

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*.

¹Age 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

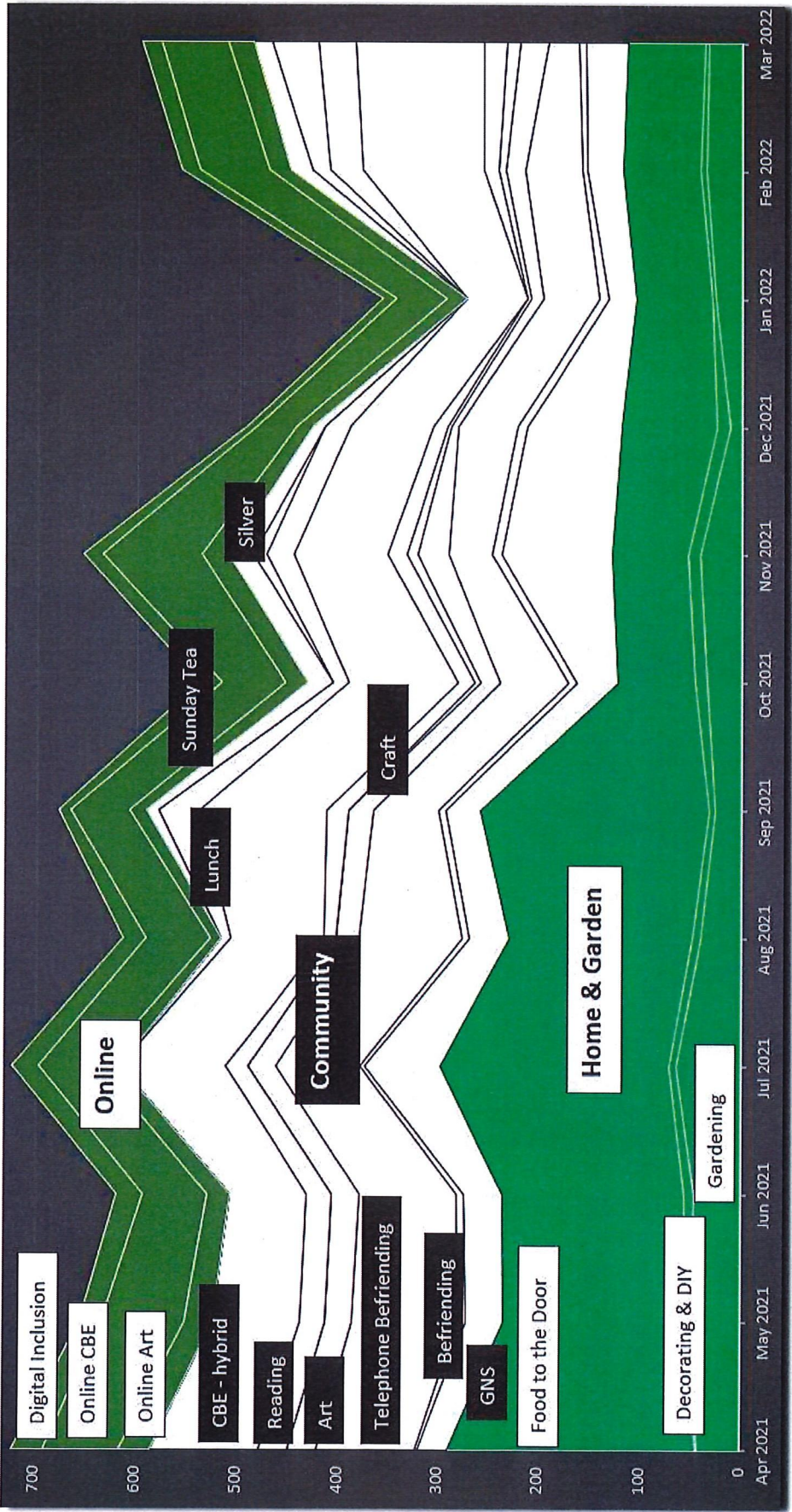
Support Online via:

- [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 beneficiaries³. 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.

