aid, and the use of our defibrillator. Our *One Size Does Not Fit All* presentation series in partnership with *Maskell Biokinetics*, *Cognitive Impairment and Dementia Services*, *Imperial College London* medical students and the *Engagement and Equalities* team at the *NW London Integrated Care System* was also very popular; we presented our *Chair Based Exercise* project to the wider community while showcasing presentations, which highlighted health inequalities amongst minority ethnic communities, and discussed opportunities to tackle this via community engagement with the local *NHS* and third sector.

Below Alaa Saleh of the *Engagement and Equalities* team at the *NW London Integrated Care System*, presents at our community centre as part of the *One Size Does Not Fit All* showcase.



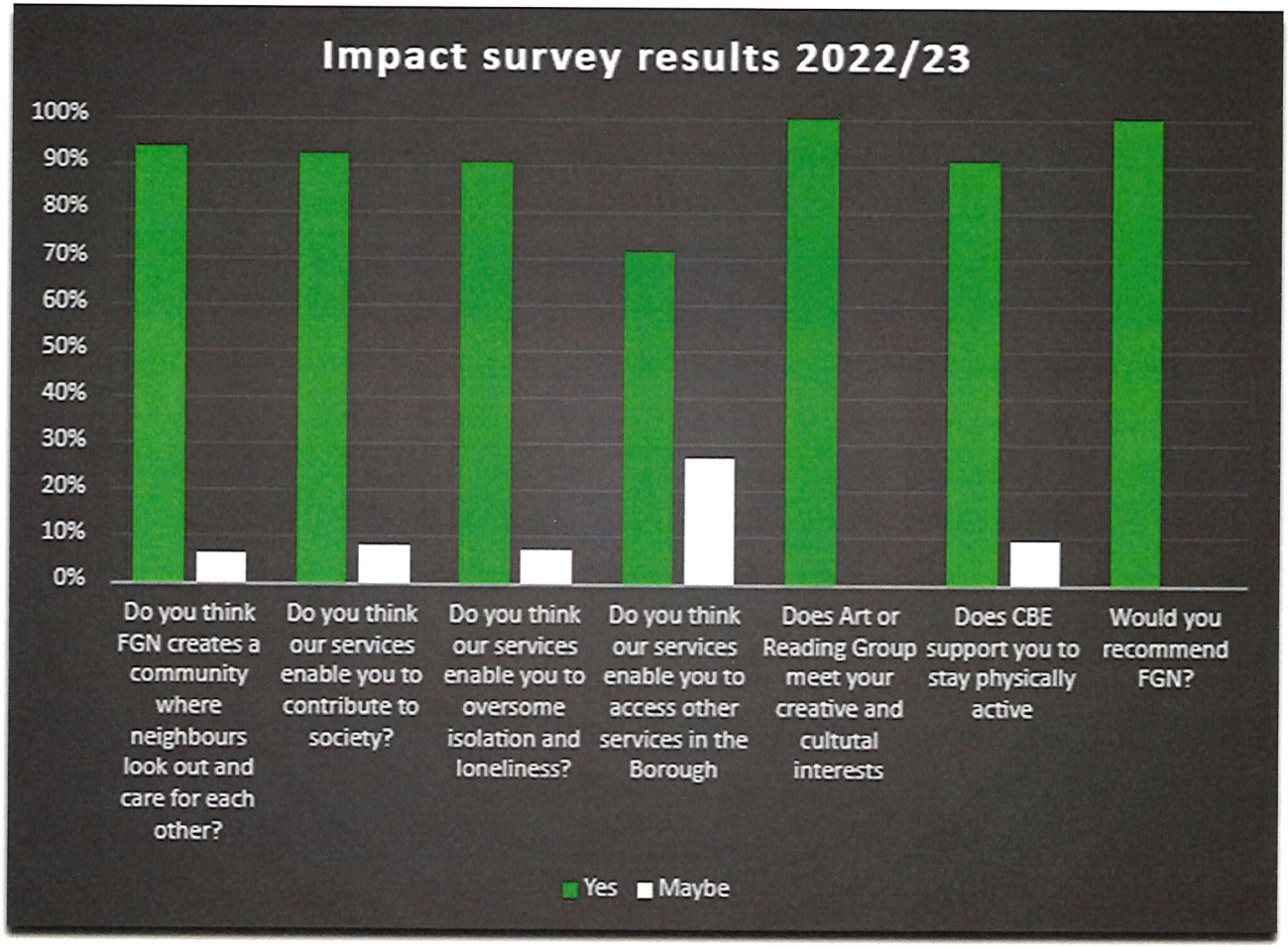
Below *Imperial College London* medical students present their innovative and award-winning series of resources, which support those living with diabetes.



Thanks for availing your charity, for being supportive and resourceful to our vulnerable and frail members of healthy ageing in our Fulham community. Accepting our invite and to share FGN vision and purpose with our new service makes a huge difference.
***Specialist Older Adult Mental Health Services'* colleague**

Our Impact

Our impact is reflected in the results from our beneficiary survey, which is conducted throughout the year. The survey measures our impact versus our vision, mission, and values.



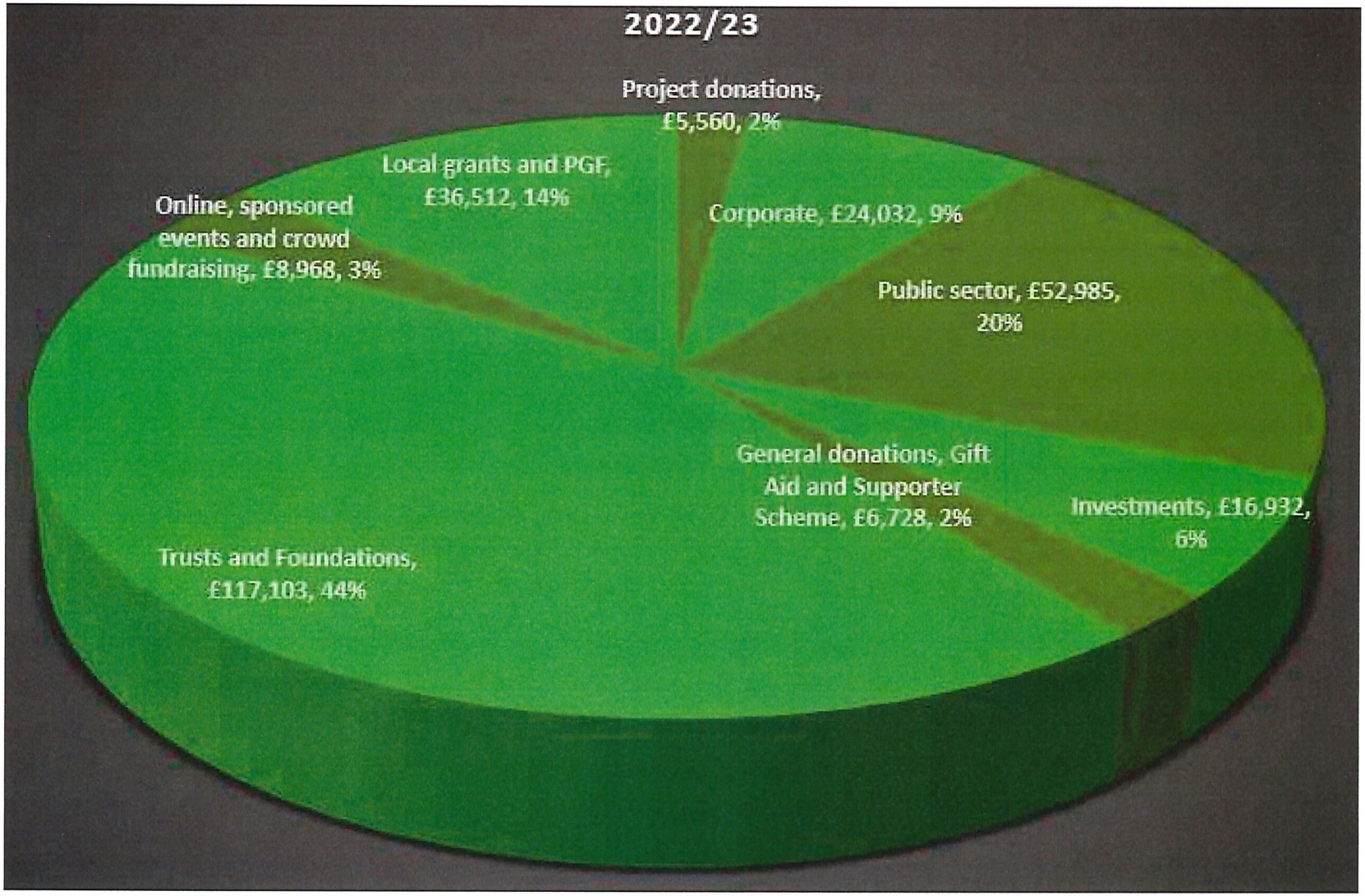
In 2022/23, we partnered with *Imperial College London* and *University College London* on external evaluations of our work, which resulted in our award at the *International Congress of Healthy City Design* and further speaking opportunities at Barcelona's *Urban Transitions Global Summit*. Academic partnership has also included assigning four *University College London* researchers to independent projects, inclusive of data mapping against the *Index of Multiple Deprivation*, *Digital Inclusion* project analysis, *Systematic Review* of relevant project research, and collaboration with the *Institute of Global Prosperity*. We will see results of the latter two studies in 2023/24.

Financial review

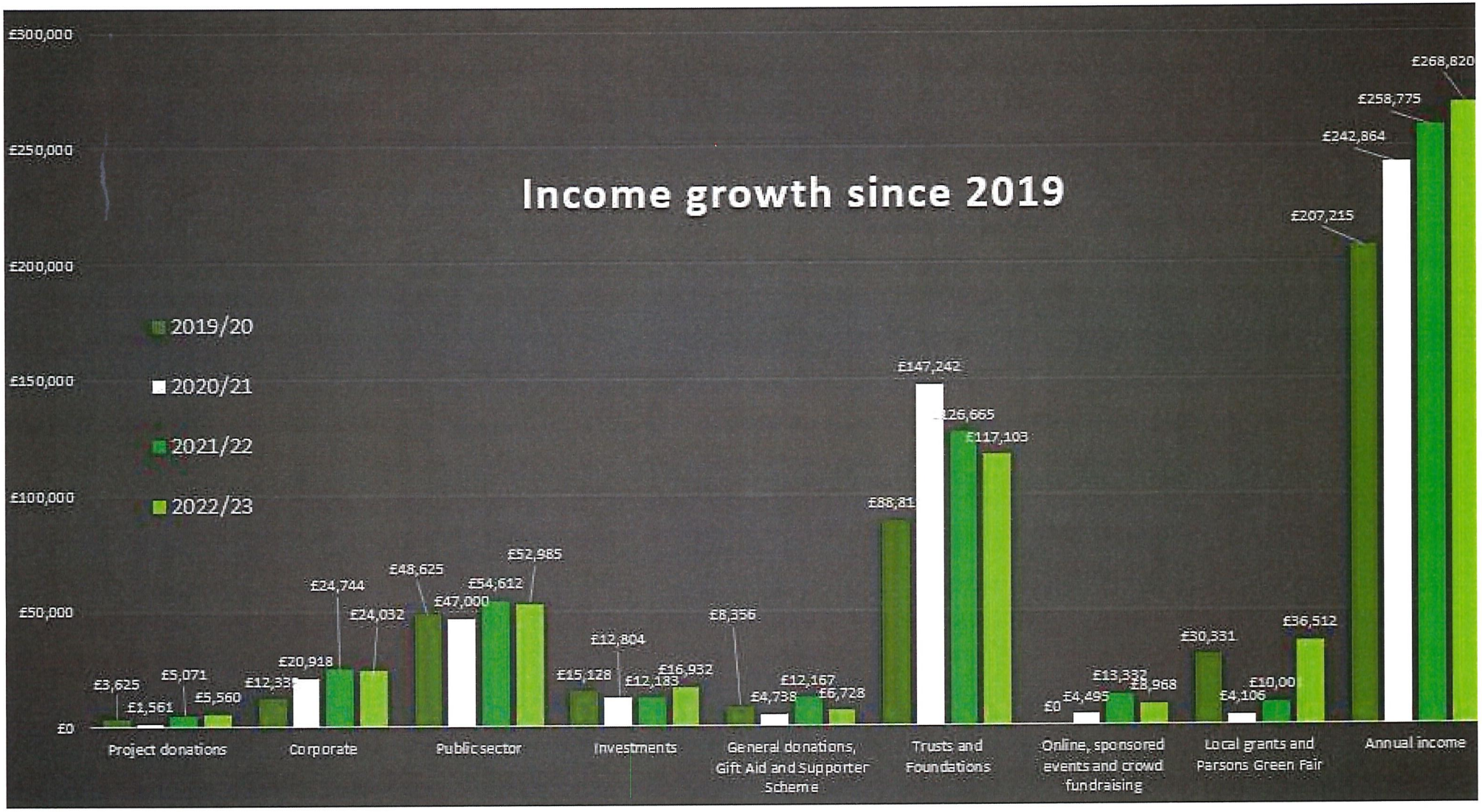
Fulham Good Neighbour Service ran at a surplus for a third consecutive year. We had run at a planned deficit for the preceding four years following Nina Dobosharevich's very generous 2015 legacy. The legacy funds continue to ensure delivery of a wider range of services than prior to their receipt. The remainder of these funds, alongside all additional legacy income, continues to be invested into an Expendable Endowment Fund so to secure the longer-term future of the charity.

We continue to benefit from a diverse range of income streams as detailed in the charts below. Our biggest funder during the year was the *National Lottery Community Fund* followed by the *London Borough of Hammersmith and Fulham*. We also commenced a two-year partnership with *City Bridge Trust* worth £100,000. Growth of other income streams enabled us to spread risks to our income across a wider portfolio of funders. We continue to fundraise and to utilise income gained from investments.

The chart below demonstrates the source of our income for the year.



The chart below demonstrates income growth since 2019, broken down by income source.



Risk and Reserves Policy: To best manage potential risk to Fulham Good Neighbour Service, an Organisational Risk Register identifies potential risks to our Governance, Operations, Finance, and Compliance, alongside measures so to mitigate these risks.

As per our policy, free reserves should provide Fulham Good Neighbour Service with adequate financial stability and the means to meet our charitable objectives for the foreseeable future. As a minimum the trustees aim to maintain free reserves at an equivalent level to one year's operational expenditure with consideration for realistic funding streams.

The trustees believe that risks to the organisation and its property are adequately covered by its insurance and reserves. Our reserves are a mix of designated funds and free reserves. Those funds designated for a specific purpose are retained as such until that purpose is fulfilled. The trustees review the value of free reserves that are required to ensure that they are adequate to fulfil the charity's continuing obligations on a bi-monthly basis.

Fulham Good Neighbour Service is a *Going Concern* for the foreseeable future.

Governance and management

Governing document: Fulham Good Neighbour Service is governed by *Memorandum and Articles of Association* signed on 15th November 2005 (and amended by '*Special Resolution Dated 24th September 2019*'). This provides that:

- With his or her consent, the Mayor of the *London Borough of Hammersmith and Fulham* is to be president of the charity; and
- There should be an elected Trustee Board including Chair, Vice Chair and Treasurer and up to seven other members.

For the purposes of charity law, the Trustee Board is the executive trustee body of Fulham Good Neighbour Service. The trustees and president perform non-executive roles and are regarded as custodian trustees.

Trustees: The board consists of not less than three and no more than ten persons elected by members of the company (Art.30.1). The members of the company are the trustees (Art.4.2). The board can appoint anyone to fill a vacancy in the membership of the board. They hold the office until the next annual general meeting (AGM) (Art.33.1). At each AGM after their election or appointment all trustees shall retire but all are eligible for re-election provided that no trustee may serve for a period of more than seven years without a period of a year out of office (Art.31.1).

The board of trustees meets bi-monthly. At the AGM one third of trustees retire by rotation and are eligible for re-election. The board can also co-opt additional trustees during the year who hold office until the next AGM, when they may be reappointed. The board of trustees elects the Chair and Treasurer. When necessary, trustees are recruited through the media and specialist recruitment agencies.

All new trustees go through a recruitment and induction process and are selected with a view to ensuring that the board has an appropriate mix of skills and experience relevant to Fulham Good Neighbour Service strategic and operational requirements. Regular trustee skills audits help to identify any gaps in skills or experience.

On appointment, trustees complete a register of interests, and receive copies of the charity's accounts, *Memorandum & Articles of Association*, and major policies. Trustees are encouraged to take up volunteer roles in the charity's various projects and to participate in external training opportunities. All trustees require a DBS.

There are no specific restrictions placed on the trustees' powers of investment by the constitution.

Management: The charity has a flat management structure and actively promotes increased involvement of employees in the decision-making process. On a day-to-day basis, the charity is managed by a director.

Fulham Good Neighbour Service is an active member of *SOBUS* (community development agency for Hammersmith & Fulham) and sits on the steering group of its *Providers for Older People Services* forum.

Our Staff: Fulham Good Neighbour Service is accredited with the *London Healthy Workplace Scheme* reflecting our dedication to the wellbeing of our staff. We aim to recruit and retain high calibre individuals who not only contribute to the achievement of the charity's aims and objectives but also understand and support the ethos and culture of the organisation.

All staff members undergo training in Adult Safeguarding, Dementia Awareness, First Aid, Health & Safety. Further training is offered depending on the role and interests.

The staff team for 2022/2023 included:
Barney Valentine – part time Gardening Project Co-ordinator. Barney joined us in March 2019.
Grace Fabean – full time Volunteer Co-ordinator for Community projects. Grace joined us in November 2022.
Jacqueline Davies – part time Finance and Parsons Green Fair Administrator. Jac joined us in June 2017.
Jamie Hilton - full time Director. Jamie joined us in April 2020.
Lucia Ciolanel – full time Digital Inclusion and Adopt a Garden Project Co-ordinator. Lucia joined us in April 2018, and left in October 2022.
Monique Newton – part time Fulham Sunday Afternoon Tea Co-ordinator. Monique joined us in February 2018, and left in May 2022.
Rubab Butt – full time Volunteer Co-ordinator for Digital projects. Rubab joined us in November 2022.
Ruth George – part time Social Clubs Co-ordinator. Ruth joined us in February 1992.
Stephen Fay – part time Decorating Project Co-ordinator. Stephen joined us in August 2017.

Pay: Fulham Good Neighbour Service follows the *National Joint Council* (NJC) for Local Government Services pay scales. Rates of pay are uplifted in line with any changes made to the NJC.

Environmental Responsibility: Fulham Good Neighbour Service recognises our environmental obligations. We have taken the following measures over the last year:

Environmentally conscious travel:

- We use an electric van (with our own charging point) for project delivery.
- We promote environmentally friendly commuting with our bike stand and *Cycle to Work* scheme.
- Our *Food to the Door* project was delivered by bike for part of the year.

Environmentally conscious energy consumption and products:

- We use renewable (non-nuclear) electricity and gas, and all our appliances are at least A rated and lights are energy efficient LED lights.
- We successfully *crowd fundraised* to install solar panels at Rosaline Hall, which were installed in May 2023. This will reduce our carbon footprint now and into the future.
- We use environmentally friendly cleaning products and Fairtrade food products.

Environmentally conscious project delivery:

- We have partnered with *The Smile Brigade*, and *City Harvest* to reduce food waste by utilising donated food for activity at Rosaline Hall.
- We work closely with the Climate Change department at London Borough of Hammersmith and Fulham, promoting their *Sustainability Champions* project and *Climate Change Week* in our newsletter and with several talks at our *Lunch Clubs* over 2022/23.
- We compost all garden waste on site using a shredder, reducing the need for black bin bags, and providing a mulch to local gardens.

Statement on Public Benefit: The trustees are confident that Fulham Good Neighbour Service work meets all criteria outlined in *The Charity Commission's* guidance on public benefit.

