



# **Bishop Creighton House Annual Review 2020/21**

# A small charity with a big impact – for over 100 years

## Bishop Creighton House

Bishop Creighton House (BCH) has provided community and social support services for the people of Hammersmith & Fulham since 1908. We aim to help people live safe, healthy and independent lives, tackling some of the problems caused by disadvantage and social isolation. We run a community centre and a range of projects for older people, people with learning disabilities and families with young children.

Inevitably, the Covid-19 pandemic has had an adverse effect on our projects and funding. We adapted well, offering more telephone and video befriending, food deliveries and prescription collections and after thorough risk assessments, we resumed practical work in clients' homes. We were able to access 'Covid-specific' monies from a number of funding bodies to help with this essential work. We had to close the Community Centre for a few months in 2020, reopening with restrictions in line with NHS and Health & Safety Executive guidance. The Centre has been fully open since July 2021.

Working with Orsini-Brewin Architects, we have finalised plans for a redeveloped Community Centre, which will improve access for people with disabilities and provide new studios and workshops. We are grateful to The Band Trust and London Borough of

Hammersmith & Fulham, who pledged generous awards, which will enable us to transform the basement and ground floor of the building. We expect work to start in early 2022.

In difficult times, BCH offers vital services for the most vulnerable and continues to promote independence: from enabling people to make friendships, develop their interests and find work; to helping them feel safe and secure at home, avoiding residential care.

## Community Centre

Ordinarily, the Community Centre is open seven days a week from 9am until 10pm, providing opportunities for people of all ages to come together for educational, cultural and social purposes. The Centre was closed during the early months of the pandemic; on reopening there were significantly fewer room bookings, and group numbers were restricted to ensure adequate social distancing. 11 groups used the Centre, running activities for 320 members.

*BCH has been a lifeline. Having my meetings here has helped my depression, anxiety and sobriety – sometimes it's my only contact with other human beings. Mr C*

Organisations, groups and clubs using the Centre in the year included:

AA, ATUA, Brazilian Spiritists, Dance West, Fraternity Spiritists, Kingsmith Care, Les Petits Bellots, Psychological Spiritists, SJ Dance, Serbian School, Weight Watchers.

## Learning Disability Outreach

LDO (formerly Mentoring Plus) works with adults with learning disabilities, helping them gain new skills, build friendships and enjoy social gatherings, undertake paid or voluntary work and training opportunities and enhance their physical and emotional wellbeing. The project offers a range of activities and support, including: mentoring; employment support; literacy and numeracy classes; educational workshops; health and wellbeing activities such as tai chi; and numerous social events. The project supported 123 people with learning disabilities and worked with 16 volunteers, some working one-to-one, others offering group or creative mentoring. During the pandemic lockdown, the service increased phone and video contact with service users, providing emotional support and advice and meeting people in a distanced way where possible.

*I've had amazing support from the project, helping me through such a difficult year. I was lonely and not going out made me feel more anxious. They have helped me build my confidence, socialise and sort out problems that have cropped up in my life. The team have helped me so much and I have a mentor who is really supportive. I couldn't have coped without them. L, project member*

## Homeline

Homeline was at the forefront of the pandemic response in H&F, helping more older people than ever before. The telephone befriending service operates every day of the year including bank holidays and provided a lifeline for isolated people during the pandemic.

The service reduces isolation and loneliness and acts as a safety net, identifying problems before they become a crisis. Homeline staff recruit, train and manage volunteers, conduct 'safe and well checks' for members who have not answered their phones, and carry out casework and advocacy for those requiring additional support. In response to the pandemic, volunteers provided emergency welfare checks, collected prescriptions and delivered shopping.

Homeline provided over 18,500 telephone befriending calls (an average of 50 per day); 84 befriending home visitors (calling and providing outdoor walking support); 2,380 pieces of casework; 58 online social events, IT tutorials and exercise classes; and over 400 shopping and prescription deliveries and informative newsletters for 408 people. There were 108 active volunteers; 31 new volunteers were recruited.

*We can't thank Homeline enough for how much you have been there for older people through this pandemic. Your volunteers have made a huge impact helping a very overstretched social care system. Officer, LBH&F Adult Social Care*

## Keep Active Hammersmith & Fulham/ Kensington & Chelsea

KA H&F is a volunteer delivered project, run in partnership with KAH&F/K&C is a volunteer delivered project, run in partnership with local NHS Rehabilitation Services, helping older people back to fitness after a fall or illness. Due to the pandemic, from April to September 2020 a 'virtual service' was deployed. During this time KA took no new referrals and provided phone and online support for existing clients, motivating them to continue their indoor exercises and to access online classes. From October, 37 clients were referred for outdoor mobility support. 26 volunteers were active during this time.