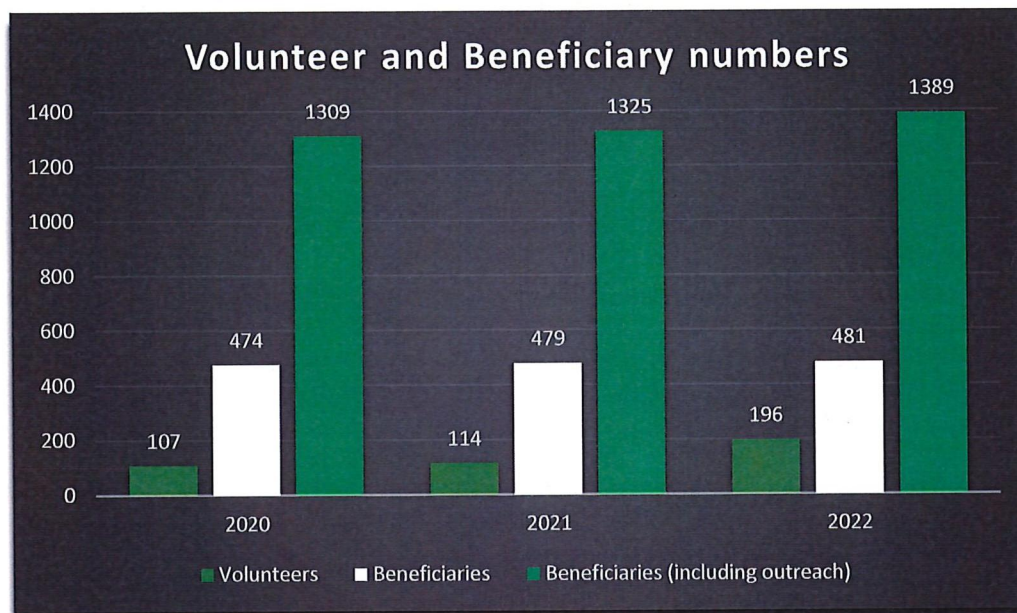


³ Please note that the vertical axis indicates the numbers of tasks or attendances that were completed each month, as opposed to the individual beneficiaries that were supported.

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 *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

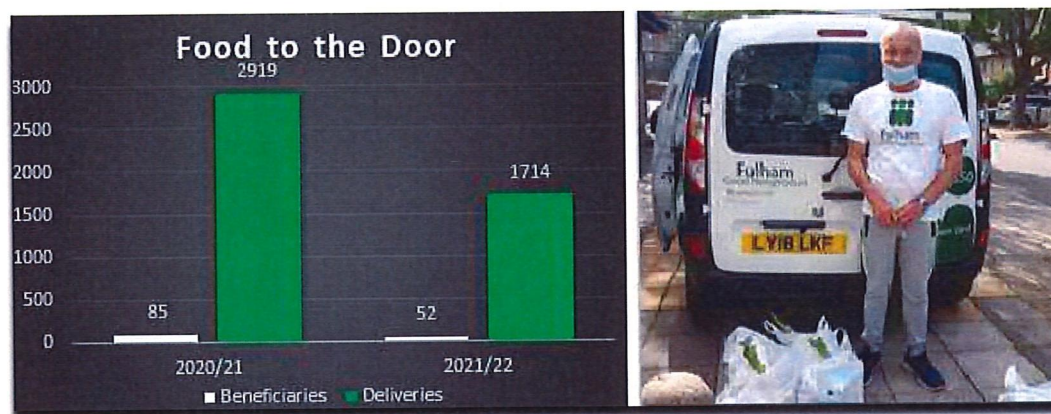


Our work in 2021/22: We offered the following projects for the benefit of older and disabled people living in Fulham.

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*.

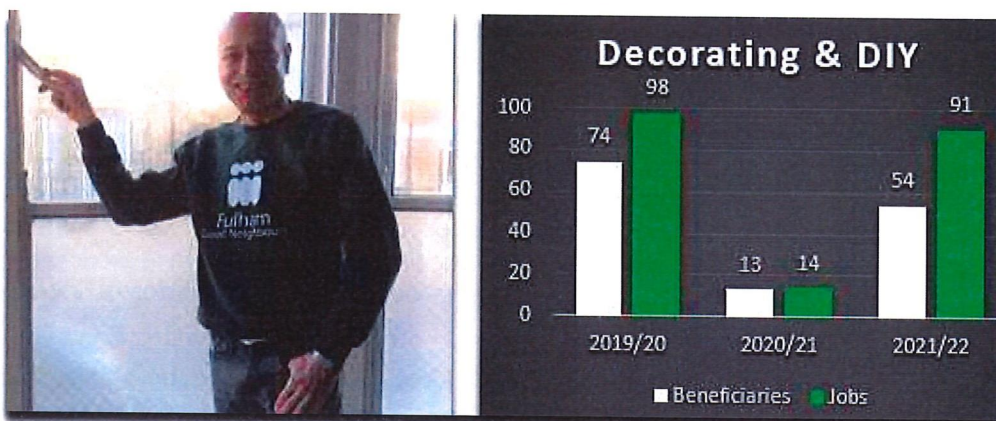
As we moved further from the height of the pandemic, *The Smile Brigade*, devised an exit strategy to scale down delivery. This will ultimately see *The Smile Brigade* shift to an alternative delivery model later in 2022 and the end of the *Food to the Door* project. At the same time, we have now returned *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 volunteers⁴ 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.

