



**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**



**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.

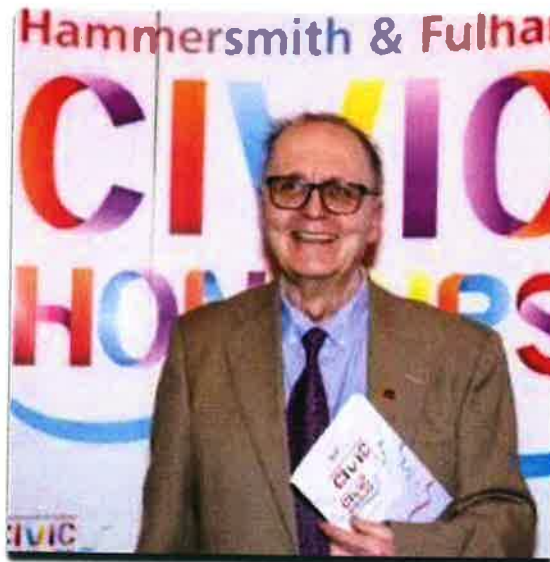
*Digital Inclusion Drop-in* commenced early in 2023/24 enabling us to broaden our digital support to beneficiaries, while continuing to provide one-to-one support, device loan and data bundles. The *Drop-in* was the invention of our *Digital Inclusion & Communications Coordinator*, Rubab Butt, and has 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)<sup>1</sup> 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.

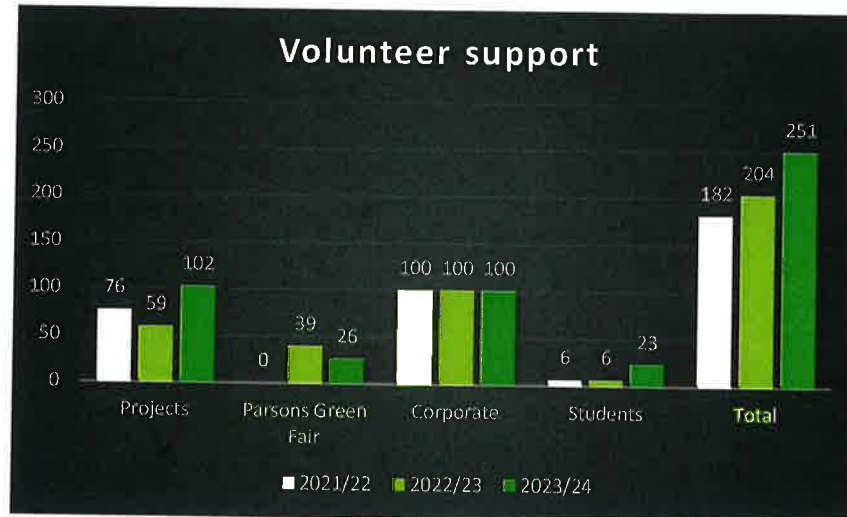
We continue to take affirmative action on disability. As per the local Disabled People's Commission<sup>2</sup> we will ensure that there is 'nothing about disabled people without disabled people'. This continues to be an area for development, which we are doing in consultation with Action on Disability.

### **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.

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<sup>1</sup>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<sup>3</sup>, • 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.