In November, KA made a presentation at the 2020 Physiotherapy Conference. Created with the NHS Community Independence Service, it showcased the positive outcomes of KA's collaborative model.

*The online support and exercise encouragement given to me over the weeks by my volunteer has been a lifeline in these dark times. B, Keep Active client*

## Keep Active Westminster

KAW is a volunteer delivered project that began in November 2015. Modelled on KAH&F and run in partnership with Westminster NHS Rehabilitation Services, it helps older people back to fitness after a fall or illness. From October 2020 to March 2021, 12 new clients were referred to the service and there were 18 volunteers. In April 2021, KAW and KAK&C were transferred to Open Age, a Westminster/K&C based service provider.

*So many thanks for my Skype exercise sessions. I have learned a new skill, am attending online exercise classes now and don't feel so lonely. R, Keep Active client*

## Statement on behalf of the trustees

These summarised financial statements contain information from the Statement of Financial Activities and the Balance Sheet for the year ended 31<sup>st</sup> March 2021, but are not the full statutory report and accounts.

The full financial statements were prepared by auditors Sayer Vincent LLP, approved by the trustees on 13<sup>th</sup> October 2021 and subsequently submitted to the Charity Commission and Companies House. They received an unqualified report and copies may be obtained from the head office of Bishop Creighton House.

## Care & Repair

Care & Repair promotes independent living by providing practical advice and support to help older and disabled people adapt their homes so they can live independently. We can organise any type of adaptation, including level access showers, stair-lifts, ramps, kitchens and automated doors. Our involvement takes away much of the worry and anxiety associated with building work in the home and helps to ease concerns about cowboy builders. We ensure our approved contractors complete work to a good standard. To fund the costs involved, we also apply for any grants a client may be eligible for. This year we adapted 67 homes.

*Your surveyor was very helpful and reassuring during the initial visit and subsequent contact. She was very calming and professional. Mrs O*

## Safer Homes

Safer Homes offers home security and safety equipment installation and advice to older and disabled people, families with children under five and people who have experienced domestic violence, burglary or hate crime. Despite pandemic restrictions, the team visited 176 households and fitted 540 pieces of equipment. The service carried out 28 small jobs and 38 'home essentials' tasks.

*Safer Homes is a wonderful service because I always feel safe and respected and I know I can trust them. Ms C*

## Statement of financial activities for the year ended 31 March 2021 (incorporating an income and expenditure account)

	2021		2020			
	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
<b>Income from</b>						
Donations and legacies	15,510	7,520	<b>23,030</b>	3,387	5,488	8,875
Charitable activities						
Community Centre	17,137	26,422	<b>43,559</b>	62,716	19,405	82,121
Learning Disabilities Services	—	114,602	<b>114,602</b>	—	120,137	120,137
Homeline	—	125,091	<b>125,091</b>	—	80,005	80,005
Care and Repair	118,007	2,518	<b>120,525</b>	92,859	—	92,859
Safer Homes	20,189	79,564	<b>99,753</b>	24,052	54,286	78,338
Keep Active H&F	—	42,100	<b>42,100</b>	—	40,005	40,005
Keep Active Westminster and K&C	—	58,000	<b>58,000</b>	—	62,050	62,050
Digital Inclusion Project	—	—	—	—	2,156	2,156
Other trading activities	48,129	—	<b>48,129</b>	42,877	—	42,877
Investments	60,932	—	<b>60,932</b>	60,778	—	60,778
Other	1,055	—	<b>1,055</b>	5,255	1,953	7,208
<b>Total income</b>	<b>280,959</b>	<b>455,817</b>	<b>736,776</b>	<b>291,924</b>	<b>385,485</b>	<b>677,409</b>
<b>Expenditure on:</b>						
Raising funds						
Cost of raising funds	18,901	—	<b>18,901</b>	15,509	—	15,509
Cost of trading & investment management	100,398	—	<b>100,398</b>	102,656	—	102,656
Charitable activities						
Community Centre	17,137	47,211	<b>64,348</b>	62,716	18,718	81,434
Learning Disabilities Services	—	113,319	<b>113,319</b>	—	117,948	117,948
Homeline	—	126,278	<b>126,278</b>	—	106,292	106,292
Care and Repair	89,146	78	<b>89,224</b>	87,169	74	87,243
Safer Homes	20,189	81,318	<b>101,507</b>	24,052	129,291	153,343
Keep Active H&F	—	45,835	<b>45,835</b>	—	55,627	55,627
Keep Active Westminster and K&C	—	64,290	<b>64,290</b>	—	54,606	54,606