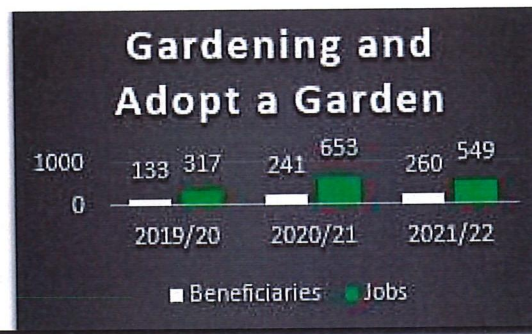
The year also saw Barney launch an income generating element to the project, so to meet demand from those who *can afford to pay*. This income enabled the purchase of equipment to enable the on-site composting of all garden waste.

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*.



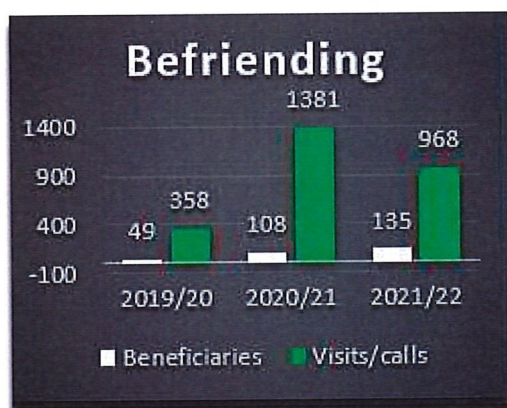
Adopt a Garden: The number of gardening tasks, which we completed was bolstered enormously by a third successful year for the *Adopt a Garden* project in partnership with *Nubian Life*. The project matches local volunteers with beneficiaries, providing both befriending and garden support.

*...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.

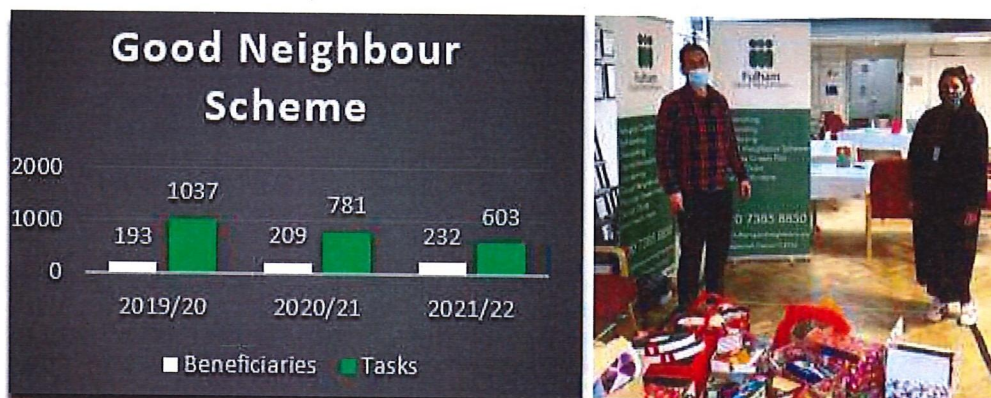
Support in the Community

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 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