Reference and administrative details

Registered Company number
05639340 (England and Wales)

Registered Charity number
1113752

Registered office
70 Rosaline Road
Fulham
London
SW6 7QT

Trustees
Mr R J E Fryer Chair
Ms S M O'Neill Vice-Chair
Mr N A Outred Honorary Treasurer
Ms L E Payne
Ms K A Payne
Ms A N Sansom
Ms J H Whittle
Ms A Peyton
Ms A D Meakin

Independent Examiner
Nordens Audit Limited
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY

Approved by order of the board of trustees on .....14/11/2023..... and signed on its behalf by:
.....
Mr N A Outred - Trustee

Independent examiner's report to the trustees of Fulham Good Neighbour Service ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
the accounts do not accord with those records; or

the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Lorraine Curtis ACA BFP FCCA
Nordens Audit Limited
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY

Date: 14/11/2023

	Notes	Unrestricted funds £	Restricted fund £	31.3.23 Total funds £	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		**14,863**	**-**	**14,863**	10,332
Investment income	2	**16,932**	**-**	**16,932**	11,373
Other income		**36,927**	**200,099**	**237,026**	233,448
Total		**68,722**	**200,099**	**268,821**	255,153
EXPENDITURE ON					
Charitable activities					
General		**65,964**	**201,575**	**267,539**	234,529
Net gains/(losses) on investments		**45,576**	**-**	**45,576**	(833)
NET INCOME/(EXPENDITURE)		**48,334**	**(1,476)**	**46,858**	19,791
RECONCILIATION OF FUNDS					
Total funds brought forward		**1,359,318**	**62,231**	**1,421,549**	1,401,758
TOTAL FUNDS CARRIED FORWARD		**1,407,652**	**60,755**	**1,468,407**	1,421,549

	Notes	Unrestricted funds £	Restricted fund £	31.3.23 Total funds £	31.3.22 Total funds £
FIXED ASSETS					
Tangible assets	6	**866,131**	**4,430**	**870,561**	876,782
Investments	7	**458,130**	**56,325**	**514,455**	468,879
		1,324,261	**60,755**	**1,385,016**	1,345,661
CURRENT ASSETS					
Debtors	8	-	-	-	36,674
Cash at bank and in hand		**126,779**	-	**126,779**	79,413
		126,779	-	**126,779**	116,087
CREDITORS					
Amounts falling due within one year	9	**(43,388)**	-	**(43,388)**	(40,199)
NET CURRENT ASSETS		**83,391**	-	**83,391**	75,888
TOTAL ASSETS LESS CURRENT LIABILITIES		**1,407,652**	**60,755**	**1,468,407**	1,421,549
NET ASSETS		**1,407,652**	**60,755**	**1,468,407**	1,421,549
FUNDS	10				
Unrestricted funds				**1,407,652**	1,359,318
Restricted funds				**60,755**	62,231
TOTAL FUNDS				**1,468,407**	1,421,549

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

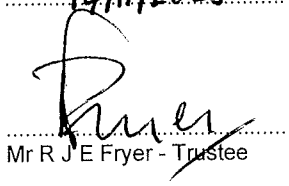
The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and authorised for issue on ..... 14/11/2023 ..... and were signed on its behalf by:



.....
Mr R J E Fryer - Trustee



.....
Mr N A Outred - Trustee

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Cash donations, gifts, legacies and collections are treated as income in the year in which they are received. Income from special events and for specific purposes are included in the income and expenditure account in the year the event takes place or the purpose is undertaken.

Income from investments and covenanted income including, where appropriate, imputed tax credits are accounted for on a receivable basis.

Voluntary help is not included in the financial statements.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Fixed assets, other than office premises, are stated at cost less provision for depreciation at 25% per annum on cost.

Freehold property, which represents the Charity's office premises, is stated at cost in accordance with the Statement of Recommended Practice. The freehold property is not depreciated as the revaluation model has been used. Instead, the cost of repairs is charged to the Income and Expenditure Account in the year in which it is occurred.
The trustees intend to retain the property. It was last valued, for an independent revaluation, on 9th May 2019.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Restricted funds
Where a donor has specified a particular purpose for a grant or donation, the income is shown as restricted income in the Statement of Financial Activities. Any such income unexpended at the year-end is shown as a restricted fund in the balance sheet. Where grants are received to fund capital expenditure, the assets acquired, after any depreciation, are shown as an expendable endowment fund.

1. ACCOUNTING POLICIES - continued

Fund accounting
Designated funds
Where funds held for general purposes are allocated by the trustees for specific future uses, they are transferred to a designated fund. Expenditure for the purposes specified is deducted from those funds and the unexpended balance is shown as part of unrestricted funds in the balance sheet. If the trustees decide that such funds are no longer needed for the purposes specified, the balance of the fund is transferred to general unrestricted funds.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. INVESTMENT INCOME

	31.3.23	31.3.22
	£	£
M&G investments	16,932	11,373

3. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.23	31.3.22
	£	£
Independent Examiners fees	600	600
Depreciation - owned assets	6,221	8,034

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

5. STAFF COSTS

The average monthly number of employees during the year was as follows:

	31.3.23	31.3.22
Full-time	2	2
Part-time	5	5
	7	7

No employees received emoluments in excess of £60,000.

6. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
COST					
At 1 April 2022 and 31 March 2023	850,000	37,387	18,669	15,137	921,193
DEPRECIATION					
At 1 April 2022	-	21,917	12,357	10,137	44,411
Charge for year	-	3,867	1,578	776	6,221
At 31 March 2023	-	25,784	13,935	10,913	50,632
NET BOOK VALUE					
At 31 March 2023	850,000	11,603	4,734	4,224	870,561
At 31 March 2022	850,000	15,470	6,312	5,000	876,782

7. FIXED ASSET INVESTMENTS

	Listed investments £	Unlisted investments £	Totals £
MARKET VALUE			
At 1 April 2022	218,879	250,000	468,879
Revaluations	45,576	-	45,576
At 31 March 2023	264,455	250,000	514,455
NET BOOK VALUE			
At 31 March 2023	264,455	250,000	514,455
At 31 March 2022	218,879	250,000	468,879

There were no investment assets outside the UK.

7. FIXED ASSET INVESTMENTS – continued

Cost or valuation at 31 March 2023 is represented by:

	Listed investments £	Unlisted investments £	Totals £
Valuation in 2022	218,879	250,000	468,879
Valuation in 2023	45,576	-	45,576
TOTAL FUNDS	264,455	250,000	514,455

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Other debtors	-	36,674

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Other creditors	3,219	-
Accruals and deferred income	40,169	40,199
	43,388	40,199

10. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	509,318	48,334	557,652
Property revaluation fund	850,000	-	850,000
	1,359,318	48,334	1,407,652
Restricted funds			
General	62,231	(1,476)	60,755
TOTAL FUNDS	1,421,549	46,858	1,468,407

10. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	68,722	(65,964)	45,576	48,334
Restricted funds				
General	200,099	(201,575)	-	(1,476)
TOTAL FUNDS	268,821	(267,539)	45,576	46,858

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	487,558	21,761	509,318
Property revaluation fund	850,000	-	850,000
Restricted funds			
General	64,200	(1,970)	62,231
TOTAL FUNDS	1,401,758	19,791	1,421,549

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	32,547	(9,954)	(833)	21,760
Restricted funds				
General	222,606	(224,575)	-	(1,969)
TOTAL FUNDS	255,153	(234,529)	(833)	19,791

10. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.21 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	487,557	70,095	557,652
Property revaluation fund	850,000	-	850,000
Restricted funds			
General	64,201	(3,446)	60,755
TOTAL FUNDS	1,401,758	66,649	1,468,407

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	323,875	(298,523)	44,743	70,095
Restricted funds				
General	200,099	(203,545)	-	(3,446)
TOTAL FUNDS	523,974	(502,068)	44,743	66,649

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

12. RESTRICTED FUNDS BREAKDOWN

	Brought Forward £	Incoming Resources £	Outgoing Resources £	Carried Forward £
Ageing Well	-	2,000	2,000	-
City Bridge Trust – C19	-	25,000	25,000	-
Co-Op Community Fund	-	2,479	2,479	-
Daisy Trust	-	2,000	2,000	-
DEBK	-	5,000	5,000	-
Florence Cohen Charitable Trust	5,906	-	1,476	4,430
LBHF Small Grant	-	1,710	1,710	-
LBHF Third Sector Grant	-	45,000	45,000	-
LBHF Mental Health Grant	-	4,275	4,275	-
Marston Properties	-	16,000	16,000	-
National Lottery Community Fund – Social Clubs	-	10,000	10,000	-
National Lottery Community Fund Partnership	-	51,103	51,103	-
Other Grants	-	4,032	4,032	-
Sisters of the Holy Cross	-	20,000	20,000	-
Tesco (Groundwork)	-	500	500	-
The Innholders	-	1,000	1,000	-
The Worshipful Company of Grocers	-	5,000	5,000	-
Anonymous	-	5,000	5,000	-
Total	**5,906**	**200,099**	**201,575**	**4,430**

The carried forward amount represents the van purchased during the year and held in fixed assets. This is being depreciated in accordance with the accounting policies set out on page 25.

INCOME AND ENDOWMENTS	31.3.23 £	31.3.22 £
Donations and legacies		
Donations	**2,048**	8,400
Gift aid & legacies	**2,650**	1,932
Waitrose Community Matters	**-**	1,000
Ageing Well	**2,000**	-
Supporter's Scheme Donations	**2,030**	1,835
Vitol Foundation	**-**	3,545
All Saints Fulham	**1,750**	-
Gardening Donations	**2,500**	2,859
Decorating & DIY Donations	**1,162**	1,053
Sisters of the Holy Cross	**20,000**	20,000
M&G investments	**13,853**	11,373
LBHF Third Sector Investment Fund	**45,000**	45,000
Other Grants	**4,032**	3,000
Daisy Trust	**2,000**	6,000
LBHF Mental Health	**4,275**	2,000
Parson Green Fair	**27,762**	11
DEBK	**5,000**	-
Research Partnership	**1,022**	-
Co-Op Community Fund	**2,479**	3,567
London Marathon Charitable Trust	**-**	11,500
National Lottery Community Fund Partnership	**51,103**	23,165
Digital Inclusion	**5**	73
Tesco (Groundwork)	**500**	-
United in Hammersmith & Fulham	**-**	3,000
Expat Foundation	**-**	41,000
LBHF – Defibrillator Grant	**-**	900
LBHF – Small Grant	**1,710**	-
Charles Hayward Foundation	**-**	5,000
The Edward Gostling Foundation	**-**	5,000
The Albert Hunt Trust	**-**	1,000
Social Clubs	**20**	186
City Bridge Trust	**25,000**	-
Food to Door	**-**	95
GLA – London Community Energy Fund	**-**	6,712
National Lottery Community Fund – Social clubs	**10,000**	10,000
Endowment Fund Investment	**3,079**	810
The Innholders	**1,000**	-
Gardening Income – FGNS	**1,683**	710
Sponsored Events & On-Line Donations	**8,968**	3,115
The Worshipful Company of Grocers	**5,000**	-
Travis Perkins	**-**	5,000
Spacehive for Solar Panels	**-**	10,217
Anonymous Donations	**5,000**	10,000
Marston Properties	**16,000**	6,000
Adopt A Garden Donations	**30**	74
Good Neighbours Scheme Donation	**160**	21
Total incoming resources	**268,821**	255,153

	31.3.23 £	31.3.22 £
EXPENDITURE		
Support costs		
Management		
Wages	**180,526**	162,503
Pensions	**14,682**	13,529
Rates and water	**5,771**	4,445
Insurance	**1,735**	1,420
Postage and stationery	**1,538**	647
Sundries	**134**	78
Computer expenses	**2,903**	893
Staff expenses, training and recruitment	**4,361**	4,453
Volunteering expenses	**763**	315
Cleaning	**1,499**	1,229
Repairs and maintenance	**3,413**	6,914
Publicity	**1,295**	1,162
Social clubs	**15,558**	12,951
Fundraising	**573**	2,446
Van expenses	**1,987**	2,177
PGF Supplies	**15,039**	673
Digital Inclusion (Expenditure)	**105**	71
Good Neighbours Scheme	**(43)**	24
AGM & hospitality	**342**	-
Gardening expenses	**699**	1,641
Decorating expenses	**278**	594
Adopt a garden expenses	**6,605**	7,488
Befriending expenses	**-**	14
Fixtures and fittings depreciation	**4,541**	4,622
Motor vehicles depreciation	**1,578**	2,345
Computer equipment depreciation	**854**	1,068
	266,736	233,702
Finance		
Bank charges	**155**	192
Governance costs		
Auditors' remuneration	**600**	600
Legal fees	**48**	35
	648	635
Total resources expended	**267,539**	234,529
Net income before gains and losses	**1,282**	20,624
Realised recognised gains and losses		
Realised gains/(losses) on fixed asset investments	**45,576**	(833)
Net income	**46,858**	19,791

FULHAM GOOD NEIGHBOUR SERVICE

England & Wales - Charity number 1113752

Accounts

Fulham
Good Neighbours

The Queen's Award
for Voluntary Service

Report of the Trustees and

Audited Financial Statements for the Year Ended 31 March 2022 for

Fulham Good Neighbour Service



Thank you so much for all you have done for the residents of Fulham over so many years. Your commitment and the difference you've made are an inspiration

Councillor Ben Coleman, Hammersmith & Fulham Cabinet Member for Health & Adult Social Care

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The trustees who are also directors of Fulham Good Neighbour Service for the purposes of the *Companies Act 2006*, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of *Accounting and Reporting by Charities: Statement of Recommended Practice* applicable to charities preparing their accounts in accordance with the *Financial Reporting Standard* applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

People like you contribute so much but are so rarely heard about. Thank you so much for all you have done and will continue to do. You are fantastic!

Councillor PJ Murphy, Labour, Mayor of Hammersmith & Fulham

Our history

Founded in 1966, Fulham Good Neighbour Service grew from the *Fulham District Nursing Association* which itself was established as early as October 1919.

Following the First World War, the Mayor of the *Metropolitan Borough of Fulham* established the *Fulham War Memorial Trust Fund*. This funded the construction and ongoing maintenance of a war memorial, located in Vicarage Gardens on Putney Bridge Approach. The remainder of the Fund was invested so to establish the *Fulham District Nursing Association*.

In 1966 the then-named *London Borough of Hammersmith* became responsible for local health care provision. Consequently, *Fulham District Nursing Association* was dissolved. *The Fulham War Memorial Trust Fund* transferred the remaining funds to the newly established Fulham Good Neighbour Service.

In 2006 Fulham Good Neighbour Service moved to Rosaline Hall on Rosaline Road. Built in 1901, Rosaline Hall was initially a mission hall for the *Dawes Road Baptist Chapel*. In 2019 Fulham Good Neighbour Service received *The Queen's Award for Voluntary Service*.

Vision, Mission, and Values

Vision Statement: *To create an inclusive community where neighbours look out and care for each other.*
Mission Statement: *We enrich the lives of older people and people with disabilities in Fulham by providing practical help and creating opportunities to: Contribute to society; Connect with others; and Live life to the fullest.*
Our Values: *Trustworthiness*; *Being welcoming & inclusive*; and *Proactivity & flexibility*.

Our year, 2021/22

The year saw excellent progress against our 2021-24 strategic aims. This included reaching:

- 197 beneficiaries via our work in the *Home & Garden* supported by 19 volunteers
- 200 beneficiaries via our work in the *Community and at our Community Centre* supported by 70 volunteers, and
- 141 beneficiaries via our work *Online* supported by 14 volunteers.

We succeeded in returning all of our pre-pandemic project delivery, while maintaining all projects that had evolved as a consequence of the pandemic. This included the launch of new *Silver Clubs* at *Kennedys* and *The Rylston Pub*, *Craft Club* and our *Movement is Medicine* pilot project. It also included the re-launch of our *Decorating & DIY* project.

We made strong progress in developing our monitoring and evaluation capacity, increasing our annual impact survey response rate by almost 500%, and exceeded all targets against our Key Performance Indicator framework.

We also developed strong relationships with *University College London* and *Imperial College London*, which will provide external perspectives on our work, enabling us to develop our projects and profile into 2022/23. *Digital Inclusion* and *Adopt a Garden* project evaluations, coordinated by Lucia Ciolanel, will be completed in 2022. They are backed by grant funding, including from the *National Lottery Community Fund.*

A key ambition of our evaluation work is dissemination of our learning to capacity build across the sector; scheduled speaking engagements in autumn 2022, in partnership with *Imperial College London*, at both the *Healthy City Design International Congress* and the *Urban Transitions Global Summit* in Barcelona have exceeded all expectation in terms of time frames and level of influence.

Our capacity building work also includes our 'wellbeing series' of workshops, *Movement is Medicine*, in partnership with *Maskell Biokinetics* and the *Biokinetics Association of the UK.* The project is already seeing increased social prescription referrals from local professionals and has been accessed by medical professionals as far afield as Namibia and South Africa as part of their *Continuous Professional Development.*

Income diversification, supported by the introduction of income stream targets, enabled us to increase our income by 6% on last year, while also running at a surplus for the second year in a row. Diversification included increases to income from corporates, public sector, local funders, general and project donations, sponsored events, and crowd fundraising.

Staff benefitted from our investment in training with *Gardening Coordinator*, Barney Valentine, launching an income generating element to his project. He studied at the *School of Social Entrepreneurs* and gained a *Royal Horticultural Society* qualification in the last year. This equipped him to develop the project to meet demand from local community members that *can afford to pay* for his services. In charging an hourly rate to these individuals, we have invested back into the project in increasingly sustainable ways such as onsite composting of all garden waste.

Our *Finance Coordinator*, Jac Davies, has also contributed to income generation this year, developing her fundraising skills, and securing £8,000 worth of grant funding too.

In February we were proud to celebrate Ruth George's 30 years' service. This fantastic achievement saw well wishes from friends across the Borough, inclusive of both Mayor PJ Murphy and Councillor Ben Coleman.

We are pleased to have maintained *Healthy Workplace* accreditation, and to have maintained all of our workforce for another year! Fulham Good Neighbours Service and our staff were also recognised for several *London Borough of Hammersmith and Fulham Civic Honours*, including:

- *Lifetime Achievement* (*Highly Commended*), Ruth George
- *Contributions to Health and Wellbeing* (*Winner*), Monique Newton
- *Contributions to Health and Wellbeing*, (*Highly Commended*), Simon Maskell, and
- *Contributions to Health and Wellbeing* (*Runner Up*), Fulham Good Neighbours

The *Hammersmith Hero Award 2022* recognised Avril Peyton (*Winner*), and Monique Newton (*Highly Commended*).



Simon Maskell and Ruth George
at the *Hammersmith & Fulham Civic Honours* evening, March 2022

The research behind our projects

The Index for wellbeing in later life (2017)[1] identified 40 indicators which enhance an individual's sense of wellbeing. Of these, *creative & cultural participation* and *physical activity* were the two most significant factors. Our *Art*, *Craft*, *Reading*, and *Chair Based Exercise* projects therefore continue to be core to our work, as well as the introduction of an extended *Movement is Medicine* wellbeing series later in 2022.

As per the *London Borough of Hammersmith and Fulham's* (LBHF's) *Older People's Commission* (2019), we aim to make Fulham the best place to grow old. The Commission identified concerns held by local older people, which we directly aim to combat. We continue to be committed to providing activity which enables access to services; reduces the impact of poverty and deprivation; and mitigates against loneliness and isolation.

We continue to take affirmative action on disability. As per the local *Disabled People's Commission*[2], we will ensure that there is '*nothing about disabled people without disabled people*'. This continues to be an area for development, which we are doing in consultation with *Action on Disability*.