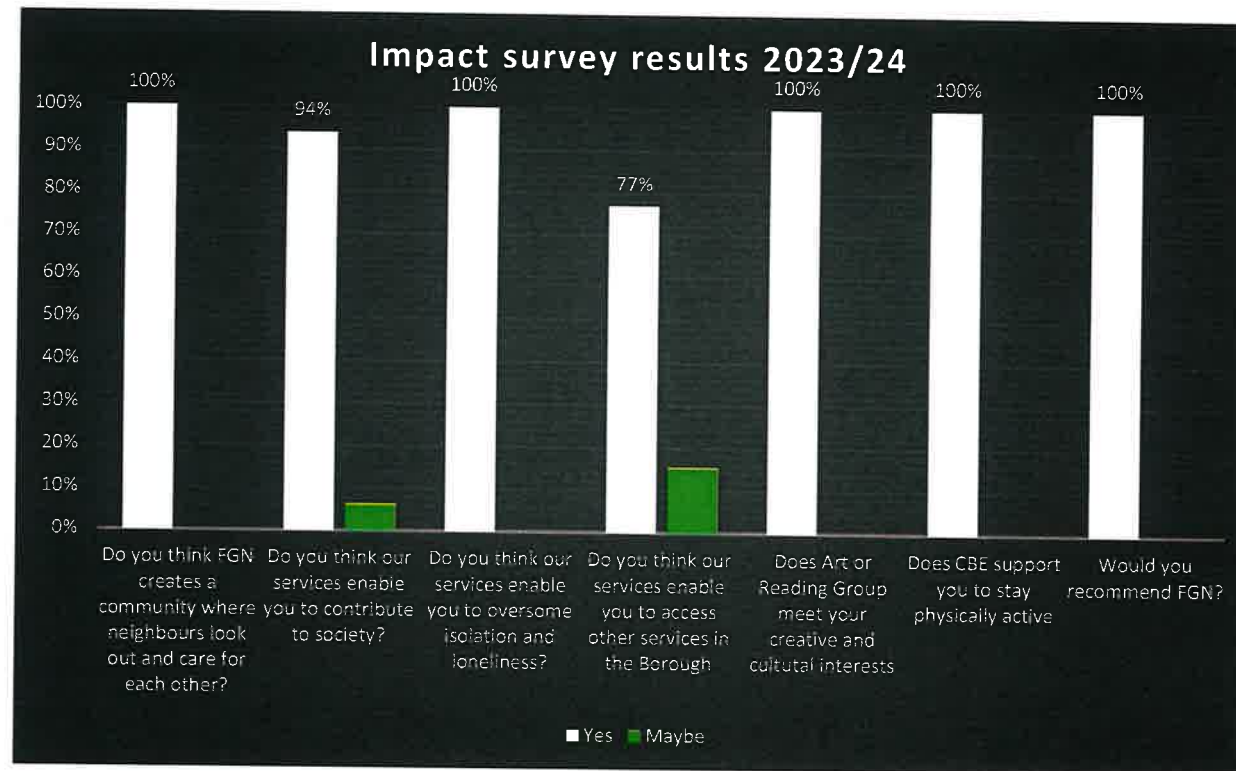
***She is wonderful and is so supportive. I really look forward to her visits and all of the help she gives me, for example teaching me about IT. I also really wanted to say thank you to her for the help and support she gave me on Friday when I had an epilepsy fit during her visit.***

*Digital Inclusion beneficiary*



### Our Impact

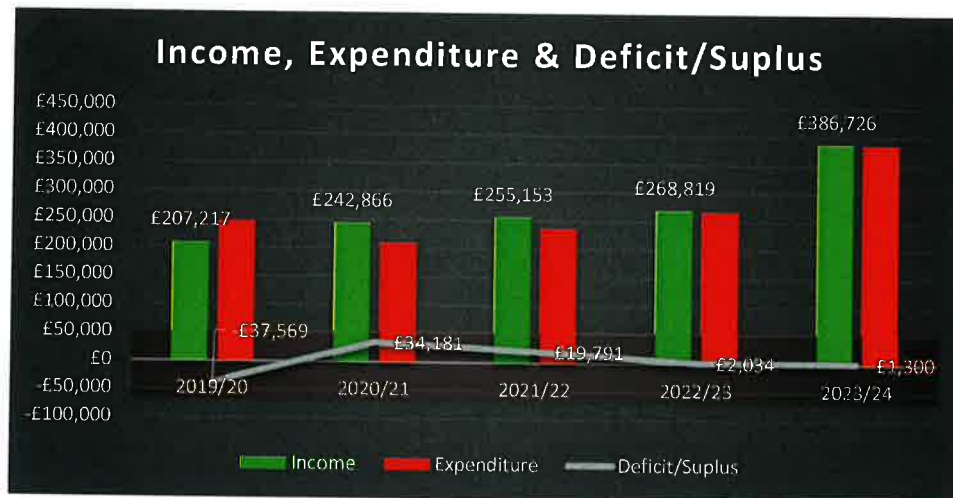
Our impact is reflected in the results from our beneficiary survey, which is conducted throughout the year. The survey measures our impact versus our vision, mission, and values.