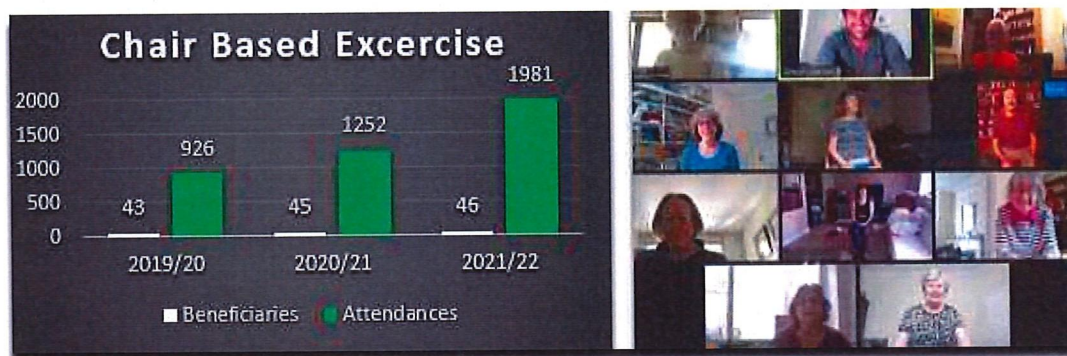
New *Silver Clubs* at *The Rylston* and *Kennedy's* were launched, while we returned to the *White Horse* and *Lillie Langtry*. *Wednesday Lunch Club* combined with our *Carers Club* and

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.

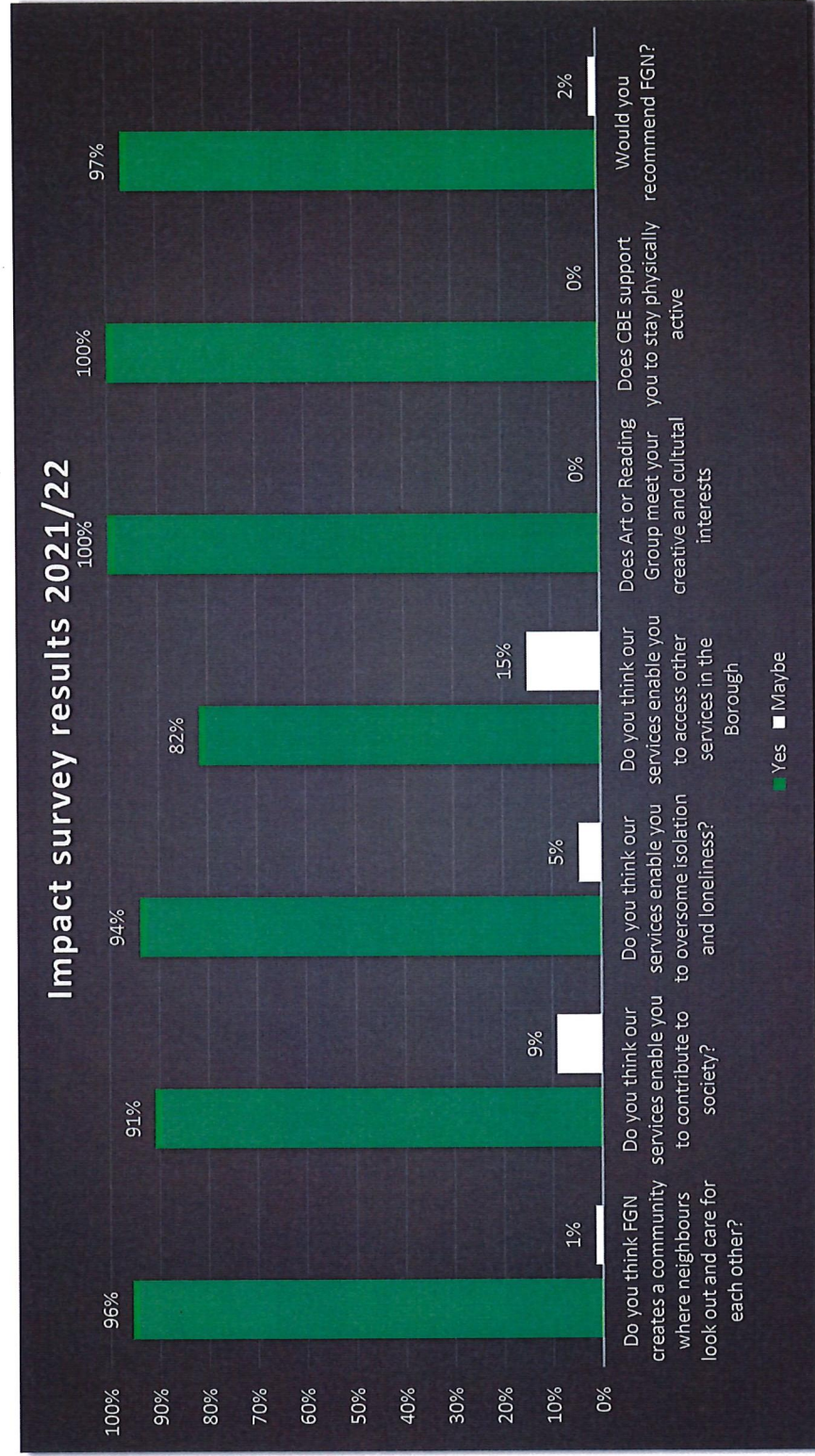
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I must also thank you for my exercise classes with Simon which are so beneficial and keep me up and running!