[1] *Age UK* and the *University of Southampton*

[2] Nothing about us without us - Disabled People's Commission Report

Our projects

We remain committed to supporting older and disabled people living in Fulham. Our present offer includes:

Support in the *Home & Garden* via:

- *Decorating & DIY* – for those that cannot pay, nor have ability to do the work themselves
- *Gardening* – for those that cannot pay, nor have the ability to do the work themselves. Also:
  - *Adopt a Garden* – befriending & gardening support
  - Online Gardening workshops – delivered in partnership with Nubian Life
  - Our income generating service for those that can afford to pay

Support in the *Community* and at our Community Centre via:

- *Good Neighbour Scheme* - grocery shopping, medication delivery, escorts etc
- *Befriending* – via telephone or in person
- *Social Clubs* – • Art, • Craft, • Reading, • Chair Based Exercise, • Lunch, • Silver, • Sunday Tea

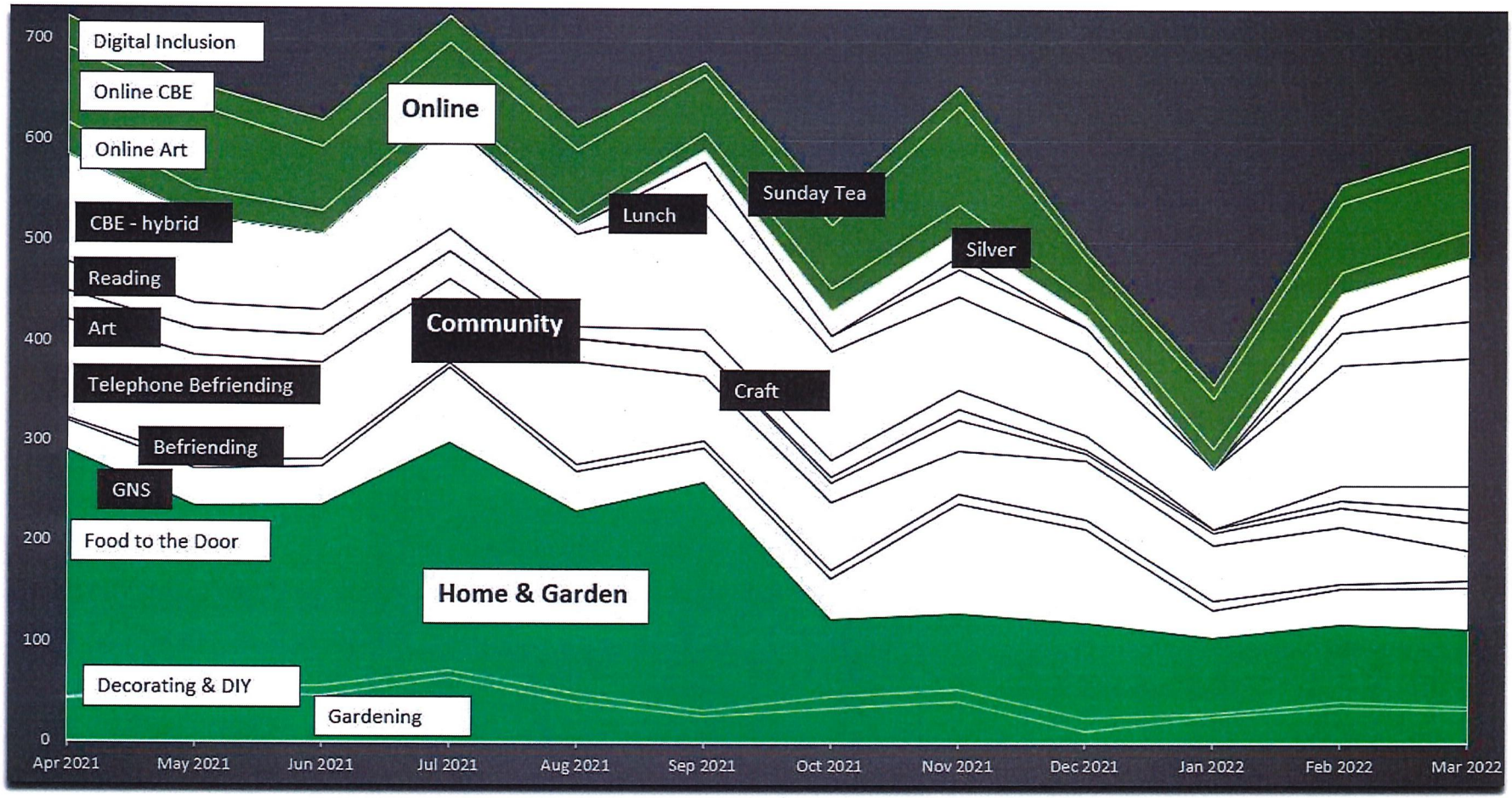
Support *Online* via:

- *Online Art Group* – delivered directly into the homes of beneficiaries
- *Online Chair Based Exercise* – as above, and *Movement is Medicine* coming soon
- *Digital Inclusion* support – supporting those excluded from digital communications



16 beneficiaries of *Wednesday Lunch Club* visit the *Hurlingham Club* for *afternoon tea* and tour of the grounds, September 2021

The graph below details the projects which supported our beneficiaries [3]. Delivery fell from November 2021 with the national rise in Omicron cases, local Coronavirus cases, and consequent government restrictions. We then re-launched all projects again from January to full capacity at the end of the financial year in March.

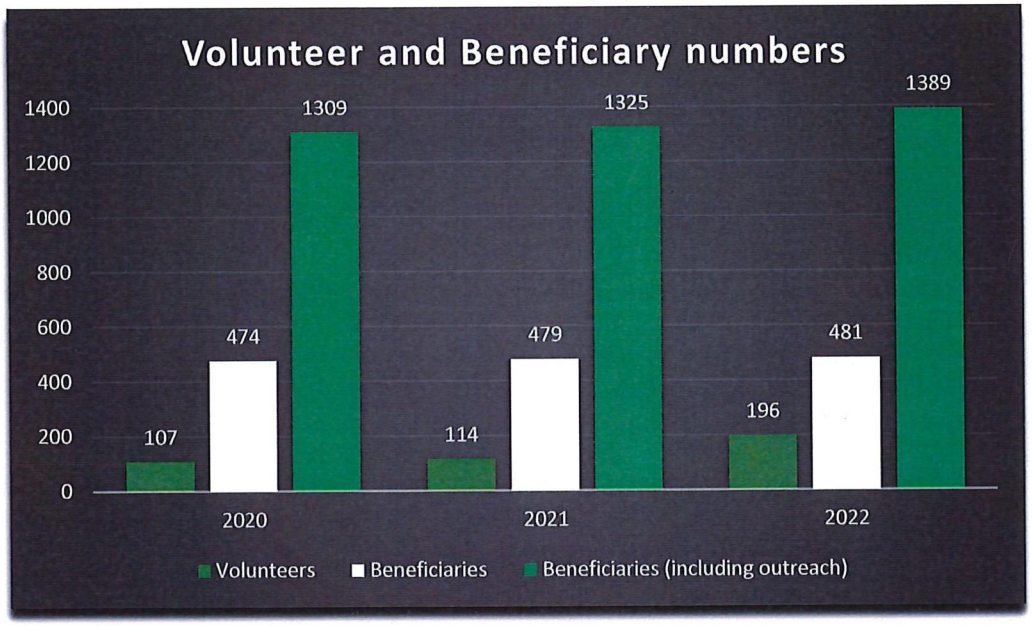


[3] Please note that the vertical axis indicates the numbers of tasks or attendances that were completed each month, as opposed to the individual beneficiaries that were supported.

Our community

Our beneficiaries: As of 31st March 2022, we had 1,389 (up from 1,325 in 2021/22) beneficiaries recorded on our database. Throughout the year we are in touch with each of the 1,389 via our *Birthday Card* outreach project. The figure who accessed our services between 1st April 2021 and 31st March 2022 was 481 (up from 479 in 2020/21).

Our volunteers: We benefitted from the invaluable dedication of 196 volunteers, up from 114 volunteers in 2020/21. This increase is due to the support of 100 *Research Partnership* staff providing corporate volunteering, and a growth in our events fundraising volunteering in which ten fundraisers competed in *Ride London*. 86 of these 196 volunteers support our projects directly and are therefore interviewed, reference and DBS checked, and invited to our half yearly induction.



Receiving a weekly call from my volunteer means that I am not forgotten and assures me that someone wants to pick up the phone to talk ...to give their time to me. I am truly grateful and appreciative

Funders and pro bono support

Our funders: Between 1st April 2021 and 31st March 2022 Fulham Good Neighbour Service benefitted from the generous funding of:
Charles Hayward Foundation – funded our *Digital Inclusion* project
Co-op Community Fund – funded *Food to the Door*
Daisy Trust – funded our *Art Group*
Expat Foundation – funded our *Digital Inclusion* project
Hammersmith and Fulham Giving – funded our *Social Clubs*
London Marathon Charitable Trust – funded our *Digital Inclusion* and *Chair Based Exercise* project

Marston Properties – funded various projects
Research Partnership – funded our *Social Clubs*
Sisters of the Holy Cross – funded our *Decorating & DIY*, *Digital Inclusion* and *Gardening* projects
Tesco Bags of Help – funded *Food to the Door*
The Albert Hunt Trust - funded our *Digital Inclusion* project
The Edward Gostling Foundation – funded our *Befriending* project
The Greater London Authority – funded our solar panels
The Greenhall Foundation- funded our *Good Neighbour Scheme*
The Innholders - funded our *Decorating & DIY* project
The London Borough of Hammersmith and Fulham – funded staff salaries, our defibrillator, and solar panels
The London Community Foundation – funded our funded our *Good Neighbour Scheme*, *Befriending* and *Food to the Door* project
The National Lottery Community Fund – funded our *Adopt a Garden* project and *Social Clubs*
The People's Postcode Trust – funded our Social Clubs
The Vitol Foundation – funded our *Social Clubs*
Travis Perkins – funded our solar panels
Waitrose Community Matters – funded our *Social Clubs* and core costs

Pro bono support: Fulham Good Neighbour benefitted from generous pro bono support over the year, including from:
Assael Architecture – supported our *Gardening* and *Decorating* projects via their corporate volunteering scheme
City Harvest - provided free food to support our activities at Rosaline Hall
Marston Properties - continue to be the main sponsor of *Parsons Green Fair*
Research Partnership – provided support via their corporate volunteering scheme
Sidley Austin LLP and *TrustLaw* – provided pro-bono legal advice
The Smile Brigade – provided food parcels and toiletries to up to 80 of our beneficiaries up to four times a week.
Totality Services - provided pro-bono IT support

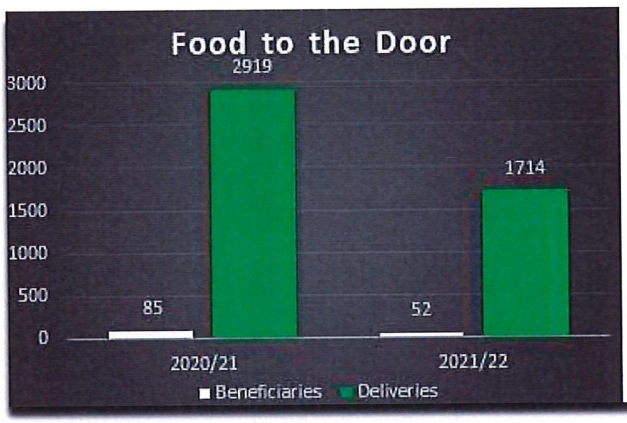


Our work in 2021/22: We offered the following projects for the benefit of older and disabled people living in Fulham.

Support in the *Home and Garden*

Food to the Door: this project was new in 2020/21, in partnership with *The Smile Brigade*, providing an alternative to the *Lunch*, *Silver* and *Sunday Afternoon Tea Social Clubs* during the pandemic. *The Smile Brigade* provided food parcels and toiletries to housebound beneficiaries, which were delivered in part by Stephen Fay (using the electric van), our *Decorating & DIY* Coordinator. Monique Newton, our *Sunday Tea Coordinator*, is Founder and CEO at *The Smile Brigade*.

As we moved further from the height of the pandemic, *The Smile Brigade*, devised an exit strategy to scale down delivery. This will ultimately see *The Smile Brigade* shift to an alternative delivery model later in 2022 and the end of the *Food to the Door* project. At the same time, we have now returned *Lunch*, *Silver* and *Sunday Afternoon Tea Social Clubs* as detailed later. *The Smile Brigade* continue to be a tremendous ally, and we look forward to collaborating in other ways into the future.

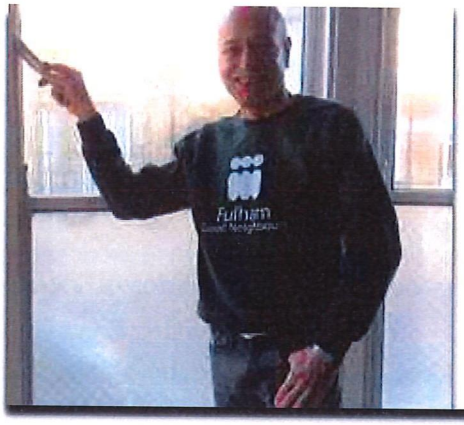


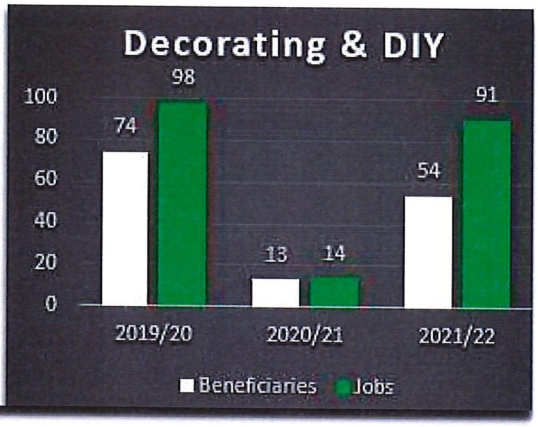


I have to say a very big thank you for all the food you have given to me since I have had my stroke. I so appreciate you, you have been marvellous.
Your (colleague) that comes each Thursday is my best friend, such a gentleman

Decorating & DIY: due to Coronavirus restrictions, the project had to be placed on hiatus for almost the entirety of 2020/21. This year however, as *Food to the Door* was scaled back, and government restrictions loosened, Steve was able to return to home visits. Fluctuations in local virus rates and Omicron restrictions continued to challenge, however in spite of this Steve was able to return the project to near pre-pandemic levels.

They managed to lift the washing machine and allow access to the power supply. Steve's carpentry skills allowed them to manoeuvre it, and it was a bonus to find out he had training in electrical too, which helped me to get some sound advice





Just wanted to say thank you Steve for helping Manju with her curtain pole - she says how pleased she is with it and how easy it is to use now, every time we speak. Thanks so much for making a difference.

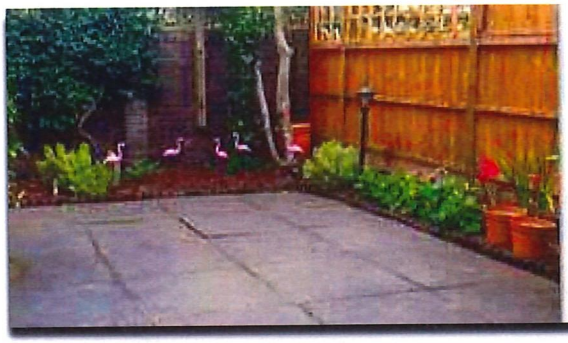
Gardening: our staff and volunteers[4] completed 549 gardening tasks for 260 beneficiaries. We saw a considerable increase on our figures in 2020/21 with the development of online and outreach strands of the gardening projects. Since last year, figures also include our partnership with *Nubian Life*[5] delivering the *Adopt a Garden* project in the north of the Borough.

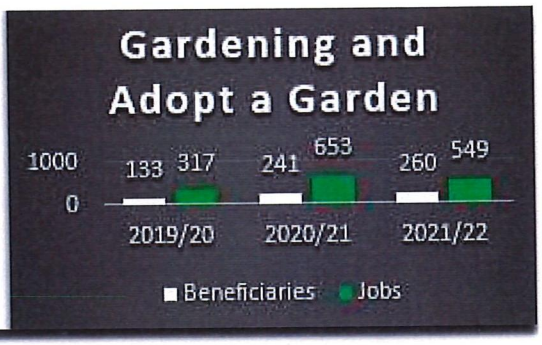
We saw an increase in number of beneficiaries supported this year, but a slight drop-in activity. The drop-in activity is due to scaling back on the amount we did online in the previous year, so to channel more efforts back to in-person delivery. Further, Barney our *Gardening* Coordinator went down to two days a week for a portion of the year so to study for a *Royal Horticultural Society* qualification in *Principles of Garden Planning, Establishment and Maintenance*. This meant that we had less capacity at times.

The year also saw Barney launch an income generating element to the project, so to meet demand from those who *can afford to pay*. This income enabled the purchase of equipment to enable the on-site composting of all garden waste.

Many heartfelt grateful thanks to Mr. Barney and his colleagues for wonderful help. Since I suffer bad arthritis in my hands and wrists, it is very difficult for me to work in the garden.
It is a communal area of our Sheltered accommodation for elderly people, so needs to be tidy and beautiful in spring for everybody to enjoy fresh spring bulbs.

[4] Including *Nubian Life* staff and volunteers with whom we partner on the *Adopt a Garden* project
[5] *Nubian Life* was established in 1995 in direct response to a gap in the service provision within the borough for its aging African Caribbean population. Since 2019, we have collaborated on the *Adopt a Garden* project funded by the *National Lottery Community Fund*.





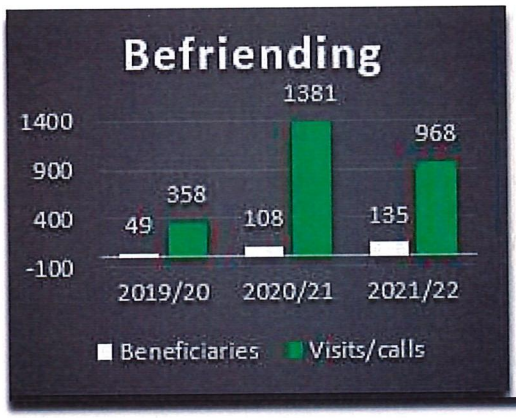
Adopt a Garden: The number of gardening tasks, which we completed was bolstered enormously by a third successful year for the *Adopt a Garden* project in partnership with *Nubian Life*. The project matches local volunteers with beneficiaries, providing both befriending and garden support.

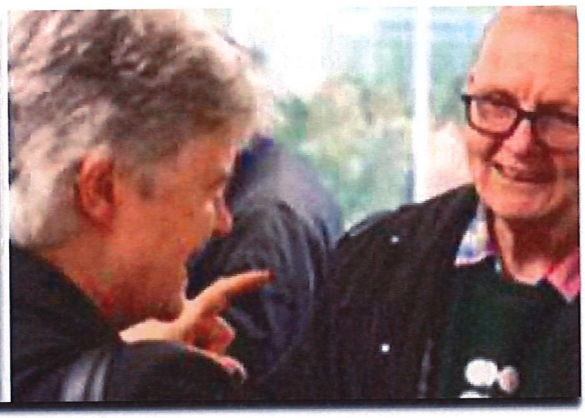
...is looking after me. She is a joy. I cannot do the garden, except when standing up, deadheading the roses things like that. So, she helps.
Of course, because of the lockdown, she couldn't come but we kept in touch over the telephone, which is a great pleasure.

We secured funds this year from *National Lottery Community Fund* to deliver an external evaluation on the project with Imperial College London later in 2022. This is a key success for the development of the project, which will improve our ability to fundraise and influence into the future.

Support in the Community

Befriending: the project, led by Ruth George, transitioned largely to telephone support during 2020/21. This saw an increase to the regularity in which volunteers and beneficiaries were in contact. As in-person *Befriending* returned this year, we saw an anticipated fall in the number of calls; however, we supported more individuals and saw an increase to visits.





Receiving a weekly call from my volunteer means that I am not forgotten and assures me that someone wants to pick up the phone to talk ...to give their time to me. I am truly grateful and appreciative of his call

Good Neighbour Scheme: Our volunteers supported more beneficiaries than in previous years. However, we have seen a fall in the number of tasks completed. A new role, which will lead the *Befriending* and *Good Neighbour Scheme* projects has been approved for recruitment later in 2022.





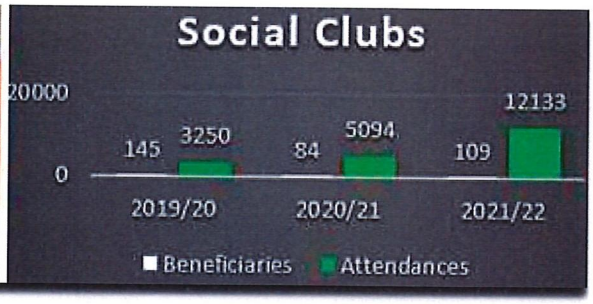
I just wanted to say a big thank you to Oliver and his lovely wife. They were so efficient and helpful; I really appreciated them taking the time and to Fulham Good Neighbours for arranging it.

Social Clubs: It was brilliant to see all *Social Clubs* return to Rosaline Hall this year - *Art*, *Chair Based Exercise, Lunch, Reading, Sunday Afternoon Tea* – and the launch of our new *Craft Club*, developed and delivered by (beneficiary turned volunteer) Tom Cook.

So not to overpopulate the Hall (and therefore compromise our Coronavirus risk management measures), projects such as *Sunday Afternoon Tea* were delivered with a double session, which was split in *half*; and *Lunch Club* was delivered to beneficiaries on fortnightly rotation. Consequently, volunteers and staff were often doing twice as much to support the same number of beneficiaries. Outreach hours also increased significantly with continual navigation of local virus rates and a booking system in place for our *Social Clubs*.

