



# The Creighton Centre Annual Review 2022/23

Bishop Creighton House operating as The Creighton Centre  
**A small charity with a big impact**

# The Creighton Centre

The Creighton Centre/Bishop Creighton House 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.

In October 2022, working with Orsini-Brewin Architects and Kessey Construction, we completed phase 1 of our building redevelopment, which improves access for people with disabilities and offers seven new studios and workshops in the formerly neglected basement. We are grateful to The Band Trust and London Borough of Hammersmith & Fulham, who made generous awards, without which the redevelopment would not have been possible. Throughout 2023/24 we will fundraise for phase 2, the transformation of the ground floor.

In June 2023 we changed the operating name of Bishop Creighton House to The Creighton Centre. The new name is a better reflection of who we are and what we do. Bishop Creighton House was established as a Christian charity in 1908, but we have been secular and inclusive in our approach for many years. For some decades after the charity was set up, volunteer 'settlers' lived at Bishop Creighton House, but that is no longer the case and we were often mistaken for a hostel or a care home. We retained the name Creighton for continuity and to celebrate Louise Creighton, the Bishop's widow, who was the driving force behind the establishment of the charity. While The Creighton Centre is the operating name, Bishop Creighton House Settlement remains the legal name of the charity and the company.

In difficult times, The Creighton Centre 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

The Centre is used by all members of the community, a hub that reflects the day to day life of people living in Hammersmith & Fulham. There were 204 health and wellbeing sessions for older people and 190 sessions for adults with a learning disability. Four substance misuse groups met every week, an amateur dramatics group used the space for rehearsals and a very successful tap dancing group held their classes here. The space was used by a total of 52 different groups with approximately 1035 members. We had the help of seven reception volunteers during the year.

*I like doing something helpful, meeting people again, having conversations and feeling useful. It's been great being part of a community, a community that is helping others.* B, Centre user

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

AA Sunday, AA Thursday, AA Tuesday, ATUA, BH Productions, Cachere! Tetteh Party, Carer's Network, Chaniqa Mitchell James Party, Claudia Castilla Spanish Classes, Cocaine Anonymous, Crabtree Residents' Association, Creative Arts, Dementia Action Alliance, Doorstop Library, Falls Team, Fatmata Alpha, Festoon Theatre Company, H&F Momentum, Headway, Imperial Healthcare Trust, Innovations in Dementia, International Marketing Group, Kensington Wellness, LBHF Councillors' Surgeries, LBHF EHC Tuition, LBHF Family Group Conference, Liah Hair Braiding, Marina White Raven, Maud Eckman Yoga, Mindful Recovery, Nirja Joshi Exercise Class, Olivier Mythodrama, Open Age, Photo Journalism Group, Psychological Spiritists, RBKC First Aid Training, Rhema Resource Centre, Richmond Fellowship, Safety Net – People First, Serbian School, SGI UK – Buddhist Group, SJ Dance, Spiritual Church, St Gueno Ministry, WLMHT Dance Therapy, Yokefellows in Christ Ministries.

## Learning Disability Outreach

The project works with adults with learning disabilities to help them gain new skills, build friendships, solve problems, enjoy social gatherings, promote their physical and emotional wellbeing and to access education and paid or volunteering opportunities. The project offers a range of activities and support including: advocacy/casework, mentoring from staff and/or volunteers, employment support, literacy and numeracy classes, education workshops, health and wellbeing activities such as Tai chi, and a range of social events. It supported 105 people with

learning disabilities and worked with 12 volunteers, some working one to one and others helping with group activities.

*The project has helped me with a lot of things recently that were hard for me to do, like organising my medication to be delivered and attending an online medical appointment, which without their help is confusing and difficult and I could not have done. I have also been to their wellbeing workshops and coffee mornings and social activities. I enjoyed them and they helped me feel more relaxed and to get out and see people which cheered me up.* F, project member.

## Homeline

Homeline provides daily phone calls, volunteer home visits, casework, social classes/events/trips and newsletters for 304 isolated older people. 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 scheme members who have not answered their phone for an agreed number of days, and carry out casework and advocacy for members experiencing problems and needing additional support.

The telephone befriending service operates every day of the year including bank holidays and weekends when people are likely to feel more isolated. In addition, we support older people to get involved in public meetings, policy discussions and campaigns which affect them.

Homeline carried out over 12,000 telephone calls to 211 older people with a team of 33 volunteers and three staff. 58 client/volunteer visiting matches took place and 77 older people attended 154 social events with an attendance total of 950. Staff helped with over 700 pieces of casework. There were 87 active volunteers.

*The kindness of your volunteers and staff makes me feel seen again.* Mrs L, Homeline member

## Keep Active Hammersmith & Fulham

KA H&F is a volunteer delivered project, run in partnership with H&F NHS Rehabilitation Services, helping older people to be independent in their homes and communities after a fall or period of illness. Referrals are made by Community Independence Services, Falls Prevention and Neurological Rehabilitation Teams for clients including those classed as clinically vulnerable or suffering from debilitating conditions such as Parkinson's disease, and life changing incidents such as strokes. In the year, 21 volunteers supported 85 people.