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.



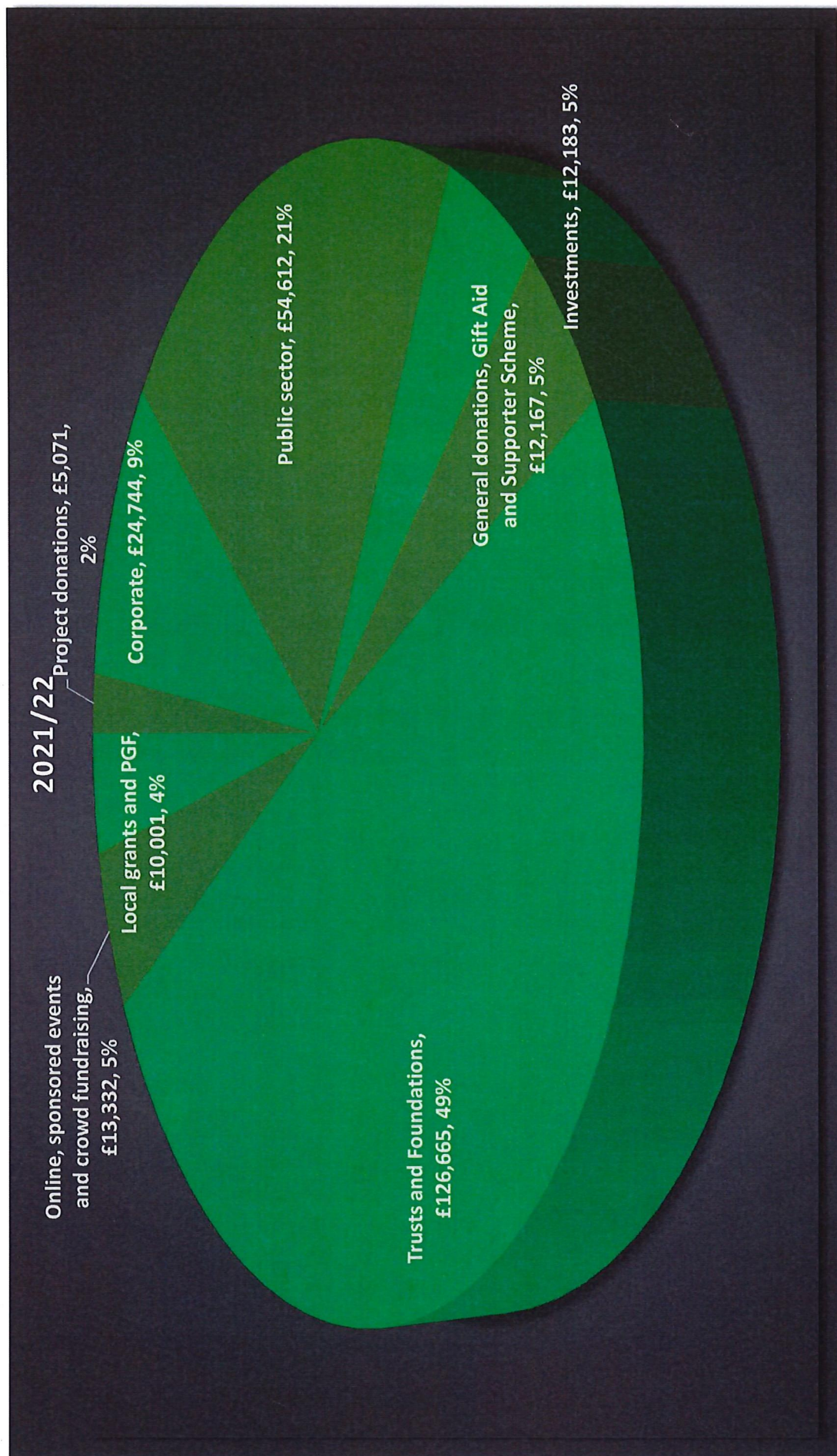
Financial review

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.