And also to see Ruth and send best wishes for the next 30 years it was great seeing her and putting a lovely smile to see the person who has been there for such a long time wishing her all good wishes for the next 30 years





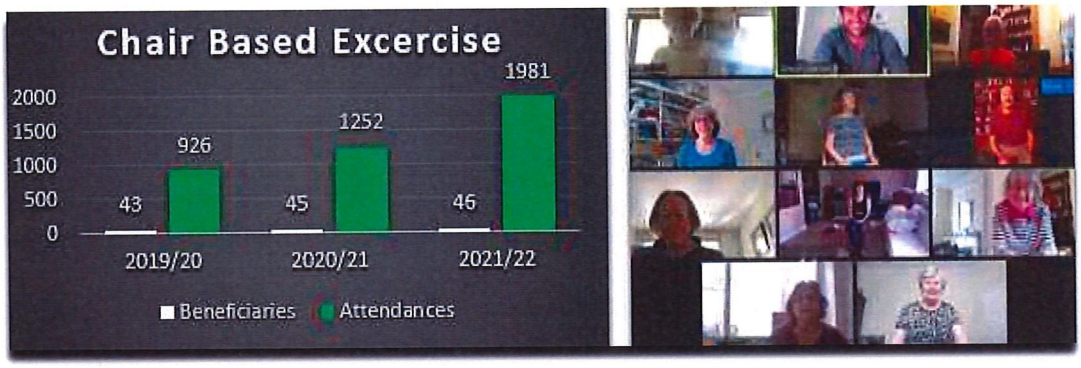
New *Silver Clubs* at *The Rylston* and *Kennedy's* were launched, while we returned to the *White Horse* and *Lillie Langtry*. *Wednesday Lunch Club* combined with our *Carers Club* and

enjoyed two special visits to the *Hurlingham Club*, as well as informative presentations from local providers from *Citizens Advice Bureau* to the *Climate Emergency Team* at *LBHF* to the *Fulham Historical Society*.

Our *Art Social Club*'s continued fundraising with a second successful year of calendar sales – these are now stocked by three local businesses – and scheduled exhibitions and auctions later in 2022.

Our *Chair Based Exercise* project, delivered three times weekly, continues to be popular. The number of attendances and beneficiaries increased again this year.

I just wanted to show my gratitude to FGN through last year's support with Jamie, Barney, Stevie as well as the rest of team. I would also add to that the regular classes I have been happily attending with Art and Chair Exercise.



Thank you so much for your time and hard work for helping us to stay healthy and in better shape.

As a side-project to our *Chair Based Exercise* sessions, we developed our wellbeing series (in partnership with *Maskell Biokinetics* and the recently launched *UK Biokinetics Association*) with an introduction to *Biokinetics*, which is the science behind our very popular *Chair Based Exercise* project. This pilot will be followed in 2022/23 with workshops on topics such as *osteoporosis management*, *cardiovascular health*, and *living with diabetes*, which will be accessible to beneficiaries and professionals alike with view to demystifying many of the age-related health concerns that our beneficiaries face. We hope that the inclusion of professionals in such workshops will support us in developing referral pathways via social prescription.

I am hugely honoured to be shortlisted as a finalist for a H&F Civic Award following nomination by FGNS beneficiaries. Thank you all so much for the opportunity to serve our community and support members of H&F via the online and face-to-face exercise classes that I provide with FGNS.
Simon Maskell, Founder of the *Biokinetics Association of the UK*, and lead for our Chair Based Exercise project

The Parsons Green Fair: Due to the Coronavirus pandemic, the Fair was unfortunately cancelled for a second consecutive year. The free family festival is scheduled to return on Saturday July 2nd, 2022. The event is a key source of income, providing a platform to promote our full suite of services and other local enterprise. *Marston Properties*, our main sponsor, are fundamental to making the *Fair* such a success.

Support *Online*

Digital Inclusion: This year we supported more beneficiaries than ever before, however across fewer tasks than last year. This was anticipated as we moved further from the height of the Coronavirus pandemic and consequent lockdowns.

The success of the project, in supporting many of our beneficiaries online during the pandemic, meant that this became a preferred option for attending *Social Clubs* for some, even once restrictions were relaxed; others, however, were keen to engage face-to-face at the first opportunity. As beneficiaries returned to attend *Art* and *Chair Based Exercise* at Rosaline Hall, we inevitably saw a fall in online attendance too. Our delivery model shifted so that some projects were delivered as hybrid – *Art* and *Chair Based Exercise* for example, were delivered simultaneously online and at Rosaline Hall.



Our capacity to support those most digitally excluded has been harnessed by grant funding from both *London Marathon Charitable Trust* and *ExPat Foundation*. This has enabled us to secure equipment and connectivity for those that could not otherwise engage with the project.

It's a wonderful service. For year and years, I've been looking for someone to help me with IT. The volunteer, he is so good! I can ask him all my questions. I think when I am done with everything, I might still see him just once or twice a month.

***Online Art*:** Supported by the *Digital Inclusion* project, the project went *Online* for the most part of 2020/21. In returning the project to Rosaline Hall this year, we have maintained the online project too for those that prefer to access the project from their homes. In 2022, the group will host their first exhibition. Following a second successful year for the *Art Group Calendar*, a third edition will be produced in 2022.

Thank you for the class and opportunity to try something new, that had it not been for FGN, I would not been included in such an awesome creative event, I am happy and grateful for all the time, effort and consideration put into this workshop and all projects that keep us going, active and included in our local community. I highly recommend the service, Flora's [Art] classes and this was so empowering!

***Online Chair Based Exercise*:** Supported by the *Digital Inclusion* project, the project went *Online* for the entirety of 2020/21. In returning to Rosaline Hall this year, we have maintained the online project too.

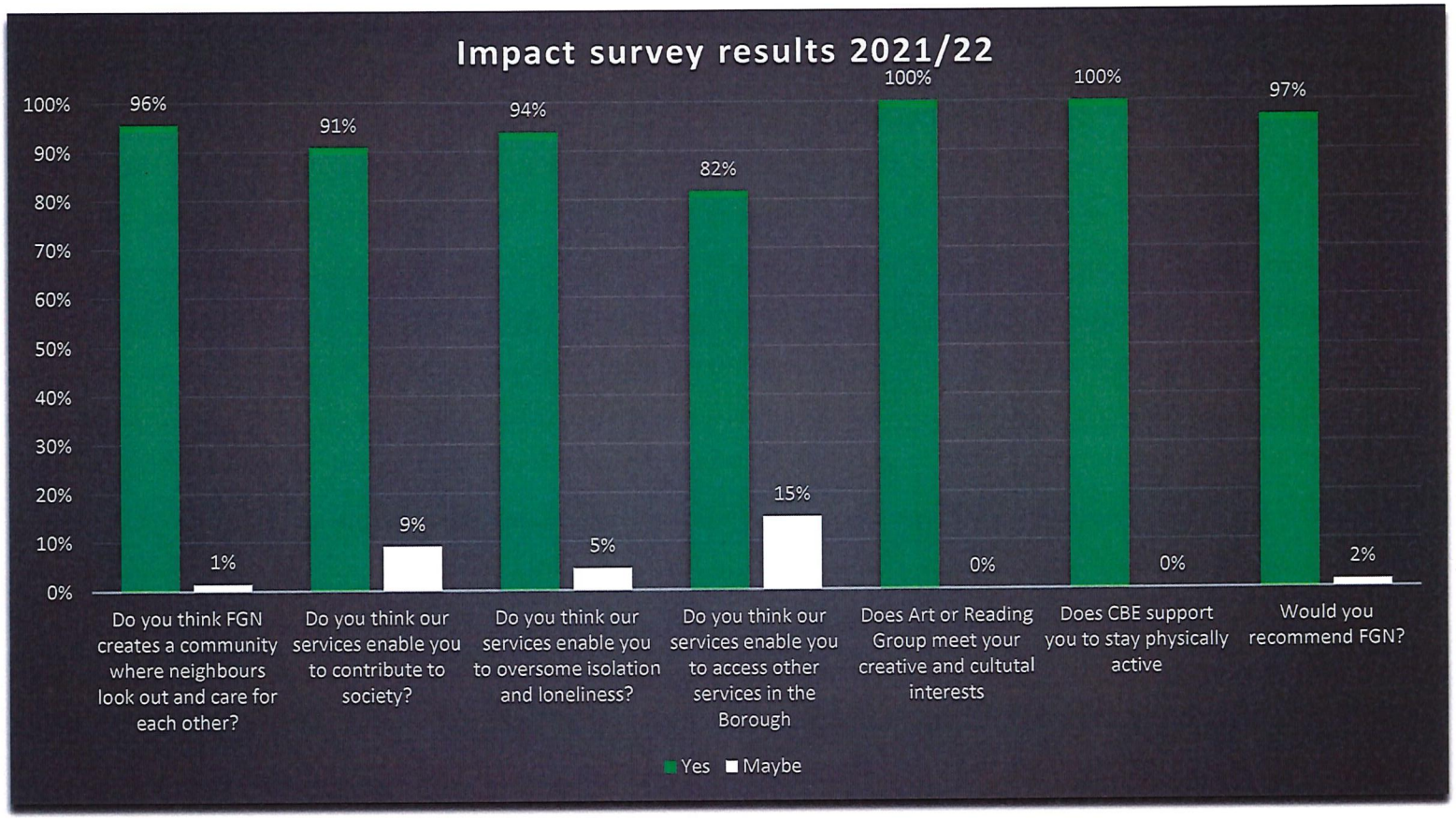
mee

I must also thank you for my exercise classes with Simon which are so beneficial and keep me up and running!

Our Impact

Our impact is reflected in the results from our beneficiary survey, which is conducted throughout the year. The survey measures our impact versus our vision, mission, and values. We increased our response rate by almost 500% this year, as well as seeking additional thoughts from our beneficiaries on some of our core projects. In 2022/23 we will better promote our *Good Neighbour Scheme* so that more beneficiaries are aware of support available for accessing other services in the Borough.

In 2022, we will be partnering with *Imperial College London* and *University College London* on external evaluations of our work.



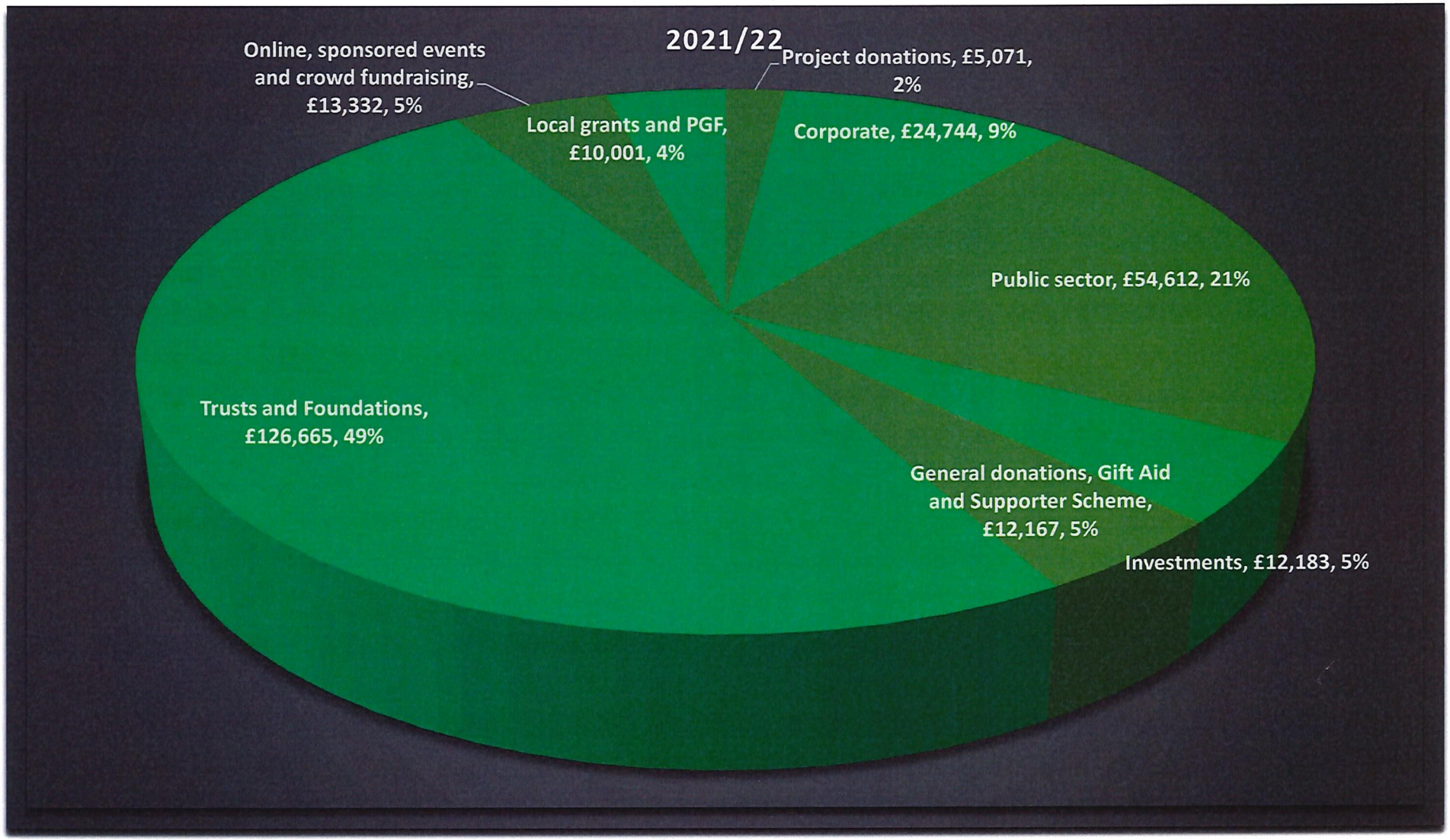
Financial review

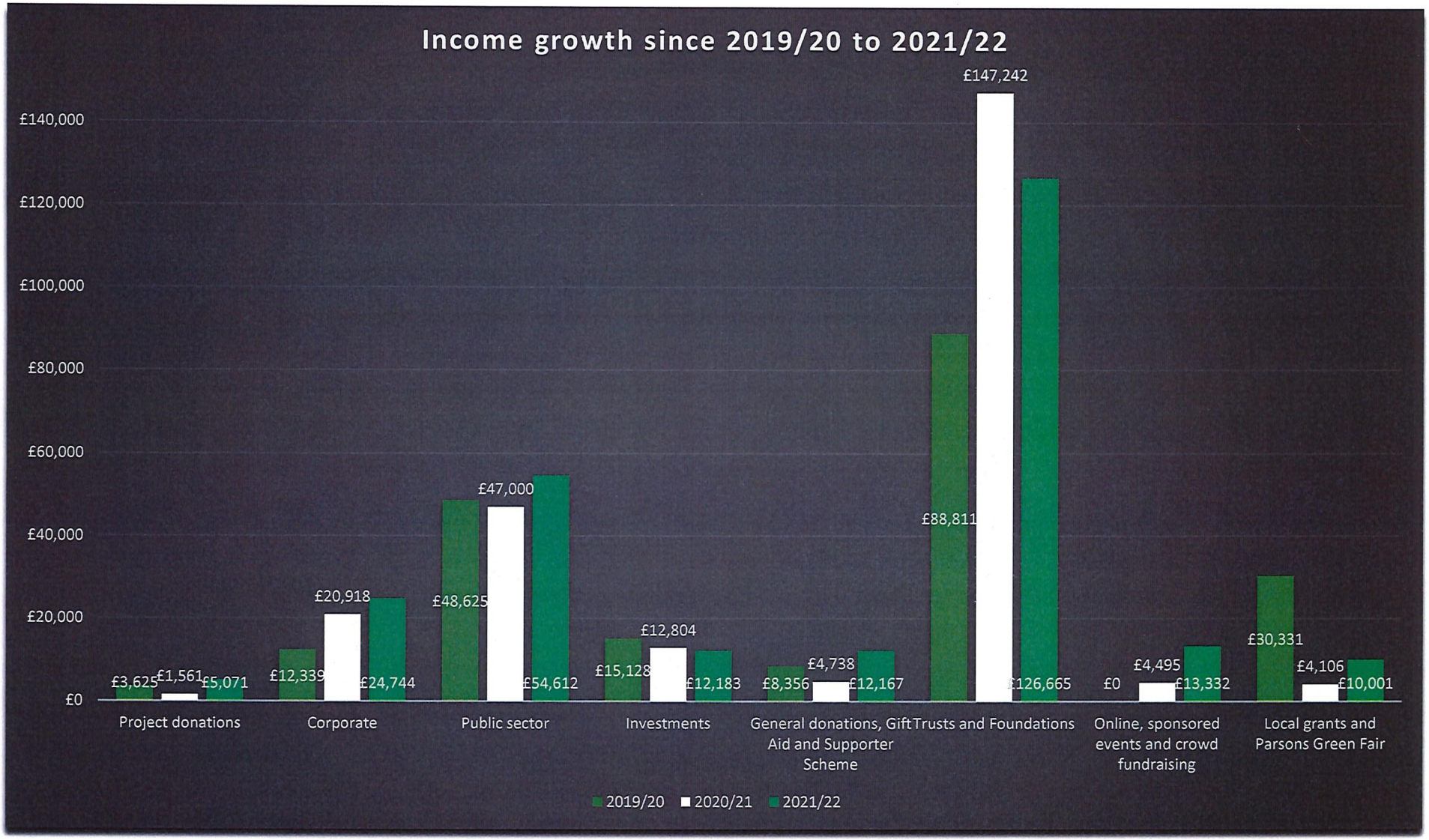
Fulham Good Neighbour Service ran at a surplus for a second consecutive year. We had run at a planned deficit for the preceding four years following Nina Dobosharevich's very generous 2015 legacy. The legacy funds continue to ensure delivery of a wider range of services than prior to their receipt. The remainder of these funds, alongside all additional legacy income, continues to be invested into an Expendable Endowment Fund so to secure the longer-term future of the charity.

Despite fundraising successes, we also faced challenges to generating income. The *Parsons Green Fair*, which had provided a significant proportion (14% in 2019/20) of our income in recent years, was unfortunately cancelled for a second consecutive year due to the Coronavirus pandemic. We also sought to replace short-term specific Coronavirus grants, which became available over 2020/21 and amounted to 27% of total funding for 2020/21.

We diversified our income as detailed in the charts below. Our biggest funder during the year was the *London Borough of Hammersmith and Fulham,* followed by *ExPat Foundation* and the *National Lottery Community Fund.* Growth of other income streams enabled us to spread risks to our income across a wider portfolio of funders. We continue to fundraise and to utilise income gained from investments.

The chart below demonstrates the source of our income for the year.




Income growth since 2019/20 to 2021/22
£140,000
£120,000
£100,000
£80,000
£60,000
£40,000
£20,000
£0
£3,625
£1,561
£5,071
£12,339
£20,918
£24,744
£48,625
£47,000
£54,612
£15,128
£12,804
£12,183
£8,356
£4,738
£12,167
£88,811
£147,242
£126,665
£0
£4,495
£13,332
£30,331
£4,106
£10,001
Project donations
Corporate
Public sector
Investments
General donations, Gift Aid and Supporter Scheme
Trusts and Foundations
Online, sponsored events and crowd fundraising
Local grants and Parsons Green Fair
2019/20
2020/21
2021/22

Risk and Reserves Policy: To best manage potential risk to Fulham Good Neighbour Service, an Organisational Risk Register identifies potential risks to our Governance, Operations, Finance, and Compliance, alongside measures so to mitigate these risks.

As per our policy, free reserves should provide Fulham Good Neighbour Service with adequate financial stability and the means to meet our charitable objectives for the foreseeable future. As a minimum the trustees aim to maintain free reserves at an equivalent level to one year's operational expenditure with consideration for realistic funding streams.

The trustees believe that risks to the organisation and its property are adequately covered by its insurance and reserves. Our reserves are a mix of designated funds and free reserves. Those funds designated for a specific purpose are retained as such until that purpose is fulfilled. The trustees review the value of free reserves that are required to ensure that they are adequate to fulfil the charity's continuing obligations on a bi-monthly basis.

Fulham Good Neighbour Service is a *Going Concern* for the foreseeable future.

Governance and management

Governing document: Fulham Good Neighbour Service is governed by *Memorandum and Articles of Association* signed on 15th November 2005 (and amended by '*Special Resolution Dated 24th September 2019*'). This provides that:

- With his or her consent, the Mayor of the *London Borough of Hammersmith and Fulham* is to be president of the charity; and
- There should be an elected Trustee Board including Chair, Vice Chair and Treasurer and up to seven other members.

For the purposes of charity law, the Trustee Board is the executive trustee body of Fulham Good Neighbour Service. The trustees and president perform non-executive roles and are regarded as custodian trustees.

Trustees: The board consists of not less than three and no more than ten persons elected by members of the company (Art.30.1). The members of the company are the trustees (Art.4.2). The board can appoint anyone to fill a vacancy in the membership of the board. They hold the office until the next annual general meeting (AGM) (Art.33.1). At each AGM after their election or appointment all trustees shall retire but all are eligible for re-election provided that no trustee may serve for a period of more than seven years without a period of a year out of office (Art.31.1).