Digital Inclusion Project	—	—	—	—	5,022	5,022
<b>Total expenditure</b>	245,771	478,329	<b>724,100</b>	291,652	487,578	779,230
<b>Net income / (expenditure) before net gains / (losses) on investments</b>	35,188	(22,512)	<b>12,676</b>	272	(102,093)	(101,822)
Net gains / (losses) on investments	29,400	—	<b>29,400</b>	(9,909)	—	(9,909)
Unrealised gains / (losses) on investment properties	40,000	—	<b>40,000</b>	(120,000)	—	(120,000)
<b>Net income / (expenditure) for the year</b>	104,588	(22,512)	<b>82,076</b>	(129,637)	(102,093)	(231,730)
Transfers between funds	(2,821)	2,821	—	(99,796)	99,796	—
<b>Net movement in funds</b>	101,767	(19,691)	<b>82,076</b>	(229,433)	(2,297)	(231,730)
<b>Reconciliation of funds:</b>						
Total funds brought forward	2,755,167	58,379	<b>2,813,546</b>	2,984,599	60,676	3,045,275
<b>Total funds carried forward</b>			<b>2,895,622</b>			2,813,545
	2,856,934	38,688	2,755,167	58,379		

## Balance sheet as at 31 March 2021

£100,000 designated funds are for maintenance and redevelopment of the BCH building.

## Funders

Baily Thomas CF, Band Trust, Caroline Humby Teck Trust, City Bridge Trust, City of Westminster, Co-op Local Community Fund, Coronavirus Charity Help Fund, Dr Edwards & Bishop King's Fulham Charity, Edward Gostling Foundation, Garfield Weston Foundation, Hammersmith United Charities, Hobson Charity, London Borough of Hammersmith & Fulham, London Community Response Fund, Mercers' CF, National Lottery Community Fund, Royal Borough of Kensington & Chelsea, Sir Jules Thorn CT, United Covid-19

Hammersmith, United in H&F Winter Wellbeing Fund, Waitrose Community Matters.

Our thanks also to the many individuals whose kind support has helped us carry out our work.

## Volunteers

### Learning Disability Outreach

Jean Bingham, India Collins, Helen Cook, Louis Cursan, Andrew Gnaneswaran, Matthew Green, Jacintha Hall, Wayne Hatchett, Akila Kildare, Ellie McRoberts, Rahini Mylvaganam, Henna Patel, Joanna Perry, Michael Shaikh, Andrew Tuck, Marianne Wigren.

### Homeline

Alex Adams, Azita Ahmadi, Fatima Al-Sabaawe, Frances Archer, Yassine Belkhou, Rebecca Louise Bellerby, Celia Berton, Caroline Blakeney, Ian Bruce, Lettice Buxton, Ella Chawla, Laura Collins, James Connolly, Maria Connolly, Jacinta Cook, Barbara Corbett, Julie Craig, Caroline Crisp, Janet Crosbie, Hunter Daly, Arti Dasani, Simone De Brouwer, Georgina Dunn, Felisha Ellington, Eva Fontaine, Andrew Frederick, Josie Gale, Ian Godfrey, Naomi Graham, Amy Guttman, Agathe Hackett, Amanda Harrison, Johnny Harrison, Amal Hassan, Daniel Heron, Futru Hidug, Stephanie Holm, Alistair Hooper, Abigail Houghton-Brown, Hannah Houghton-Brown, Joshua Houghton-Brown, Zoe Hopkins, Benat Ibrahim, Myrtle Innis, Paul Isolani-Smyth, Teresa Isolani-Smith, David Johnston, Masuma Kathun, Harry Kemble, Donna Kidd, Hassan Kosa, Lorena Kovacs, Anthony Lewis, Karen Lindsay, Isabel Macedo, Marianne Mandujano, Robert Mansur, Chris Martin, Sorelle Martinez, Elisa Mattiauda, Michael McCabe, Daisy Meakin, John Mellor, Trudy Mendelsohn-Mirza, Eunice Mensah, Zeliha Meto, John Mickelburgh, Julia Miller, Rosemary Mills, Jennifer Mulvey, Wendy Murphy, Gabrielle Nellis-Pain, Clare Niven, Mary Nordkvelle, Olaofe Olatunbosun, Simon Oliver, Darya Papko, Kasia Pasik, Joanna Perry, Kirstie Prentice, Vukasin Radusinovic, Tessa Rafaat, Ruqueyara Rahman, Hugh Robertson, Rosaleen Robertson, Ramon