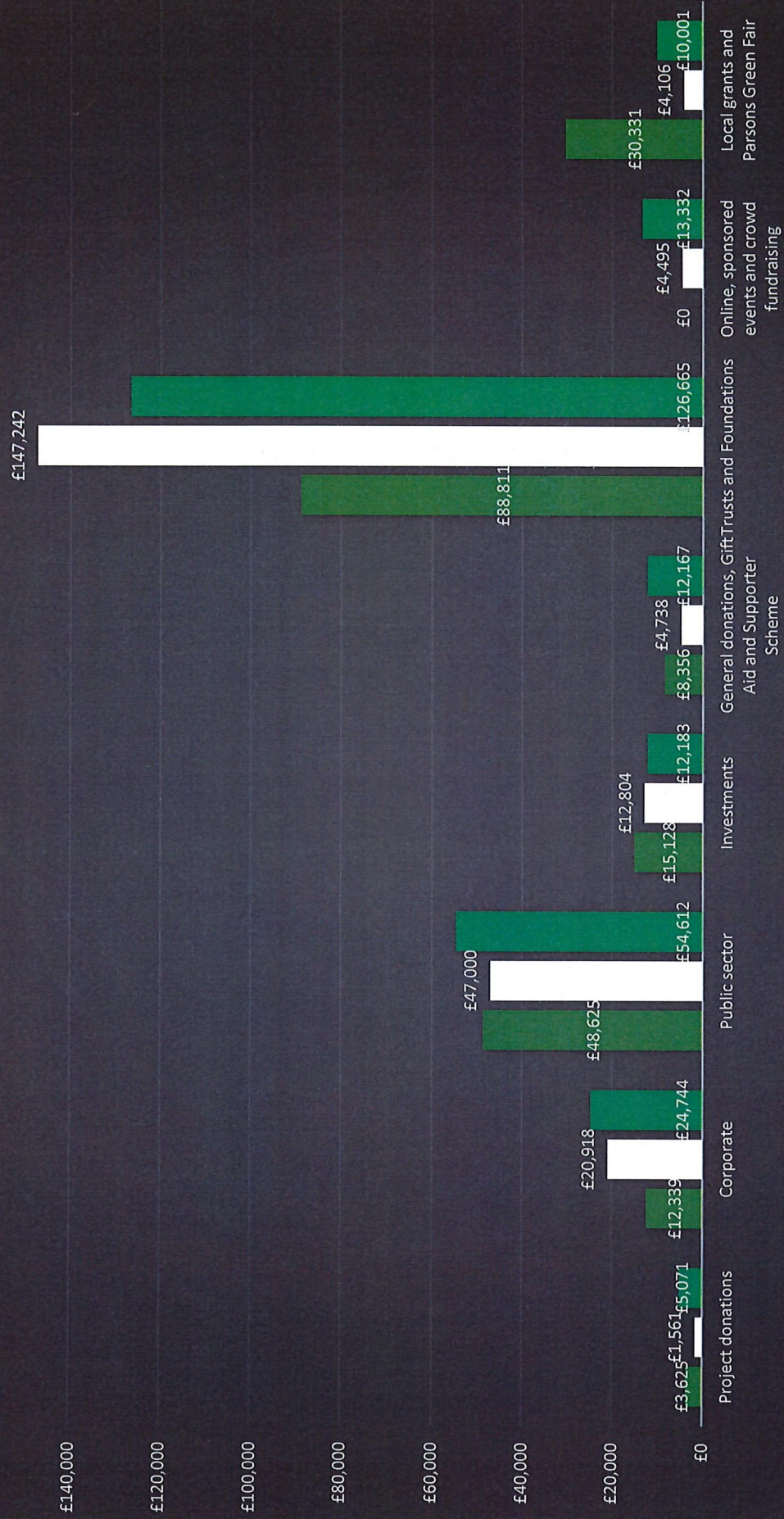
Despite fundraising successes, we also faced challenges to generating income. The *Parsons Green Fair*, which had provided a significant proportion (14% in 2019/20) of our income in recent years, was unfortunately cancelled for a second consecutive year due to the Coronavirus pandemic. We also sought 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



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

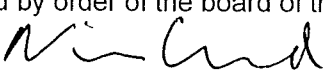
Registered office
70 Rosaline Road
Fulham
London
SW6 7QT

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 on1/11/22..... 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.