The board of trustees meets bi-monthly. At the AGM one third of trustees retire by rotation and are eligible for re-election. The board can also co-opt additional trustees during the year who hold office until the next AGM, when they may be reappointed. The board of trustees elects the Chair and Treasurer. When necessary, trustees are recruited through the media and specialist recruitment agencies.

All new trustees go through a recruitment and induction process and are selected with a view to ensuring that the board has an appropriate mix of skills and experience relevant to Fulham Good Neighbour Service strategic and operational requirements. Regular trustee skills audits help to identify any gaps in skills or experience.

On appointment, trustees complete a register of interests, and receive copies of the charity's accounts, *Memorandum & Articles of Association*, and major policies. Trustees are encouraged to take up volunteer roles in the charity's various projects and to participate in external training opportunities. All trustees require a DBS.

There are no specific restrictions placed on the trustees' powers of investment by the constitution.

Management: The charity has a flat management structure and actively promotes increased involvement of employees in the decision-making process. On a day-to-day basis, the charity is managed by a director.

Fulham Good Neighbour Service is an active member of *SOBUS* (community development agency for Hammersmith & Fulham) and sits on the steering group of its *Providers for Older People Services* forum.

Our Staff: Fulham Good Neighbour Service is accredited with the *London Healthy Workplace Scheme* reflecting our dedication to the wellbeing of our staff. We aim to recruit and retain high calibre individuals who not only contribute to the achievement of the charity's aims and objectives but also understand and support the ethos and culture of the organisation.

All staff members undergo training in Adult Safeguarding, Dementia Awareness, First Aid, Health & Safety and Prevent Awareness. Further training is offered depending on the role and interests.

The staff team for 2021/2022 included:
Barney Valentine – part time Gardening Project Co-ordinator. Barney joined us in March 2019.
Jacqueline Davies – part time Finance and Parsons Green Fair Administrator. Jac joined us in June 2017.
Jamie Hilton - full time Director. Jamie joined us in April 2020.
Lucia Ciolanel – full time Digital Inclusion and Adopt a Garden Project Co-ordinator. Lucia joined us in April 2018.
Monique Newton – part time Fulham Sunday Afternoon Tea Co-ordinator. Monique joined us in February 2018.
Ruth George – part time Volunteer Co-ordinator. Ruth joined us in February 1992.
Stephen Fay – part time Decorating Project Co-ordinator. Stephen joined us in August 2017.

Pay: Fulham Good Neighbour Service follows the *National Joint Council* (NJC) for Local Government Services pay scales. Rates of pay are uplifted in line with any changes made to the NJC.

Environmental Responsibility: Fulham Good Neighbour Service recognises our environmental obligations. We have taken the following measures over the last year:

Environmentally conscious travel:

- We use an electric van (with our own charging point) for project delivery.
- We promote environmentally friendly commuting with our bike stand and *Cycle to Work* scheme.
- Our *Food to the Door* project was delivered by bike for part of the year.

Environmentally conscious energy consumption and products:

- We use renewable (non-nuclear) electricity and gas, and all our appliances are at least A rated and lights are energy efficient LED lights.
- We successfully *crowd fundraised* to install solar panels at Rosaline Hall, which will be installed in 2022/23. This will reduce our carbon footprint now and into the future.
- We use environmentally friendly cleaning products and Fairtrade food products.

Environmentally conscious project delivery:

- We have partnered with *The Smile Brigade*, *City Harvest* and *The Felix Project* to reduce food waste by utilising donated food for activity at Rosaline Hall.
- We work closely with the Climate Change department at London Borough of Hammersmith and Fulham, promoting their *Sustainability Champions* project and *Climate Change Week* in our newsletter and with several talks at our *Lunch Clubs* over 2021/22.
- We compost all garden waste on site using a shredder, reducing the need for black bin bags, and providing a mulch to local gardens.

Statement on Public Benefit: The trustees are confident that Fulham Good Neighbour Service work meets all criteria outlined in *The Charity Commission's* guidance on public benefit.

Reference and administrative details

Registered Company number
05639340 (England and Wales)

Registered Charity number
1113752

Registered office
70 Rosaline Road
Fulham
London
SW6 7QT

Trustees
Mr R J E Fryer Chair
Ms S M O'Neill Vice-Chair
Mr N A Outred Honorary Treasurer
Ms L E Payne
Ms K A Payne
Ms A N Sansom
Ms J H Whittle
Ms A Peyton
Ms A D Meakin

Independent Examiner
Nordens
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY

Approved by order of the board of trustees on 1/11/22 and signed on its behalf by:

.....
Mr N A Outred - Trustee

Fulham Good Neighbours Service

Independent Examiner's Report
for the Year Ended 31st March 2022

Independent examiner's report to the trustees of Fulham Good Neighbour Service ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
the accounts do not accord with those records; or

the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Lorraine Curtis ACA BFP FCCA
Nordens
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY
Date: 7/11/2022

Fulham Good Neighbour Service

Statement of Financial Activities
for the Year Ended 31st March 2022

	Notes	Unrestricted funds £	Restricted fund £	31.3.22 Total funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		10,332	-	10,332	9,984
Investment income	2	11,373	-	11,373	11,454
Other income		10,842	222,606	233,448	221,427
Total		32,547	222,606	255,153	242,865
EXPENDITURE ON					
Charitable activities					
General		9,954	224,575	234,529	208,684
Net gains/(losses) on investments		833	-	833	-
NET INCOME/(EXPENDITURE)		21,760	1,969	19,791	34,181
RECONCILIATION OF FUNDS					
Total funds brought forward		1,337,558	64,200	1,401,758	1,367,577
TOTAL FUNDS CARRIED FORWARD		1,359,318	62,231	1,421,549	1,401,758

Fulham Good Neighbour Service

Balance Sheet
31st March 2022

	Notes	Unrestricted funds £	Restricted fund £	31.3.22 Total funds £	31.3.21 Total funds £
FIXED ASSETS					
Tangible assets	6	**870,876**	**5,906**	**876,782**	881,239
Investments	7	**412,554**	**56,325**	**468,879**	469,711
		1,283,430	**62,231**	**1,345,661**	1,350,950
CURRENT ASSETS					
Debtors	8	**36,674**	**-**	**36,674**	12,561
Cash at bank and in hand		**79,413**	**-**	**79,413**	75,982
		116,087	**-**	**116,087**	88,543
CREDITORS					
Amounts falling due within one year	9	**40,199**	**-**	**40,199**	37,735
NET CURRENT ASSETS		**75,888**	**-**	**75,888**	50,808
TOTAL ASSETS LESS CURRENT LIABILITIES		**1,359,318**	**62,231**	**1,421,549**	1,401,758
NET ASSETS		**1,359,318**	**62,231**	**1,421,549**	1,401,758
FUNDS	10				
Unrestricted funds				**1,359,318**	1,337,558
Restricted funds				**62,231**	64,200
TOTAL FUNDS				**1,421,549**	1,401,758

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 1/11/22 and were signed on its behalf by:

.....
Mr R J E Fryer - Trustee

.....
Mr N A Outred - Trustee

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Cash donations, gifts, legacies and collections are treated as income in the year in which they are received. Income from special events and for specific purposes are included in the income and expenditure account in the year the event takes place or the purpose is undertaken.

Income from investments and covenanted income including, where appropriate, imputed tax credits are accounted for on a receivable basis.

Voluntary help is not included in the financial statements.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Fixed assets, other than office premises, are stated at cost less provision for depreciation at 25% per annum on cost.

Freehold property, which represents the Charity's office premises, is stated at cost in accordance with the Statement of Recommended Practice. The freehold property is not depreciated as the revaluation model has been used. Instead, the cost of repairs is charged to the Income and Expenditure Account in the year in which it is occurred.
The trustees intend to retain the property. It was last valued on 21st March 2006 and an independent revaluation will be conducted during the course of the financial year 2019-2020.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Restricted funds
Where a donor has specified a particular purpose for a grant or donation, the income is shown as restricted income in the Statement of Financial Activities. Any such income unexpended at the year-end is shown as a restricted fund in the balance sheet. Where grants are received to fund capital expenditure, the assets acquired, after any depreciation, are shown as an expendable endowment fund.

1. ACCOUNTING POLICIES - continued

Fund accounting
Designated funds
Where funds held for general purposes are allocated by the trustees for specific future uses, they are transferred to a designated fund. Expenditure for the purposes specified is deducted from those funds and the unexpended balance is shown as part of unrestricted funds in the balance sheet. If the trustees decide that such funds are no longer needed for the purposes specified, the balance of the fund is transferred to general unrestricted funds.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. INVESTMENT INCOME

	31.3.22	31.3.21
	£	£
M&G investments	11,373	11,454

3. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.22	31.3.21
	£	£
Independent Examiners fees	600	1,800
Depreciation - owned assets	7,885	9,374

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

5. STAFF COSTS

The average monthly number of employees during the year was as follows:

	31.3.22	31.3.21
Full-time	2	2
Part-time	5	5
	7	7

No employees received emoluments in excess of £60,000.

6. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
COST					
At 1 April 2021	850,000	33,810	18,669	15,137	917,616
Additions	-	3,577	-	-	3,577
At 31 March 2022	850,000	37,387	18,669	15,137	921,193
DEPRECIATION					
At 1 April 2021	-	17,295	10,012	9,070	36,377
Charge for year	-	4,622	2,345	1,067	8,034
At 31 March 2022	-	21,917	12,357	10,137	44,411
NET BOOK VALUE					
At 31 March 2022	850,000	12,042	6,312	5,000	876,782
At 31 March 2021	850,000	16,515	8,657	6,067	881,239

7. FIXED ASSET INVESTMENTS

	Listed investments £	Unlisted investments £	Totals £
MARKET VALUE			
At 1 April 2021	219,711	250,000	469,711
Revaluations	832	-	832
At 31 March 2022	218,879	250,000	468,879
NET BOOK VALUE			
At 31 March 2022	218,879	250,000	468,879
At 31 March 2021	219,711	250,000	469,711

There were no investment assets outside the UK.

7. FIXED ASSET INVESTMENTS – continued

Cost or valuation at 31 March 2022 is represented by:

	Listed investments £	Unlisted investments £	Totals £
Valuation in 2022	218,879	250,000	468,879

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22 £	31.3.21 £
Other debtors	36,674	12,561

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22 £	31.3.21 £
Accruals and deferred income	40,199	37,735

10. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	487,558	21,760	509,318
Property revaluation fund	850,000	-	850,000
	1,337,558	21,760	1,359,318
Restricted funds			
General	64,200	1,969	62,231
TOTAL FUNDS	1,401,758	19,791	1,421,549

10. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	32,547	9,954	833	21,760
Property revaluation fund	-	-	-	-
Restricted funds				
General	222,606	224,575	-	1,969
TOTAL FUNDS	255,153	234,529	833	19,791

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	450,753	36,805	487,558
Property revaluation fund	850,000	-	850,000
Restricted funds			
General	66,824	2,624	64,200
TOTAL FUNDS	1,367,577	34,181	1,401,758

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	36,683	122	36,805
Property revaluation fund	-	-	-
Restricted funds			
General	206,182	208,806	2,624
TOTAL FUNDS	242,865	208,684	34,181

10. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	450,753	58,565	509,318
Property revaluation fund	850,000	-	850,000
Restricted funds			
General	66,824	4,593	62,231
TOTAL FUNDS	1,367,577	53,972	1,421,549

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	69,230	9,832	833	58,565
Property revaluation fund	-	-	-	-
Restricted funds				
General	428,788	433,38	-	4,593
TOTAL FUNDS	498,018	443,213	833	53,972

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

12. RESTRICTED FUNDS BREAKDOWN

	Brought Forward £	Incoming Resources £	Outgoing Resources £	Carried Forward £
Albert Hunt trust	-	1,000	1,000	-
Charles Hayward Foundation	-	5,000	5,000	-
Co-Op Community Fund	-	3,567	3,567	-
Daisy Trust	-	6,000	6,000	-
Edward Gosling Foundation	-	5,000	5,000	-
Expat Foundation	-	41,000	41,000	
Florence Cohen Charitable Trust	7,875	-	1,969	5,906
GLA – London Community Energy Fund	-	6,712	6,712	-
LBHF – Defibrillator Grant	-	900	900	-
LBHF Third Sector Grant	-	45,000	45,000	-
LBHF Mental Health Grant	-	2,000	2,000	-
London Marathon Charitable Trust	-	11,500	11,500	-
Marston Properties	-	6,000	6,000	-
National Lottery Community Fund – Social Clubs	-	10,000	10,000	-
National Lottery Community Fund Partnership	-	23,165	23,165	-
Other Grants	-	3,000	3,000	-
Sisters of the Holy Cross	-	20,000	20,000	-
Spacehive for Solar Panels	-	10,217	10,217	-
Travis Perkins	-	5,000	5,000	-
Waitrose Community Matters	-	1,000	1,000	-
United in Hammersmith & Fulham	-	3,000	3,000	-
Vitol Foundation	-	3,545	3,545	-
Anonymous funder	-	10,000	10,000	-
Total	**7,875**	**222,606**	**224,575**	**5,906**

The carried forward amount represents the van purchased during the year and held in fixed assets. This is being depreciated in accordance with the accounting policies set out on page 25.

Fulham Good Neighbour Service

Detailed Statement of Financial Activities
For the Year Ended 31st March 2022

INCOME AND ENDOWMENTS	31.3.22 £	31.3.21 £
Donations and legacies		
Gifts	-	2
Donations	8,400	2,557
Gift aid & legacies	1,932	1,127
Waitrose Community Matters	1,000	3,077
Innholders	-	1,000
Supporter's Scheme Donations	1,835	1,054
Vitol Foundation	3,545	4,055
All Saints Fulham	-	1,100
Gardening Donations	2,859	1,329
Decorating Donations	1,053	130
Sisters of the Holy Cross	20,000	-
M&G investments	11,373	11,454
LBHF Third Sector Investment Fund	45,000	45,000
Other Grants	3,000	1,100
Daisy Trust	6,000	1,000
LBHF Mental Health	2,000	2,000
Parson Green Fair	11	1,006
The William Allen Young Trust	-	1,000
Florence Cohen Charitable Trust	-	5,000
Co-Op Community Fund	3,567	3,786
London Marathon Charitable Trust	11,500	-
Peoples Postcode Trust	-	20,000
National Lottery Community Fund Partnership	23,165	70,236
Digital Inclusion	73	-
Tesco Bags of Help	-	1,000
United in Hammersmith & Fulham	3,000	1,000
Expat Foundation	41,000	9,500
LBHF – Defibrillator Grant	900	-
Charles Hayward Foundation	5,000	-
The Edward Gostling Foundation	5,000	5,000
The Albert Hunt Trust	1,000	1,000
Social Clubs	186	-
City Bridge Trust	-	10,000
Food to Door	95	-
GLA – London Community Energy Fund	6,712	-
National Lottery Community Fund – Social clubs	10,000	-
Endowment Fund Investment	810	1,350
London Community Foundation	-	14,406
Gardening Income – FGNS	710	-
Sponsored Events & On-Line Donations	3,115	4,495
Green Hall Foundation	-	2,000
Travis Perkins	5,000	-
Spacehive for Solar Panels	10,217	-
Anonymous Donations	10,000	7,000
Marston Properties	6,000	4,000
Screwfix Foundation	-	5,000
Adopt A Garden Donations	74	5
Good Neighbours Scheme Donation	21	97
Total incoming resources	**255,153**	242,866

FULHAM GOOD NEIGHBOUR SERVICE

England & Wales - Charity number 1113752

Accounts

Fulham
Good Neighbours

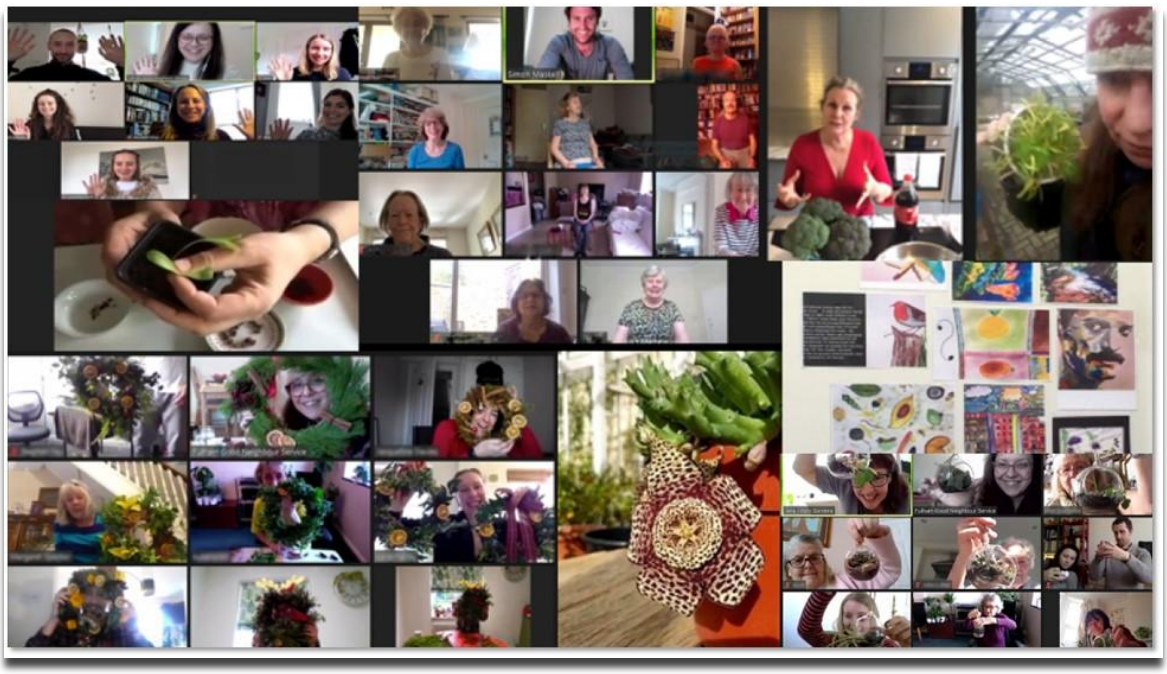
The Queen's Award
for Voluntary Service

Report of the Trustees and

Audited Financial Statements for the Year Ended 31 March 2021

for

Fulham Good Neighbours Service



I have to say a very big thank you for all the food you have given to me since I have had my stroke. I so appreciate you, you have been marvellous. Your (colleague) that comes each Thursday is my best friend, such a gentleman! Fulham Good Neighbours - one very good thank you, I am so happy the day I joined this wonderful organisation, which is doing so much in the Fulham area. Thank You. Just hope one day I will be able to be able to do some volunteering myself with you

Report of the Trustees	3
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Balance Sheet	23
Notes to the Financial Statements	25
Detailed Statement of Financial Activities	32

The trustees who are also directors of Fulham Good Neighbours Service for the purposes of the *Companies Act 2006*, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of *Accounting and Reporting by Charities: Statement of Recommended Practice* applicable to charities preparing their accounts in accordance with the *Financial Reporting Standard* applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Our history

Founded in 1966, Fulham Good Neighbours Service grew from the *Fulham District Nursing Association* which itself was established as early as October 1919.

Following the First World War, the Mayor of the *Metropolitan Borough of Fulham* established the *Fulham War Memorial Trust Fund*. This funded the construction and ongoing maintenance of a war memorial, located in Vicarage Gardens on Putney Bridge Approach. The remainder of the Fund was invested so to establish the *Fulham District Nursing Association.*

In 1966 the then-named *London Borough of Hammersmith* became responsible for local health care provision. Consequently, *Fulham District Nursing Association* was dissolved. *The Fulham War Memorial Trust Fund* transferred the remaining funds to the newly established Fulham Good Neighbours Service.

In 2006 Fulham Good Neighbours Service moved to Rosaline Hall on Rosaline Road. Built in 1901, Rosaline Hall was initially a mission hall for the *Dawes Road Baptist Chapel*. In 2019 Fulham Good Neighbours Service received *The Queen's Award for Voluntary Service*.

Vision, Mission and Values

Vision Statement: *To create an inclusive community where neighbours look out and care for each other*.
Mission Statement: *We enrich the lives of older people and people with disabilities in Fulham by providing practical help and creating opportunities to: Contribute to society; Connect with others; and Live life to the fullest*.
Our Values: *Trustworthiness*; *Being welcoming & inclusive*; and *Proactivity & flexibility*.