	2021		2020	
	£	£	£	£
<b>Fixed assets</b>				
Tangible assets		1,084,417		1,098,017
Investment properties		1,440,000		1,400,000
Investments		152,701		124,998
		<u>2,677,118</u>		<u>2,623,015</u>
<b>Current assets</b>				
Debtors	52,859		50,461	
Cash at bank and in hand				206,321
	<u>256,845</u>			
	<u>309,704</u>		256,782	
<b>Liabilities:</b>				
Creditors: amounts due within 1 year	91,200		66,252	
<b>Net current assets</b>		<u>218,504</u>		<u>190,530</u>
<b>Total net assets</b>		<u>2,895,622</u>		<u>2,813,545</u>
<b>The funds of the charity:</b>				
Restricted income funds	38,688			58,379
Unrestricted income funds:				
Designated funds	283,300		298,000	
Property revaluation reserve	1,015,556		1,035,664	
Fair value reserve	1,440,000		1,400,000	
General	118,078		21,502	
Total unrestricted funds		<u>2,856,934</u>		<u>2,755,166</u>
<b>Total charity funds</b>		<u>2,895,622</u>		<u>2,813,545</u>

Garcia Rodenas, William Rowley, Marjorie Samms, Stephanie Sanchez-Kuong, Caroline Sands, Una Savage, William Saxby, Nikos Souslous, Madumida Srikantharupan, Barbara Stepansky, Zuzana Sterbova, Julia Sun, Kathleen Taylor, Keiran Taylor-Hopkins, William Thomson, Jane Walker, David Webster, Calvin White, David Whitgift, Jane Whitgift, Stephanie Wilde, Thomas Wills.

### Keep Active Hammersmith & Fulham/ Kensington & Chelsea

Kerry Alexander, Hamna Bajwa, Lee Clark, Caroline Crisp, Hayley Earle, Georgio Exakoidis, Jim Fleming, Sandra Foggett, Celia Glowacki, Margaret Gray, Shyla Hassan, Stephanie Holm, Samuel Hopkins, Jason Jenkinson, Gosia Kidawska, Frankie Leibe, Enrico Mariotti, Ed Nicholas, Daniel Oliver, Simon Oliver, Yudi Palkova, Sharon Pascoe, Gary Percy, Barbara Romão- Maldí, Vladimir Soares De Souza, Rosie Young.

### Keep Active Westminster

Dominique Alexander-Ellis, Tony Assirati, Mary Baker, Jolanta Budd, Richard Cole, Anna Connor, Hope Edwards, Gerri Ellis, Georgette Emilien, Gerin Danny Franklin, Phoebe Hirsch, Steffan Jones, Roger Juer, Paulinus Okorie, Alexandra Pellefrin, Weronika Ptas, Vladimir Soares de Souza, Ivan Stone.

### Safer Homes

Elham Ehsani, Faiza Khalid.

## Staff

### Core Services

Chief Executive Rory Gillert  
Finance Manager Mandy Lau  
Fundraiser/Marketer Stephen Womersley

### Community Centre

Co-ordinator Anthony Francis (to 07/20)  
Manager Caecilia Isidore (from 07/20)  
Cleaner Teresa Nicholls

### Learning Disability Outreach

Co-ordinator Joe Robins  
Project Worker John Whelehan  
Assistant Project Worker Martin Doyle  
Literacy Tutor Maria Sforza

### Homeline

Manager Joy Wilson (to 06/21)  
Jessica Lawn (from 09/21)  
Volunteers' Co-ordinator Jelena Radusinovic  
Project Worker/IT Tutor Mark Birley

### Keep Active H&F/K&C

Co-ordinator Jessica Lawn (to 09/21)  
Project Worker/Co-ordinator Manish Gandhi

### Keep Active Westminster

Co-ordinator Liz Rickarby (to 03/21)

### Safer Homes

Manager Caecilia Isidore  
Handyman Donovan Shakespeare (to 07/20)  
Alan Clarke (to 12/20)  
Rob Hutcheson (to 07/21)

### Care & Repair

Manager Matthew Byrne  
Technical Officer Kumkum Das

## Board of Trustees

Chair Lee Smith  
Treasurer Jane Walker  
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Alex Morley Rhys Owen

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## Bishop Creighton House