### Financial review

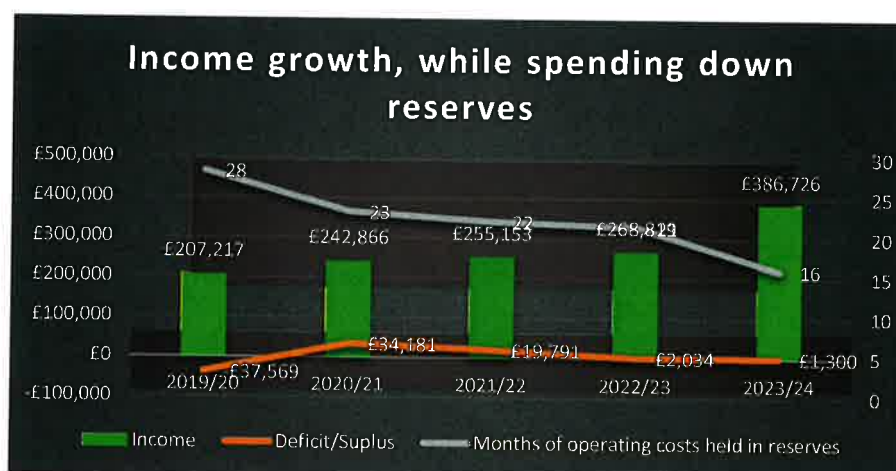
Fulham Good Neighbour Service ran at a surplus for a fourth consecutive year. We had run at a planned deficit for the preceding four years following Nina Dobosharevich's very generous 2015 legacy. The legacy funds continue to ensure delivery of a wider range of services than prior to their receipt. The 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.