Our year, 2020/21

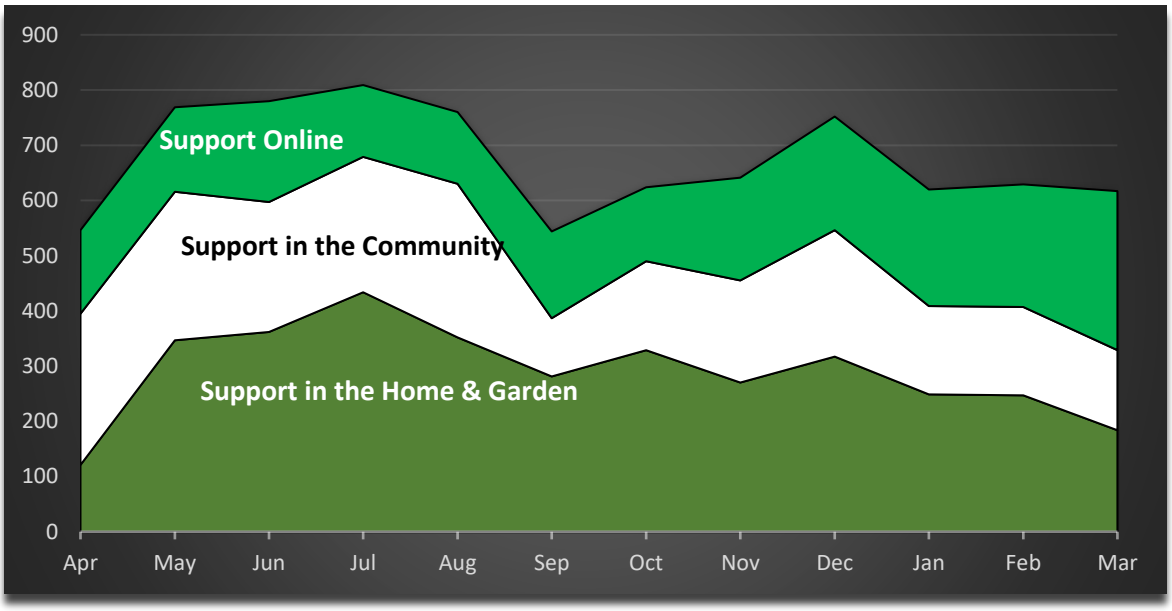
A fortnight ahead of the 2020/21 financial year, the UK went into national lockdown. The Coronavirus pandemic punctuated the entirety of the year, which followed. A series of government lockdowns and restrictions necessitated a transition from services, which had been largely community centre based at Rosaline Hall to services delivered to doorsteps via our work in *Homes & Gardens*, in the wider *Community* through our *Good Neighbour Scheme*, and *Online*.

Compliance with government guidance, collaboration with local partners and the wider sector, and a sound understanding of local Coronavirus infection rates was essential so to best support beneficiaries, volunteers, and staff.

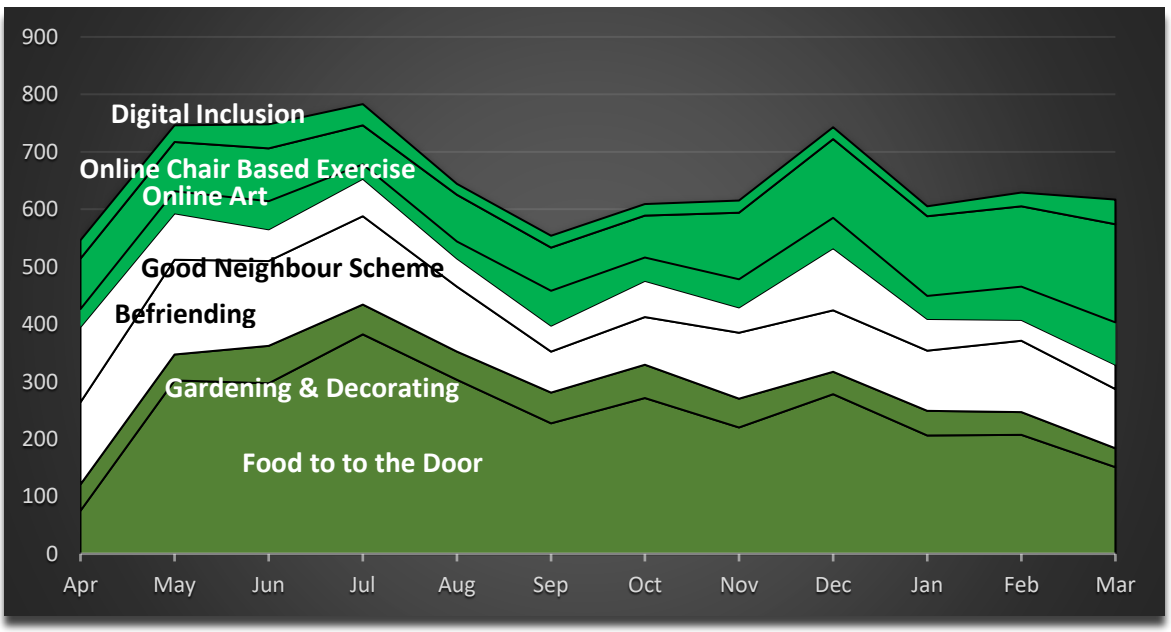
The pandemic highlighted the dynamism of our community of neighbours. *Social Clubs* such as our *Lunch Club*, *Sunday Afternoon Tea* and *Silver Clubs* were replaced by a *Food to the Door* service as part of our work in the *Home and Garden*. In partnership with *The Smile Brigade*, we ensured 85 beneficiaries received deliveries at least weekly, inclusive of toiletries. *Gardening*, and *Decorating &*

DIY also adapted so to ensure that they were delivered in a Covid-secure way.
Our work in the *Community* saw 114 active volunteers meet requests for shopping, medication delivery, dog walking and much more via the *Good Neighbour Scheme*. *Befriending* transitioned to telephone support, as did our *Reading Group*.

Online, *Digital Inclusion* transitioned to phone and other forms of remote support. Foundations laid by this project ensured *Art* and *Chair Based Exercise* transitioned swiftly to *Online* iterations, directly supporting beneficiaries in the comfort and security of their own living rooms.



The graph above details where our projects were delivered over the year.[1] The graph below specifically identifies the projects from which beneficiaries were supported.



[1] Please note that the X axis indicates the numbers of tasks or attendances that were completed each month, as opposed to the individual beneficiaries that were supported.

Looking forward

Fulham Good Neighbours Service intends to maintain all project iterations and developments from 2020/21, while at the same time relaunching all projects that were delivered prior to the Coronavirus pandemic.

We continue to provide alternatives to in-person projects, respecting that some beneficiaries prefer to access our projects *Online* or in their *Home & Garden* (as opposed to in the *Community* at Rosaline Hall or more widely). At the same time, we are facilitating phased returns of all in-person projects with stringent Coronavirus risk management measures in place.

The Index for wellbeing in later life (2017)[2] identified 40 indicators which enhance an individual's sense of wellbeing. Of these, *creative & cultural participation* and *physical activity* were the two most significant factors. Our *Art* and *Chair Based Exercise* projects therefore continue to be core to our work. These projects are now delivered in-person at Rosaline Hall while concurrently streamed online. In this way we can simultaneously meet the needs of beneficiaries more comfortable online in their home environment and those that prefer the community centre setting or who are unable to engage online.

As per the *London Borough of Hammersmith and Fulham's* (LBHF's) *Older People's Commission* (2019), we aim to make Fulham the best place to grow old. The Commission identified concerns held by local older people, which we directly aim to combat. We continue to be committed to providing activity which enables access to services; reduces the impact of poverty and deprivation; and mitigates against loneliness and isolation.

We aim to take affirmative action on disability. As per the local *Disabled People's Commission*[3], we will ensure that there is '*nothing about disabled people without disabled people*'. This continues to be an area for development.

We remain committed to supporting older and disabled people living in Fulham. Our present offer includes:

Support in the *Home & Garden* via:

- *Decorating & DIY* – for those that cannot pay, nor have ability to do the work themselves
- *Food to the Door* – hot meals/food packages and toiletries delivered up to four times a week
- *Gardening* – for those that cannot pay, nor have the ability to do the work themselves. Also:
    - *Adopt a Garden* – befriending & gardening support
    - Online Gardening workshops – delivered in partnership with Nubian Life

Support in the *Community* and at our Community Centre via:

- *Good Neighbour Scheme* - grocery shopping, medication delivery, appointment escorts etc
- *Befriending* – via telephone or in person
- *Social Clubs* – • Art, • Chair Based Exercise, • Lunch, • Reading, • Silver, • Sunday Tea

[2] *Age UK* and the *University of Southampton*

[3] nothing_about_us_without_us_hf_disabled_peoples_comission_report.pdf (lbhf.gov.uk)

Support *Online* via:

- *Online Art Group* – delivered directly into the homes of beneficiaries
- *Online Chair Based Exercise* – as above
- *Digital Inclusion* support – supporting those excluded from digital communications

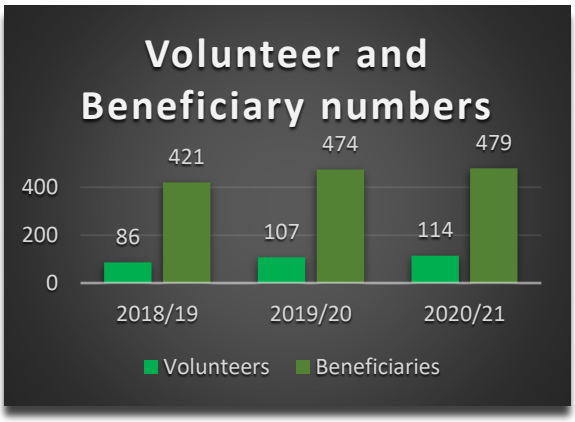
Thank you for your ongoing support.

Jamie (Hilton), Director

Our community

Our beneficiaries: As of 31st March 2021, we had 1,309 beneficiaries recorded on our database. However, the figure who accessed our services between 1st April 2020 and 31st March 2021 was 479. This represented an increase from 474 in 2019/20. Throughout the year we are in touch with each of the 1,309 via our *Birthday Card* outreach project.

Our volunteers: We benefitted from the invaluable dedication of 114 volunteers during this time, up from 107 volunteers in 2019/20. All volunteers provide references and are DBS checked. Due to Coronavirus restrictions, we ran our first ever *Volunteer Induction* online in March 2021 (pictured below).





Receiving a weekly call from my volunteer means that I am not forgotten and assures me that someone wants to pick up the phone to talk ...to give their time to me. I am truly grateful and appreciative

Funders and pro bono support

Our funders: Between 1st April 2020 and 31st March 2021 Fulham Good Neighbours Service benefitted from the generous funding of:
All Saints Fulham – funded our *Good Neighbour Scheme*
City Bridge Trust – funded our transition to home working inclusive of IT equipment
Co-op Community Fund – funded *Food to the Door*
Daisy Trust – funded our *Art Group*
Expat Foundation – funded our *Digital Inclusion* project
Florence Cohen Charitable Trust - funded our *Digital Inclusion* project
Marston Properties – funded various projects
Screwfix Foundation – funded our *Decorating & DIY* project
Tesco Bags of Help – funded *Food to the Door*
The Albert Hunt Trust - funded our *Digital Inclusion* project
The Edward Gostling Foundation – funded our *Befriending* project
The Greenhall Foundation- funded our *Good Neighbour Scheme*
The Innholders - funded our *Decorating & DIY* project
The London Borough of Hammersmith and Fulham – funded staff salaries
The London Community Foundation – funded our funded our *Good Neighbour Scheme*, *Befriending* and *Food to the Door* project
The National Lottery Community Fund – funded our *Adopt a Garden* project and provided a Coronavirus Crisis grant
The People's Postcode Trust – funded our Social Clubs
The Vitol Foundation – funded our *Social Clubs*
The William Allen Young Trust – funded our *Social Clubs*
United in Hammersmith and Fulham – funded our *Social Clubs*
Waitrose Community Matters – funded our *Social Clubs* and core costs

Pro bono support: Fulham Good Neighbours benefitted from generous pro bono support over the year, including from:
Amy Ark – provided pro-bono Human Resources support, and Learning and Development guidance
Assael Architecture – supported our *Gardening* and *Decorating* projects via their corporate volunteering scheme
City Harvest - provided free food to support our activities at Rosaline Hall
Marston Properties - continue to be the main sponsor of *Parsons Green Fair* despite cancellation this year
The Felix Project - provided free food to support our activities at Rosaline Hall
The Smile Brigade – provided food parcels and toiletries to up to 80 of our beneficiaries up to four times a week.
Totality Services - provided pro-bono IT support
Wavestone – supported marketing and promotional work

Our activity

Key highlights: Volunteers, staff, and partners ensured beneficiaries were supported with Coronavirus safety at the forefront. While this curtailed some activity, it provided opportunities elsewhere. Ever closer partnerships were forged with *The Smile Brigade*, *Maskell Biokineticists*, Flora Duley and *Nubian Life*.

The foresight to invest in *Digital Inclusion* in recent years, and Lucia Ciolanel's excellent work in developing the project enabled a swift transition to *Online* services. The *Online* format of both *Chair Based Exercise* and *Art* grew in popularity to the extent that additional weekly classes were delivered to satisfy demand. The flexibility of *Maskell Biokineticists* and Flora Duley respectively ensured that the projects flourished.

Monique Newton's achievements, as Founder and CEO at *The Smile Brigade*, are rightfully recognised across the Borough. 85 of our beneficiaries benefitted from this partnership on a weekly basis. Stephen Fay delivered hot/cold/chilled meals, groceries, and toiletries from our electric van to housebound beneficiaries and others hit particularly acutely by the pandemic.

Barney Valentine led on developing risk management procedures so to allow for continued delivery of our *Gardening* projects. This limited the number of beneficiaries that we could support to those with front gardens or gardens with accessible side gates, though ensured continued project delivery for almost the entirety of the year.

Adopt a Garden, led by Lucia Ciolanel, massively over-achieved on targets for a second year, ensuring that beneficiaries continued to be supported via an innovative series of online tours, workshops, and outreach projects. This has led to further investment in the project from the *National Lottery Community Fund*, inclusive of an external evaluation which will take place from 2021/22.

Staff also invested in their own learning and development. This included Ruth George successfully completing all eight modules of the *European Computer Driving Licence* – a huge achievement over the course of 12 months - and Lucia Ciolanel completing the *Prince2* project management qualification at foundation and practitioner level. Barney Valentine studied at the *School of Social Entrepreneurs* leading to the 2021/22 launch of a fundraising strand within the *Gardening* project. This is an extremely exciting development, which will cover up-front costs of developing the project in increasingly sustainable ways such as onsite composting of all garden waste.

A thorough data review ahead of the 2021 strategy update, detailed areas for development in terms of our monitoring and evaluation and outreach. This will prove pivotal in ensuring that we support those most in need going forward. The learning from this review will be applied to a more detailed analysis over the course of 2021/22.

The pandemic unfortunately necessitated the cancellation of the Parsons Green Fair. In 2019/20 income from the Fair had represented 14% of our total income at £28,331. Further, the contracting of the global economy resulted in both tightening of previously available funding and falls in the value of our investments. However, other funding opportunities emerged, and we were fortunate to benefit from specific Coronavirus grants from *The National Lottery Community Fund*, *City Bridge Trust* and *The London Community Foundation*. The combination of these funds amounted to 27% of total funding for the year.

2020/21 saw Fulham Good Neighbours Service avoid running at a planned deficit for the first time since Nina Dobosharevich's generous legacy donation in 2015. While lockdowns lent themselves to less expenditure in many ways, Jac Davies should also be credited for ensuring value for money for the charity. Through careful contract and cost management, expenditure was reduced from £244,786 in 2019/20 to £208,384 this year.

We were also successful in achieving media recognition for our work. This included a *BBC* radio interview and article in *Urban Village London*. Longstanding volunteers Lyn Halley (pictured below) and Jill Weston (pictured on page 11) were also featured on the *Hammersmith Bid* sanitiser stations as exemplars of outstanding voluntary work.



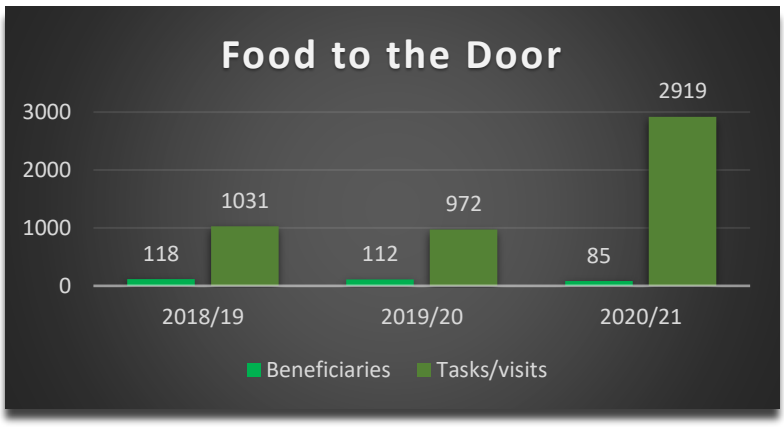
The projects: We offered the following projects for the benefit of older and disabled people living in Fulham.

Support in the *Home and Garden*

Decorating & DIY: due to Coronavirus restrictions, the project had to be placed on hiatus for almost the entirety of the year. Stephen Fay, our *Decorating & DIY* lead, was pivotal in supporting our *Good Neighbour Scheme* and *Food to the Door* project during this time. He has since relaunched the *Decorating & DIY* project.

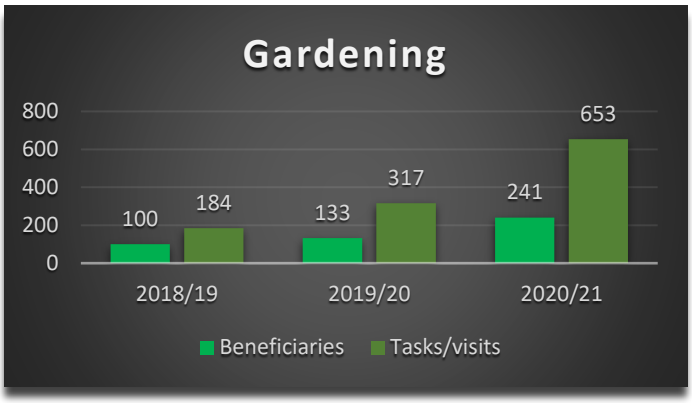
Food to the Door: this project was new, providing an alternative to the *Lunch*, *Silver* and *Sunday Afternoon Tea Social Clubs.* We partnered with *The Smile Brigade* to deliver food parcels and toiletries to housebound beneficiaries. Stephen Fay utilised our electric van (pictured below) so to ensure 85 of our beneficiaries benefitted on a weekly basis. While we were unable to support as many beneficiaries as we had in previous years via the *Social Clubs*, we were able to achieve a significant increase to the number of meals that were provided.





I have to say a very big thank you for all the food you have given to me since I have had my stroke. I so appreciate you, you have been marvellous. Your (colleague) that comes each Thursday is my best friend, such a gentleman!

Gardening: our staff and volunteers[4] completed 653 gardening tasks for 241 beneficiaries. This was a considerable increase on last year due to the development of the online and outreach strands of the gardening projects. Figures this year also include our partnership with *Nubian Life*[5] delivering the *Adopt a Garden* project in the north of the Borough. The success of our gardening projects was in spite of Coronavirus restrictions. So to adhere to our Coronavirus risk assessments, Barney Valentine (pictured below), our *Gardening* lead, was limited to front gardens or gardens that could be accessed by a side gate.





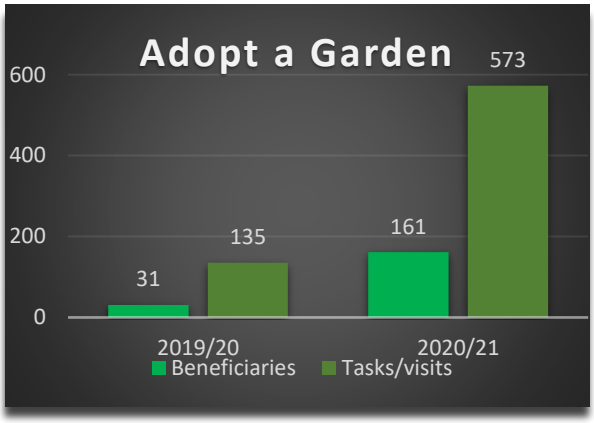
My very special gratitude to Barney, who is always so kind, helping me in my garden!!! May God bless such kind, generous in spirit persons with great health and happiness!