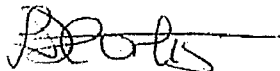
Independent examiner's statement

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		<u>10,842</u>	<u>222,606</u>	<u>233,448</u>	<u>221,427</u>
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		<u>833</u>	<u>-</u>	<u>833</u>	<u>-</u>
NET INCOME/(EXPENDITURE)		21,760	1,969	19,791	34,181
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>1,337,558</u>	<u>64,200</u>	<u>1,401,758</u>	<u>1,367,577</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>1,359,318</u></u>	<u><u>62,231</u></u>	<u><u>1,421,549</u></u>	<u><u>1,401,758</u></u>

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	<u>412,554</u>	<u>56,325</u>	<u>468,879</u>	<u>469,711</u>
		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		<u>79,413</u>	<u>-</u>	<u>79,413</u>	<u>75,982</u>
		116,087	-	116,087	88,543
CREDITORS					
Amounts falling due within one year	9	40,199	-	40,199	37,735
		<u>75,888</u>	<u>-</u>	<u>75,888</u>	<u>50,808</u>
NET CURRENT ASSETS					
		<u>75,888</u>	<u>-</u>	<u>75,888</u>	<u>50,808</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>1,359,318</u>	<u>62,231</u>	<u>1,421,549</u>	<u>1,401,758</u>
NET ASSETS		<u>1,359,318</u>	<u>62,231</u>	<u>1,421,549</u>	<u>1,401,758</u>
FUNDS	10				
Unrestricted funds				1,359,318	1,337,558
Restricted funds				<u>62,231</u>	<u>64,200</u>
TOTAL FUNDS				<u>1,421,549</u>	<u>1,401,758</u>

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	<u>11,373</u>	<u>11,454</u>

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	<u>7,885</u>	<u>9,374</u>

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
	<u>7</u>	<u>7</u>

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	<u>850,000</u>	<u>37,387</u>	<u>18,669</u>	<u>15,137</u>	<u>921,193</u>
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	-	<u>21,917</u>	<u>12,357</u>	<u>10,137</u>	<u>44,411</u>
NET BOOK VALUE					
At 31 March 2022	<u>850,000</u>	<u>12,042</u>	<u>6,312</u>	<u>5,000</u>	<u>876,782</u>
At 31 March 2021	<u>850,000</u>	<u>16,515</u>	<u>8,657</u>	<u>6,067</u>	<u>881,239</u>

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	<u>218,879</u>	<u>250,000</u>	<u>468,879</u>
NET BOOK VALUE			
At 31 March 2022	<u>218,879</u>	<u>250,000</u>	<u>468,879</u>
At 31 March 2021	<u>219,711</u>	<u>250,000</u>	<u>469,711</u>

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	<u>218,879</u>	<u>250,000</u>	<u>468,879</u>

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22 £	31.3.21 £
Other debtors	<u>36,674</u>	<u>12,561</u>

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22 £	31.3.21 £
Accruals and deferred income	<u>40,199</u>	<u>37,735</u>

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
	<u>1,337,558</u>	<u>21,760</u>	<u>1,359,318</u>
Restricted funds			
General	64,200	1,969	62,231
	<u>64,200</u>	<u>1,969</u>	<u>62,231</u>
TOTAL FUNDS	<u>1,401,758</u>	<u>19,791</u>	<u>1,421,549</u>

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	<u>255,153</u>	<u>234,529</u>	<u>833</u>	<u>19,791</u>

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	<u>1,367,577</u>	<u>34,181</u>	<u>1,401,758</u>

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	<u>242,865</u>	<u>208,684</u>	<u>34,181</u>

Notes to the Financial Statements - continued
For the Year Ended 31st March 2022

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	<u>1,367,577</u>	<u>53,972</u>	<u>1,421,549</u>

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	<u>498,018</u>	<u>443,213</u>	<u>833</u>	<u>53,972</u>

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.

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

	31.3.22 £	31.3.21 £
INCOME AND ENDOWMENTS		
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