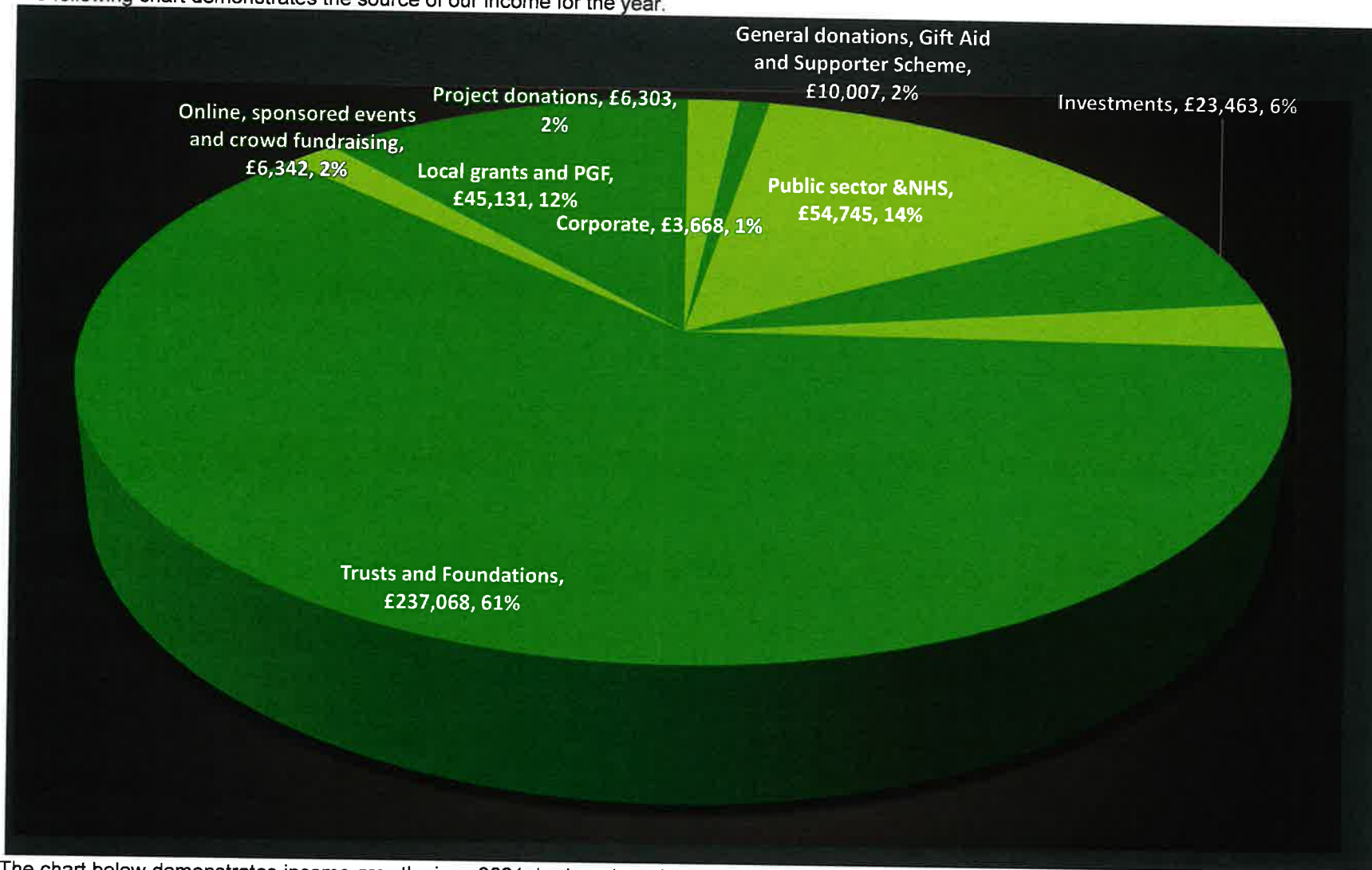


Following the injection of funds into the sector at the start of the Covid pandemic in 2020, we secured a strong surplus. However, so to deliver more activity for our beneficiaries and spend down our reserves, we have reduced our annual surplus over time as illustrated by the graph above.

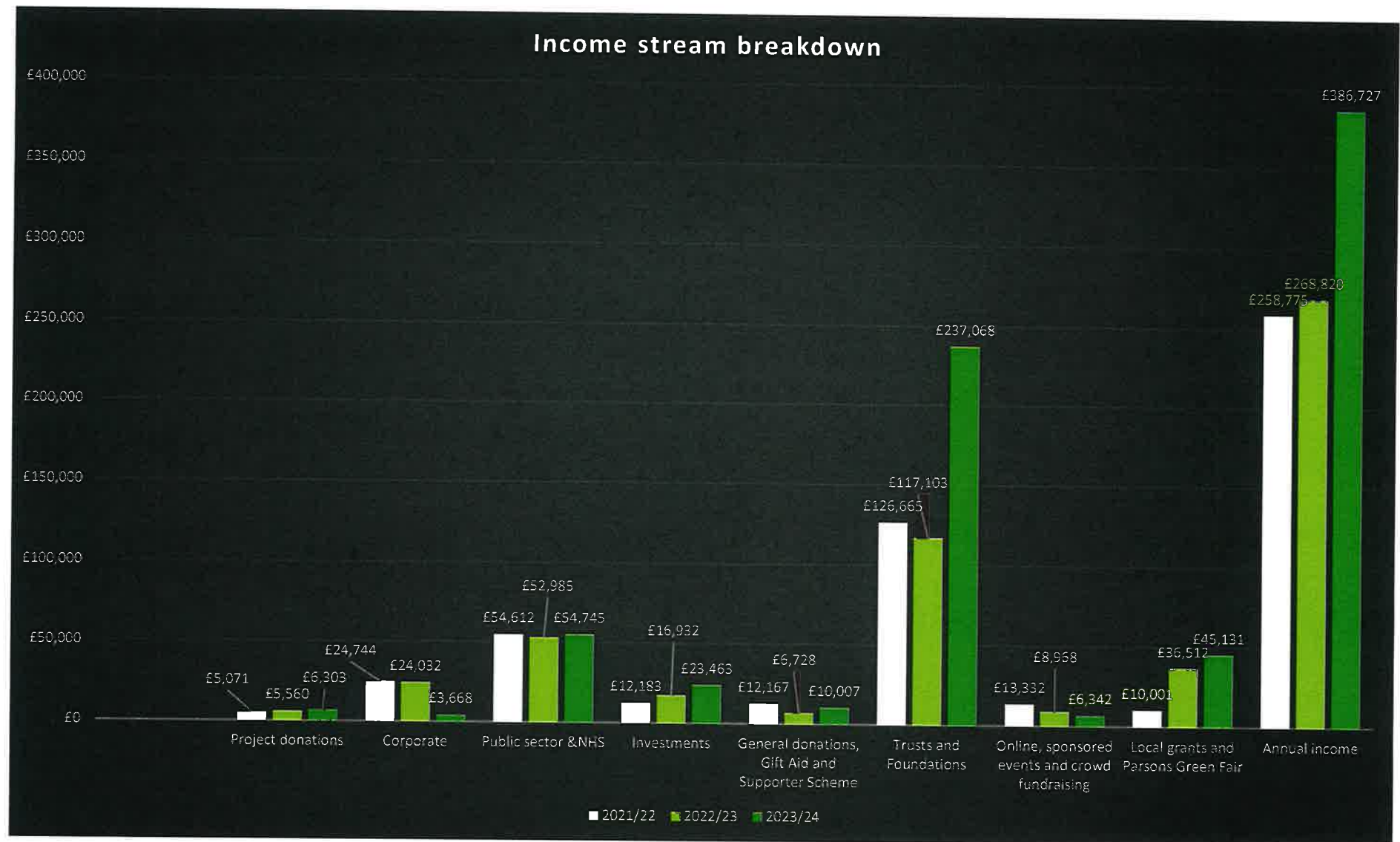
The graph below shows the impact of this reduced surplus, coupled with increased income, on spending down our high level of reserves on our charitable services.