Adopt a Garden: The number of gardening tasks, which we completed was bolstered enormously by a second successful year for the *Adopt a Garden* project in partnership with *Nubian Life*. The project matches local volunteers with beneficiaries, providing both befriending and garden support. Led by Lucia, the project innovated in numerous ways over the last year, so to ensure that beneficiaries were supported even under lockdown restrictions. This included a series of online workshops and outreach projects.

An online *Terrarium Workshop* (pictured below) was delivered by *Key Royal Botanic Gardens*.

[4] Including *Nubian Life* staff and volunteers with whom we partner on the *Adopt a Garden* project
[5] *Nubian Life* was established in 1995 in direct response to a gap in the service provision within the borough for its aging African Caribbean population. Since 2019, we have collaborated on the *Adopt a Garden* project funded by the *National Lottery Community Fund*.

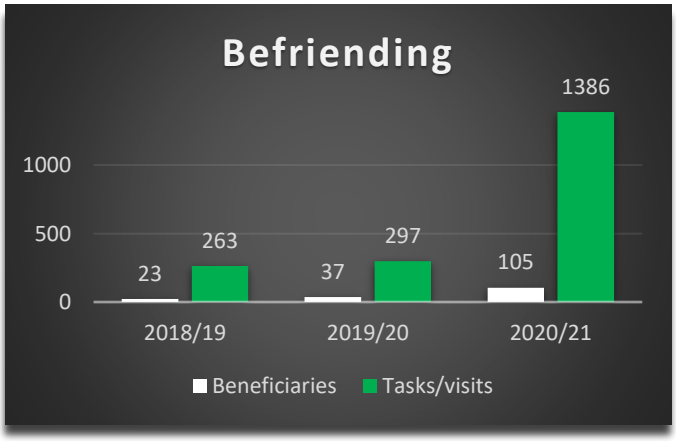




…is looking after me. She is a joy. I cannot do the garden, except when standing up, deadheading the roses things like that. So, she helps. Of course, because of the lockdown, she couldn't come but we kept in touch over the telephone, which is a great pleasure.

Support in the Community

Befriending: the project, led by Ruth George, transitioned largely to telephone support as opposed to visits. This saw an increase to the regularity in which volunteers and beneficiaries were in contact. While we are not comparing like for exact like we saw a huge increase in engagement over the year with 1,386 contacts versus 297 in 2019/20. We also saw 105 beneficiaries supported, which was an increase on 37 in the previous year.



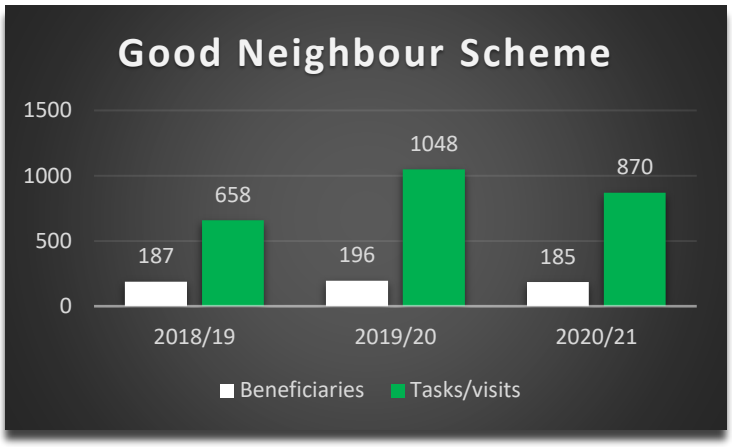


Receiving a weekly call from my volunteer means that I am not forgotten and assures me that someone wants to pick up the phone to talk ...to give their time to me. I am truly grateful and appreciative of his call

Good Neighbour Scheme: our volunteers completed 870 tasks for 185 beneficiaries. These numbers were down on 2019/20 but were an increase still on 2018/19. In pre-pandemic times, the scheme encompassed escorts to appointments, respite care, transport, wheelchair pushing, pet care, medication collection/delivery, support for the *Parsons Green Fair*, and more; however, government restrictions and lockdowns curtailed much of this. The scheme came to focus on *Essential Tasks* such as shopping and medication collection/delivery.

Jill Weston, pictured below, sends out birthday cards to all beneficiaries on our database every year as part of the *Good Neighbours Scheme*.





FGN creates a community where neighbours look out and care for each other because of volunteers helping me with shopping, gardening, and repairs to my wardrobe due to my disabilities and age

Social Clubs: *Social Clubs* such as our *Lunch*, *Sunday Afternoon Tea* and *Silver Clubs* were replaced by our *Food to the Door* service as part of our work in the *Home*. Our *Art* and *Chair Based Exercise* groups went online, while our *Reading* group transitioned to weekly telephone calls by the group's lead, Avril Peyton. Avril phoned each of the group, reading a poem to each beneficiary at the same time as a *Befriending* call.

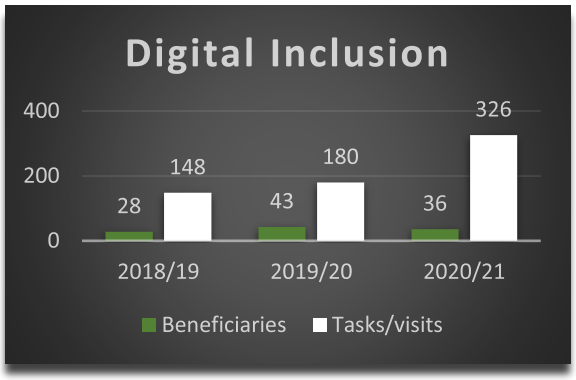
I enjoy everything about it, the (Reading group lead) *is so cheerful and upbeat as she is at Rosaline Hall prior to lockdown. I appreciate and very much look forward to my Thursday calls - It really is the highlight of my week!*

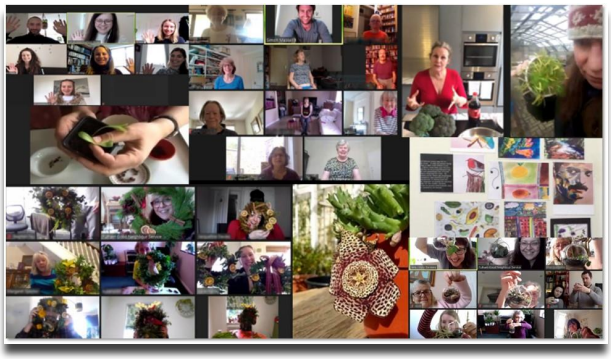
The *Art*, *Reading* and *Carers Club* returned to Rosaline Hall briefly during a gap in lockdown in September and October 2020.

The Parsons Green Fair: Due to the Coronavirus pandemic, the Fair was unfortunately cancelled this year. The free family festival is scheduled to return on Saturday July 2nd, 2022. The event is a key source of income, providing a platform to promote our full suite of services and other local enterprise. *Marston Properties*, our main sponsor, are fundamental to making the *Fair* such a success.

Support *Online*

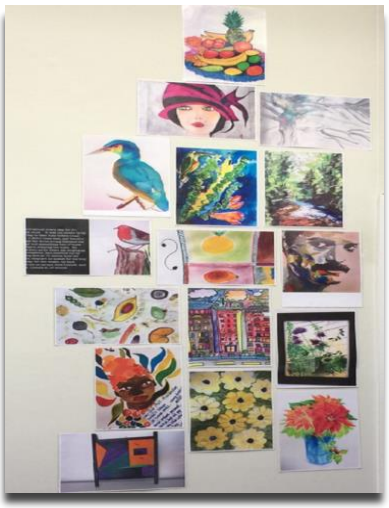
Digital Inclusion: our volunteers completed 326 tasks compared to 180 visits last year. Since this was largely via telephone or other forms of remote support, as opposed to home visits, it lent itself to more regular contact. During the year 36 beneficiaries were supported by 39 volunteers. The number of beneficiaries was down slightly on last year with many beneficiaries keen to await a return to in-person meeting. Despite this, Lucia Ciolanel ensured a hectic schedule of online activity throughout the year, innovating and collaborating across projects and partners. The photo montage below provides a snapshot of the various activity that took place.

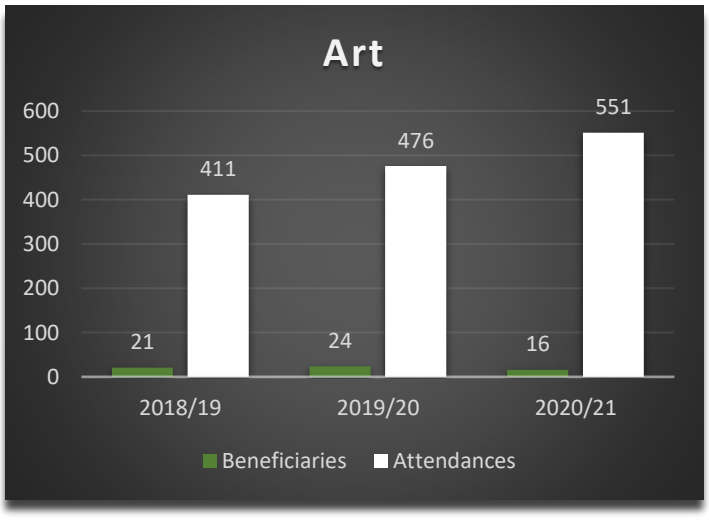




It's a wonderful service. For year and years, I've been looking for someone to help me with IT. The volunteer, he is so good! I can ask him all my questions. I think when I am done with everything, I might still see him just once or twice a month.

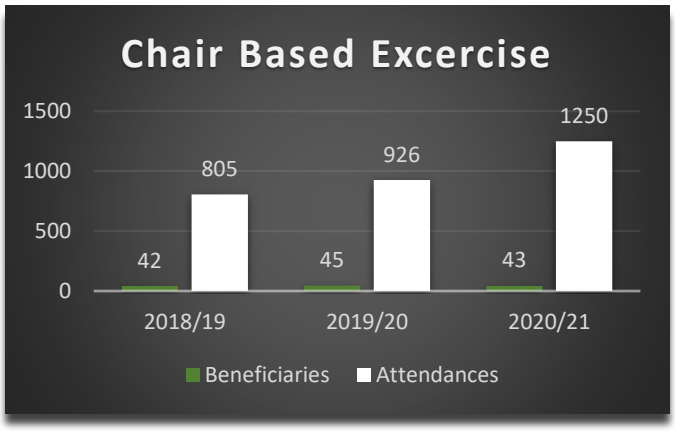
***Online Art*:** Supported by the *Digital Inclusion* project, the project went *Online* for the most part of the year. Due to popularity of the project and beneficiary demand, we added an extra weekly session. This year, the group produced a gallery at both Rosaline Hall (pictured below) and online. A calendar was also produced, which was utilised for both marketing and fundraising purposes.





Thank you for the class and opportunity to try something new, that had it not been for FGN, I would not been included in such an awesome creative event, I am happy and grateful for all the time, effort and consideration put into this workshop and all projects that keep us going, active and included in our local community. I highly recommend the service, Flora's [Art] classes and this was so empowering!

***Online Chair Based Exercise*:** Supported by the *Digital Inclusion* project, the project went *Online* for the entirety of the year. Again, due to demand, an additional class was added to the programme during 2020/21. While a broadly similar number of beneficiaries were supported as last year, we saw an increase to the number of attendances.

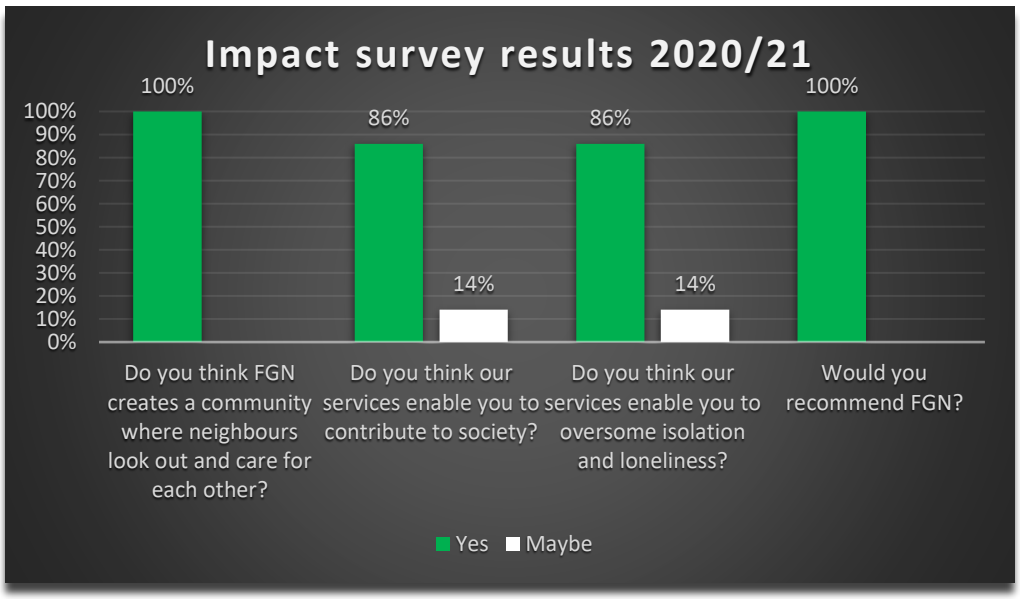




Simon's Exercise Class is Wonderful and designed for each of us. It has been a ROCK in this ever-changing World as well as everyone at Fulham Good Neighbours.

Our Impact

Our impact is reflected in the results from our beneficiary survey, which is conducted throughout the year. The survey measures our impact versus our vision, mission, and values.



100% of beneficiaries felt that we create a community where neighbours look out and care for each other. This was up from 89% in 2019/20.

I have many friends who you kindly look after in various ways, including myself. (Volunteer) *is very kind and thoughtful*

86% of beneficiaries felt that our services enabled them to live independently and to contribute to society. This was down from 88% in 2019/20. The remaining respondents answered 'maybe'.

Through the online Zoom classes, we are able to stay healthy and fit enough to not be so much of a burden on other kind people

86% of beneficiaries felt that our services helped them overcome isolation and loneliness. This was up from 85% in 2019/20.

Definitely, YES! (Volunteer) *organised, since the beginning of the virus in March, a coffee morning. She, with other neighbours, bought their own coffee and chairs and we had a delightful meeting on the pavement and me sitting on at the open front door.*

100% of beneficiaries would recommend FGN to someone else. This figure was the same as in 2019/20.

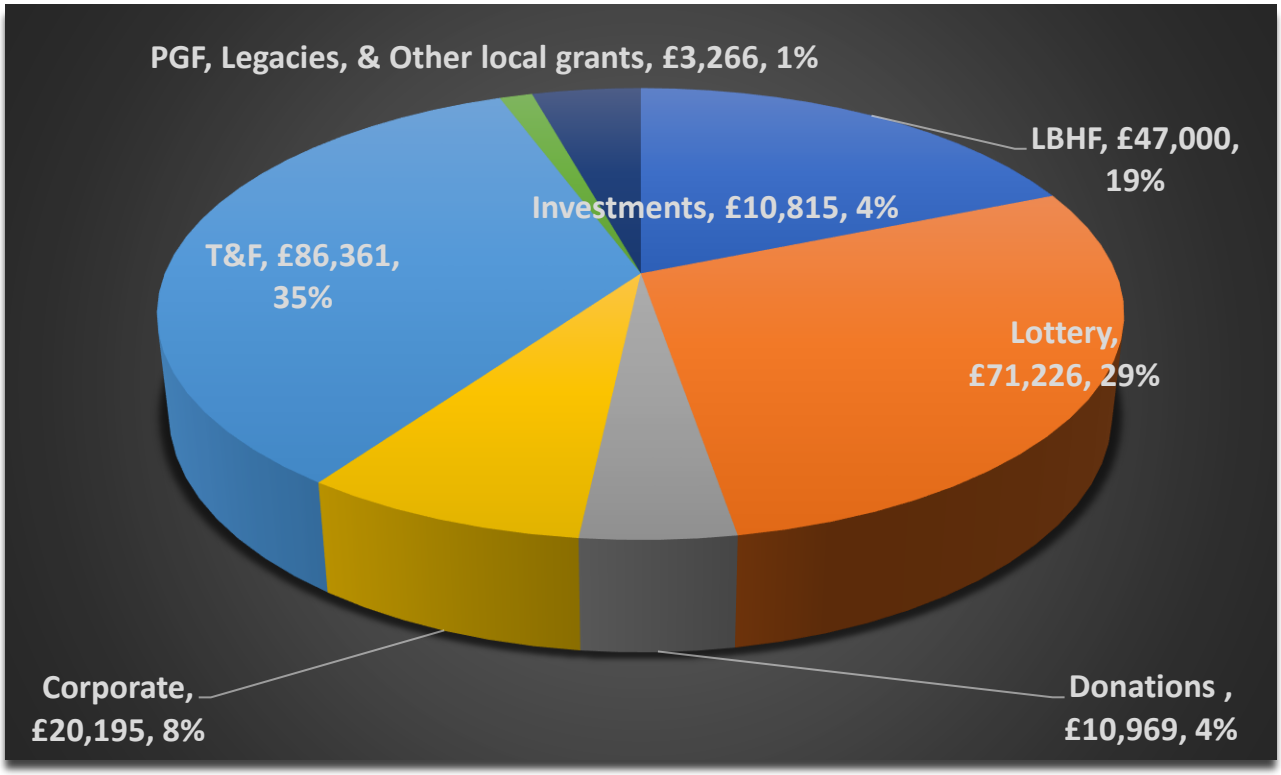
I think we are extremely lucky to know of such a fantastic charity

Financial review

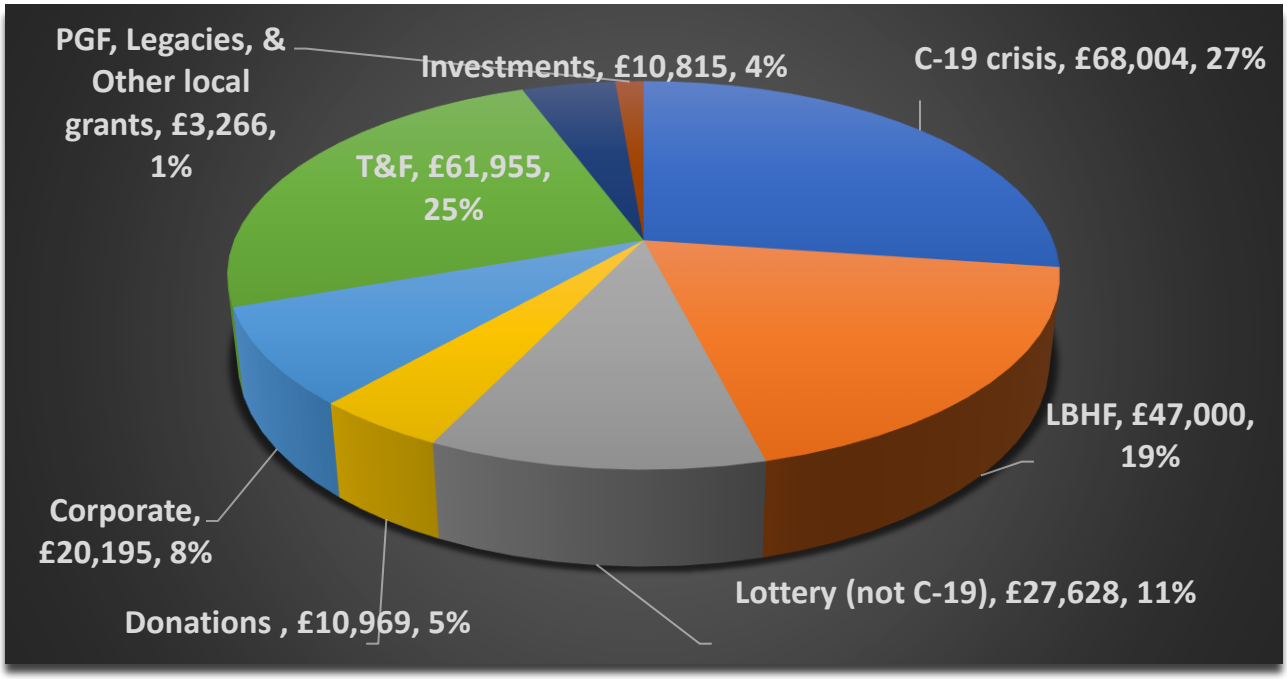
Fulham Good Neighbours Service ran at a surplus for the first year since Nina Dobosharevich's very generous 2015 legacy. We had run at a planned deficit for the preceding four years. The legacy funds continue to ensure delivery of a wider range of services than prior to their receipt. The remainder of these funds, alongside all additional legacy income, continues to be invested into an Expendable Endowment Fund so to secure the longer-term future of the charity.