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.



**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 .....23.11.24..... and signed on its behalf

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

Fulham Good Neighbour Service

Balance Sheet  
31st March 2024

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

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

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- 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 9<sup>th</sup> 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	<u>18,689</u>	<u>16,932</u>

**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	<u>9,179</u>	<u>6,221</u>

**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:

	<b>31.3.24</b>	<b>31.3.23</b>
Full-time	2	2
Part-time	6	5
	<u>8</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 £
<b>COST</b>					
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	<u>850,000</u>	<u>52,631</u>	<u>18,669</u>	<u>16,794</u>	<u>938,094</u>
<b>DEPRECIATION</b>					
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	-	<u>32,496</u>	<u>15,119</u>	<u>12,196</u>	<u>59,811</u>
<b>NET BOOK VALUE</b>					
At 31 March 2024	<u>850,000</u>	<u>20,135</u>	<u>3,550</u>	<u>4,598</u>	<u>878,283</u>
At 31 March 2023	<u>850,000</u>	<u>11,603</u>	<u>4,734</u>	<u>4,224</u>	<u>870,561</u>

**7. FIXED ASSET INVESTMENTS**

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

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
<b>TOTAL FUNDS</b>	<b>264,455</b>	<b>250,000</b>	<b>514,455</b>

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
	<b>11,220</b>	<b>43,888</b>

10. **MOVEMENT IN FUNDS**

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

**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 £
<b>Unrestricted funds</b>				
General fund	94,557	(83,476)	3,087	14,168
<b>Restricted funds</b>				
General	292,169	(293,049)	(6,616)	(7,496)
<b>TOTAL FUNDS</b>	<u>386,726</u>	<u>(376,525)</u>	<u>(3,529)</u>	<u>6,672</u>

**Comparatives for movement in funds**

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

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

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



**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 £
<b>Unrestricted funds</b>			
General fund	509,318	62,502	571,820
Property revaluation fund	850,000	-	850,000
<b>Restricted funds</b>			
General	62,231	(8,702)	53,259
<b>TOTAL FUNDS</b>	<u>1,421,549</u>	<u>53,800</u>	<u>1,475,079</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 £
<b>Unrestricted funds</b>				
General fund	163,279	(149,440)	48,933	62,772
<b>Restricted funds</b>				
General	492,268	(494,624)	(6,616)	(8,972)
<b>TOTAL FUNDS</b>	<u>655,547</u>	<u>(644,064)</u>	<u>42,317</u>	<u>53,800</u>

**11. RELATED PARTY DISCLOSURES**

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

**12. RESTRICTED FUNDS BREAKDOWN**

	<b>Brought Forward</b>	<b>Incoming Resources</b>	<b>Outgoing Resources</b>	<b>Carried Forward</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
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	-
<b>Total</b>	<b>4,430</b>	<b>292,169</b>	<b>293,049</b>	<b>3,550</b>

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

<b>INCOME AND ENDOWMENTS</b>	<b>31.3.24 £</b>	<b>31.3.23 £</b>
<b>Donations and legacies</b>		
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
<b>Total incoming resources</b>	<b>386,726</b>	<b>268,821</b>

Fulham Good Neighbour Service

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

	31.3.24 £	31.3.23 £
<b>EXPENDITURE</b>		
<b>Support costs</b>		
<b>Management</b>		
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
	<u>374,506</u>	<u>266,736</u>
<b>Finance</b>		
Bank charges	171	155
<b>Governance costs</b>		
Auditors' remuneration	1,800	600
Legal fees	48	48
	<u>1,848</u>	<u>648</u>
Total resources expended	<u>376,525</u>	<u>267,539</u>
<b>Net income before gains and losses</b>	10,201	1,282
<b>Realised recognised gains and losses</b>		
Realised gains/(losses) on fixed asset investments	(3,529)	45,576
<b>Net income</b>	<u>6,672</u>	<u>46,858</u>