Our biggest funder during the year was the *National Lottery Community Fund*, followed by the *London Borough of Hammersmith and Fulham*. The *Parsons Green Fair*, which had provided a significant proportion (14% in 2019/20) of our income in recent years, was unfortunately cancelled in 2020 due to the Coronavirus pandemic. We continue to fundraise via other income streams, which are largely made up of trusts and foundations. In addition, we continue to utilise income gained from investments, particularly our legacy income. We were fortunate in 2020 to take advantage of fundraising opportunities, which resulted from the Coronavirus pandemic.

The chart below demonstrates our income diversity for the year.



The second chart specifically identifies that 27% came from Coronavirus specific grants. This amounts to £68,004 which we will not have access to in 2021/22. We have a broad range of funders across various income streams; however, further diversification is important so to spread risk across a greater number of funders and types of funding. Setting income targets with realistic consideration for market trends is therefore essential.



Risk and Reserves Policy: To best manage potential risk to Fulham Good Neighbours Service, an Organisational Risk Register identifies potential risks to our Governance, Operations, Finance, and Compliance, alongside measures so to mitigate these risks.

As per our policy, free reserves should provide Fulham Good Neighbours Service with adequate financial stability and the means to meet our charitable objectives for the foreseeable future. As a minimum the trustees aim to maintain free reserves at an equivalent level to one year's operational expenditure with consideration for realistic funding streams.

The trustees believe that risks to the organisation and its property are adequately covered by its insurance and reserves. Our reserves are a mix of designated funds and free reserves. Those funds designated for a specific purpose are retained as such until that purpose is fulfilled. The trustees review the amount of free reserves that are required to ensure that they are adequate to fulfil the charity's continuing obligations on a bi-monthly basis.

Fulham Good Neighbours Service is a *Going Concern* for the foreseeable future.

Governance and management

Governing document: Fulham Good Neighbours Service is governed by *Memorandum and Articles of Association* signed on 15th November 2005. This provides that:

- With his or her consent, the Mayor of the *London Borough of Hammersmith and Fulham* is to be president of the charity; and
- There should be an elected Trustee Board including Chair, Vice Chair and Treasurer and up to seven other members.

For the purposes of charity law, the Trustee Board is the executive trustee body of Fulham Good Neighbours Service. The trustees and president perform non-executive roles and are regarded as custodian trustees.

Trustees: The board consists of not less than three and no more than ten persons elected by members of the company (Art.30.1). The members of the company are the trustees (Art.4.2). The board can appoint anyone to fill a vacancy in the membership of the board. They hold the office until the next annual general meeting (AGM) (Art.33.1). At each AGM after their election or appointment all trustees shall retire but all are eligible for re-election provided that no trustee may serve for a period of more than seven years without a period of a year out of office (Art.31.1).

The board of trustees meets nine times a year. At the AGM one third of trustees retire by rotation and are eligible for re-election. The board can also co-opt additional trustees during the year who hold office until the next AGM, when they may be reappointed. The board of trustees elects the Chair and Treasurer. When necessary, trustees are recruited through the media and specialist recruitment agencies.

All new trustees go through a recruitment and induction process and are selected with a view to ensuring that the board has an appropriate mix of skills and experience relevant to Fulham Good Neighbours Service strategic and operational requirements. Regular trustee skills audits help to identify any gaps in skills or experience.

On appointment, trustees complete a register of interests, and receive copies of the charity's accounts, *Memorandum & Articles of Association*, and major policies. Trustees are encouraged to take up volunteer roles in the charity's various projects and to participate in external training opportunities. All trustees require a DBS.

There are no specific restrictions placed on the trustees' powers of investment by the constitution.

Management: The charity has a flat management structure and actively promotes increased involvement of employees in the decision-making process. On a day-to-day basis, the charity is managed by a director.

Fulham Good Neighbours Service is an active member of *SOBUS* (community development agency for Hammersmith & Fulham) and sits on the steering group of its *Providers for Older People Services* forum.

Our Staff: Fulham Good Neighbours Service is accredited with the *London Healthy Workplace Scheme* reflecting our dedication to the wellbeing of our staff. We aim to recruit and retain high calibre individuals who not only contribute to the achievement of the charity's aims and objectives but also understand and support the ethos and culture of the organisation.

All staff members undergo training in Adult Safeguarding, Dementia Awareness, First Aid, Health & Safety and Prevent Awareness. Further training is offered depending on the role and interests.

The staff team for 2020/2021 included:
Barney Valentine - part-time Gardening Project Co-ordinator. Barney joined us in March 2019.
Jacqueline Davies - part-time Finance and Parsons Green Fair Administrator. Jac joined us in June 2017.
Jamie Hilton - full time Director. Jamie joined us in April 2020.
Lucia Ciolanel - full- time Digital Inclusion and Adopt a Garden Project Co-ordinator. Lucia joined us in April 2018.
Monique Newton - part-time Fulham Sunday Afternoon Tea Co-ordinator. Monique joined us in February 2018.
Ruth George - part-time Volunteer Co-ordinator. Ruth joined us in February 1992.
Stephen Fay - part-time Decorating Project Co-ordinator. Stephen joined us in August 2017.

Pay: Fulham Good Neighbours Service follows the *National Joint Council* (NJC) for Local Government Services pay scales. Rates of pay are uplifted in line with any changes made to the NJC.

Environmental Responsibility: Fulham Good Neighbours Service recognises our environmental obligations. We have taken the following measures over the last year:

- Environmentally conscious travel:
  - We use an electric van (with our own charging point) for project delivery.
  - We promote environmentally friendly commuting with our bike stand and *Cycle to Work* scheme.
  - Our *Food to the Door* project is now delivered by bike.
- Environmentally conscious energy consumption and products:
  - We use renewable (non-nuclear) electricity and gas, and all our appliances are at least A rated and lights are energy efficient LED lights.
  - We have applied for planning permission for solar panel installation at Rosaline Hall so to reduce our carbon footprint.
  - We use environmentally friendly cleaning products and Fairtrade food products.
- Environmentally conscious project delivery:
  - We have partnered with *The Smile Brigade*, *City Harvest* and *The Felix Project* to reduce food waste by utilising donated food for activity at Rosaline Hall.
  - We have scheduled talks with the Climate Change department at LBHF for our *Lunch Clubs*.
  - We are purchasing a shredder to reduce need for black bin bags and so to provide mulch to local gardens.

Statement on Public Benefit: The trustees are confident that Fulham Good Neighbours Service work meets all criteria outlined in *The Charity Commission's* guidance on public benefit.

Reference and administrative details

Registered Company number
05639340 (England and Wales)

Registered Charity number
1113752

Registered office
70 Rosaline Road
Fulham
London
SW6 7QT

Trustees
Mr R J E Fryer Chair
Ms S M O'Neill Vice-Chair
Mr N A Outred Honorary Treasurer
Ms L E Payne
Ms K A Payne
Ms A N Sansom
Ms J H Whittle
Ms A Peyton
Ms A D Meakin

Independent Examiner
Nordens
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY

Approved by order of the board of trustees on 28/9/2021 and signed on its behalf by:

.....
Mr N A Outred - Trustee

Independent examiner's report to the trustees of Fulham Good Neighbours Service ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
the accounts do not accord with those records; or

the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Lorraine Curtis ACA BFP FCCA
Nordens
The Retreat
406 Roding Lane South
Woodford Green
Essex
IG8 8EY

Date: 28/09/2021

Fulham Good Neighbours Service

Statement of Financial Activities
for the Year Ended 31st March 2021

	Notes	Unrestricted funds £	Restricted fund £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		**9,984**	**-**	**9,984**	15,624
Investment income	2	**11,454**	**-**	**11,454**	15,128
Other income		**15,244**	**206,183**	**221,427**	176,465
Total		**36,682**	**206,183**	**242,865**	207,217
EXPENDITURE ON					
Raising funds	3	**-**	**-**	**-**	11,711
Charitable activities					
general		**(124)**	**208,808**	**208,684**	233,075
Total		**(124)**	**208,808**	**208,684**	244,786
NET INCOME/(EXPENDITURE)		**36,806**	**(2,625)**	**34,181**	(37,569)
Other recognised gains/(losses)					
Gains on revaluation of fixed assets		**-**	**-**	**-**	379,446
Net movement in funds		**36,806**	**(2,625)**	**34,181**	341,877
RECONCILIATION OF FUNDS					
Total funds brought forward		**1,300,752**	**66,825**	**1,367,577**	1,025,700
TOTAL FUNDS CARRIED FORWARD		**1,337,558**	**64,200**	**1,401,758**	1,367,577

Fulham Good Neighbours Service

Balance Sheet
31st March 2021

	Notes	Unrestricted funds £	Restricted fund £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS					
Tangible assets	7	**873,364**	**7,875**	**881,239**	888,103
Investments	8	**413,386**	**56,325**	**469,711**	469,711
		1,286,750	**64,200**	**1,350,950**	1,357,814
CURRENT ASSETS					
Debtors	9	**12,561**	**-**	**12,561**	14,311
Cash at bank and in hand		**75,982**	**-**	**75,982**	43,603
		88,543	**-**	**88,543**	57,914
CREDITORS					
Amounts falling due within one year	10	**(37,735)**	**-**	**(37,735)**	(48,151)
NET CURRENT ASSETS		**50,808**	**-**	**50,808**	9,763
TOTAL ASSETS LESS CURRENT LIABILITIES		**1,337,558**	**64,200**	**1,401,758**	1,367,577
NET ASSETS		**1,337,558**	**64,200**	**1,401,758**	1,367,577
FUNDS	11				
Unrestricted funds				**1,337,558**	1,300,752
Restricted funds				**64,200**	66,825
TOTAL FUNDS				**1,401,758**	1,367,577

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 28/9/2021 and were signed on its behalf by:

.....
Mr R J E Fryer - Trustee

.....
Mr N A Outred - Trustee

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Cash donations, gifts, legacies and collections are treated as income in the year in which they are received. Income from special events and for specific purposes are included in the income and expenditure account in the year the event takes place or the purpose is undertaken.

Income from investments and covenanted income including, where appropriate, imputed tax credits are accounted for on a receivable basis.

Voluntary help is not included in the financial statements.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Fixed assets, other than office premises, are stated at cost less provision for depreciation at 25% per annum on cost.

Freehold property, which represents the Charity's office premises, is stated at cost in accordance with the Statement of Recommended Practice. The freehold property is not depreciated as the revaluation model has been used. Instead, the cost of repairs is charged to the Income and Expenditure Account in the year in which it is occurred.
The trustees intend to retain the property. It was last valued on 21st March 2006 and an independent revaluation will be conducted during the course of the financial year 2019-2020.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Restricted funds
Where a donor has specified a particular purpose for a grant or donation, the income is shown as restricted income in the Statement of Financial Activities. Any such income unexpended at the year-end is shown as a restricted fund in the balance sheet. Where grants are received to fund capital expenditure, the assets acquired, after any depreciation, are shown as an expendable endowment fund.

1. ACCOUNTING POLICIES - continued

Fund accounting
Designated funds
Where funds held for general purposes are allocated by the trustees for specific future uses, they are transferred to a designated fund. Expenditure for the purposes specified is deducted from those funds and the unexpended balance is shown as part of unrestricted funds in the balance sheet. If the trustees decide that such funds are no longer needed for the purposes specified, the balance of the fund is transferred to general unrestricted funds.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. INVESTMENT INCOME

	31.3.21 £	31.3.20 £
Deposit account interest	-	54
M&G investments	**11,454**	12,524
National Savings income bonds	-	2,550
	11,454	15,128

3. RAISING FUNDS

Raising donations and legacies

	31.3.21 £	31.3.20 £
Support costs	-	-

Support costs on raising donations and legacies represents fundraising expenses incurred during the year and 20% of the Directors salary, which includes Employers National Insurance and pension costs. There have been no support costs incurred for the year ended 31 March 2021 nor for the year ended 31 March 2020.

4. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.21 £	31.3.20 £
Independent Examiners fees	**1,800**	132
Depreciation - owned assets	**9,374**	9,459

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

6. STAFF COSTS

The average monthly number of employees during the year was as follows:

	31.3.21	31.3.20
Full-time	**2**	2
Part-time	**5**	5
	7	7

No employees received emoluments in excess of £60,000.

7. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
COST					
At 1 April 2020	**850,000**	**33,810**	**18,669**	**12,627**	**915,106**
Additions	**-**	**-**	**-**	**2,510**	**2,510**
At 31 March 2021	**850,000**	**33,810**	**18,669**	**15,137**	**917,616**
DEPRECIATION					
At 1 April 2020	**-**	**11,790**	**7,126**	**8,087**	**27,003**
Charge for year	**-**	**5,505**	**2,886**	**983**	**9,374**
At 31 March 2021	**-**	**17,295**	**10,012**	**9,070**	**36,377**
NET BOOK VALUE					
At 31 March 2021	**850,000**	**16,515**	**8,657**	**6,067**	**881,239**
At 31 March 2020	850,000	22,020	11,543	4,540	888,103

8. FIXED ASSET INVESTMENTS

	Listed investments £	Unlisted investments £	Totals £
MARKET VALUE			
At 1 April 2020 and 31 March 2021	**219,711**	**250,000**	**469,711**
NET BOOK VALUE			
At 31 March 2021	**219,711**	**250,000**	**469,711**
At 31 March 2020	219,711	250,000	469,711

There were no investment assets outside the UK.

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Other debtors	**12,561**	12,765
Prepayments and accrued income	**-**	1,546
	12,561	14,311

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Accruals and deferred income	**37,735**	48,151

11. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	**450,752**	**36,806**	**487,558**
Property revaluation fund	**850,000**	**-**	**850,000**
	1,300,752	**36,806**	**1,337,558**
Restricted funds			
General	**66,825**	**(2,625)**	**64,200**
TOTAL FUNDS	**1,367,577**	**34,181**	**1,401,758**

11. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	**36,682**	**124**	**36,806**
Property revaluation fund	**-**	**-**	**-**
Restricted funds			
General	**206,183**	**(208,808)**	**(2,625)**
TOTAL FUNDS	**242,865**	**(208,864)**	**34,181**

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	541,146	(34,069)	(56,325)	450,752
Property revaluation fund	470,554	379,446	-	850,000
	1,011,700	345,377	(56,325)	1,300,752
Restricted funds				
General	14,000	(3,500)	56,325	66,825
TOTAL FUNDS	1,025,700	341,877	-	1,367,577

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	134,094	(168,163)	-	(34,069)
Property revaluation fund	-	-	379,446	376,446
	134,094	(168,163)	379,446	345,377
Restricted funds				
General	73,123	(76,623)	-	(3,500)
TOTAL FUNDS	207,217	(244,786)	379,446	341,877

11. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	541,146	2,737	(56,325)	487,558
Property revaluation fund	470,554	379,446	-	850,000
	1,011,700	382,183	(56,325)	1,337,558
Restricted funds				
General	14,000	(6,125)	56,325	64,200
TOTAL FUNDS	1,025,700	376,058	-	1,401,758

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	170,777	(168,040)	-	2,737
Property revaluation fund	-	-	379,446	379,446
	170,177	(168,040)	379,446	382,183
Restricted funds				
General	279,305	(285,430)	-	(6,125)
TOTAL FUNDS	450,082	(453,470)	379,446	376,058

12. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

13. RESTRICTED FUNDS BREAKDOWN

	Brought Forward £	Incoming Resources £	Outgoing Resources £	Carried Forward £
Albert Hunt trust	-	1,000	(1,000)	-
City Bridge Trust	-	10,000	(10,000)	-
Co-Op Community Fund	-	3,786	(3,786)	-
Daisy Trust	-	1,000	(1,000)	-
Edward Gosling Foundation	-	5,000	(5,000)	-
Expat Foundation	-	9,500	(9,500)	
Florence Cohen Charitable Trust	10,500	5,000	(7,625)	7,875
Green Hall Foundation	-	2,000	(2,000)	-
LBHF Third Sector Grant	-	45,000	(45,000)	-
London Community Foundation	-	14,406	(14,406)	-
Marston Properties	-	4,000	(4,000)	-
National Lottery Community Fund	-	12,600	(12,6000)	-
National Lottery Community Fund COVID response	-	43,598	(43,598)	-
National Lottery Community Fund Awards for All	-	9,237	(9,237)	-
People's Postcode Trust	-	20,000	(20,000)	-
Screwfix Foundation	-	5,000	(5,000)	-
Tesco Bags of Help	-	1,000	(1,000)	-
The Innholders	-	1,000	(1,000)	-
Anonymous funder	-	2,000	(2,000)	-
United in Hammersmith	-	1,000	(1,000)	-
Vitol Foundation	-	4,055	(4,055)	-
Anonymous funder	-	5,000	(5,000)	-
William Allen Young Charitable Trust	-	1,000	(1,000)	-
Total	**10,500**	**206,183**	**(208,808)**	**7,875**

The carried forward amount represents the van purchased during the year and held in fixed assets. This is being depreciated in accordance with the accounting policies set out on page 14.

Fulham Good Neighbours Service

Detailed Statement of Financial Activities
For the Year Ended 31st March 2021

INCOME AND ENDOWMENTS	31.3.21 £	31.3.20 £
Donations and legacies		
Gifts	**2**	2
Donations	**2,557**	7,351
Gift aid	**1,127**	1,005
Waitrose Community Matters	**3,077**	2,641
Innholders	**1,000**	-
Supporter's Scheme Donations	**1,054**	-
Vitol Foundation	**4,055**	-
All Saints Fulham	**1,100**	1,000
Gardening Donations	**1,329**	2,997
Decorating Donations	**130**	628
Deposit account interest	**-**	54
M&G investments	**11,454**	12,524
National Savings income bonds	**-**	2,550
LBHF Third Sector Investment Fund	**45,000**	45,000
Other income	**1,100**	4,850
Daisy Trust	**1,000**	1,000
LBHF Mental Health	**2,000**	3,000
Parson Green Fair	**1,006**	28,331
The William Allen Young Trust	**1,000**	1,000
Florence Cohen Charitable Trust	**5,000**	6,000
Co-Op Community Fund	**3,786**	7,698
London Marathon Charitable Trust	**-**	9,000
Peoples Postcode Trust	**20,000**	-
National Lottery Community Fund	**70,236**	17,799
LBHF Silver Sunday	**-**	625
Tesco Bags of Help	**1,000**	2,000
United in Hammersmith & Fulham	**1,000**	-
Expat Foundation	**9,500**	9,500
Sir Jules Thorn Trust	**-**	750
The Edward Gosling Foundation	**5,000**	5,000
The Albert Hunt Trust	**1,000**	1,000
Yorkshire Building Society	**-**	2,000
City Bridge Trust	**10,000**	22,912
Charles Hayward Foundation	**-**	3,000
The Morgan Charitable Foundation	**-**	1,000
The Worshipful Company of Grocers	**-**	5,000
Endowment Fund Investment	**1,350**	-
London Community Foundation	**14,406**	-
Sponsored Events & On-Line Donations	**4,495**	-
Green Hall Foundation	**2,000**	-
Anonymous Donations	**7,000**	-
Marston Properties	**4,000**	-
Screwfix Foundation	**5,000**	-
Adopt A Garden Donations	**5**	-
Good Neighbours Scheme Donation	**97**	-
Total incoming resources	**242,866**	207,217

Fulham Good Neighbours Service

Detailed Statement of Financial Activities
For the Year Ended 31st March 2021

	31.3.21 £	31.3.20 £
EXPENDITURE		
Support costs		
Management		
Wages	**154,769**	156,296
Pensions	**12,576**	7,397
Rates and water	**5,207**	5,291
Insurance	**1,205**	924
Postage and stationery	**593**	1,914
Sundries	**2,977**	3,717
Computer expenses	**1,904**	4,017
Staff expenses, training and recruitment	**2,804**	5,128
Volunteering expenses	**295**	1,864
Cleaning	**413**	1,510
Repairs and maintenance	**1,066**	16,140
Publicity	**396**	1,916
Social clubs	**9,454**	10,002
Fundraising	**-**	325
AGM & hospitality	**-**	785
Van expenses	**2,155**	2,276
PGF Supplies	**471**	13,713
Digital Inclusion (Expenditure)	**147**	-
Good Neighbours Scheme	**810**	-
Food to the Door	**96**	-
Fixtures and fittings depreciation	**2,880**	4,493
Motor vehicles depreciation	**5,511**	3,848
Computer equipment depreciation	**982**	1,120
	206,712	242,676
Finance		
Bank charges	**138**	120
Governance costs		
Auditors' remuneration	**1,800**	132
Legal fees	**35**	1,858
	1,835	1,990
Total resources expended	**208,384**	244,786
Net income/(expenditure)	**34,482**	(37,569)