*After my stroke I was at an all-time low. Keep Active has been a life-line for me, my volunteer brought encouragement and kindness to my front door. She allowed me to regain mobility and get my confidence back.* J, project user

## 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 91 homes.

*Now the work is complete I feel very good and I like it very much. Thank you very much for what you have done.* Ms Nin every aspect. Mr M

## Safer Homes

Safer Homes offers home security and safety equipment installations and advice to older and disabled people, to families with children under five and to people who have experienced domestic violence, burglary or hate crime. The team visited 187 properties. Home safety assessments were carried out for 98 households, fitting over 600 pieces of safety, security and fire safety equipment. 63 small jobs were completed and 42 'home essentials' tasks were carried out.

*My husband died 4 years ago and he always did everything. I have a fear of falling and I don't know what I would do without Safer Homes, as there is no one else I can turn to for help.* VA, project 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 31st March 2023, but are not the full statutory report and accounts. The full financial statements were prepared by auditors Shipleys LLP, approved by the trustees on 15<sup>th</sup> November 2023 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 The Creighton Centre.

The grant of £250,000 from LBHF Section 106 was for the redevelopment of The Creighton Centre building project starting in March 2022 and ending in October 2022. Total income for the projects was £712,964.

## Bishop Creighton House Settlement Statement of financial activities (incorporating an income and expenditure account) For the year ended 31 March 2023

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
<b>Income from</b>						
Donations and Legacies	19,016	4,015	23,031	18,101	4,161	22,262
Charitable activities						
Community Centre	42,291	19,782	62,073	32,556	29,661	62,217
Learning Disability Outreach	—	104,146	104,146	—	81,070	81,070
Homeline	—	108,691	108,691	—	100,012	100,012
Care and Repair	95,135	41,720	136,855	59,857	41,750	101,607
Safer Homes	3,399	60,036	63,435	4,571	65,006	69,577
Keep Active H&F	—	48,520	48,520	—	41,613	41,613
Other Trading Activities	77,344	—	77,344	60,868	—	60,868
Investments	75,439	65	75,504	61,576	—	61,576
Other	13,365	—	13,365	1,839	—	1,839
<b>Sub-total</b>	<b>325,989</b>	<b>386,975</b>	<b>712,964</b>	<b>239,368</b>	<b>363,273</b>	<b>602,641</b>
Charitable activities-capital grants						
Property Redevelopment	—	250,000	250,000	—	250,000	250,000
<b>Total Income</b>	<b>325,989</b>	<b>636,975</b>	<b>962,964</b>	<b>239,368</b>	<b>613,273</b>	<b>852,641</b>
<b>Expenditure on:</b>						
Raising funds						
Cost of raising funds	22,691	—	22,691	21,326	—	21,326
Cost of trading & investment management	120,202	—	120,202	83,651	—	83,651
Charitable Activities						
Community Centre	42,291	15,624	57,915	32,556	18,119	50,675
Learning Disability Outreach	—	111,463	111,463	—	101,885	101,88
Homeline	—	132,851	132,851	—	125,102	125,102
Care and Repair	61,085	41,792	102,877	55,246	41,860	97,106
Safer Homes	3,399	80,830	84,229	4,571	76,758	81,329
Keep Active H&F	—	41,522	41,522	—	53,083	53,083
Property Redevelopment	—	10,008	10,008	—	—	—
<b>Total Expenditure</b>	<b>249,668</b>	<b>434,090</b>	<b>683,758</b>	<b>197,350</b>	<b>416,807</b>	<b>614,157</b>
<b>Net income before net (losses)/gains on investments</b>	<b>76,321</b>	<b>202,885</b>	<b>279,206</b>	<b>42,018</b>	<b>196,466</b>	<b>238,484</b>
Net (losses) /gains on investments	(21,214)	—	(21,214)	3,780	—	3,780
Unrealised (losses) on investment properties	(60,000)	—	(60,000)	(40,000)	—	(40,000)
<b>Net (expenditure)/income for the year</b>	<b>(4,893)</b>	<b>202,885</b>	<b>197,992</b>	<b>5,798</b>	<b>196,466</b>	<b>202,264</b>
Transfers between funds	(48,814)	48,814	—	(52,732)	52,732	—
<b>Net movement in funds</b>	<b>(53,707)</b>	<b>251,699</b>	<b>197,992</b>	<b>(46,934)</b>	<b>249,198</b>	<b>202,264</b>
<b>Reconciliation of funds:</b>						
Total funds brought forward	2,810,000	287,886	3,097,886	2,856,934	38,688	2,895,622
<b>Total funds carried forward</b>	<b>2,756,293</b>	<b>539,585</b>	<b>3,295,878</b>	<b>2,810,000</b>	<b>287,886</b>	<b>3,097,886</b>

## Bishop Creighton House Settlement Balance sheet as at 31 March 2023

	£	2023 £	£	2022 £
<b>Fixed assets</b>				
Tangible assets		1,511,857		1,081,987
Investment properties		1,340,000		1,400,000
Investments		136,595		155,093
		<b>2,988,452</b>		<b>2,637,080</b>
<b>Current assets</b>				
Debtors	76,534		34,905	
Cash at bank and in hand	457,103		528,885	
	<b>533,637</b>		<b>563,790</b>	
<b>Liabilities:</b>				
Creditors: amounts falling due within one year	226,211		102,984	
<b>Net current assets</b>		<b>307,426</b>		<b>460,806</b>
<b>Total net assets</b>		<b>3,295,878</b>		<b>3,097,886</b>
<b>The funds of the charity:</b>				
Restricted income funds		539,585		287,886
Unrestricted income funds:				
Designated funds	322,900		284,700	
Property revaluation reserve	975,340		995,448	
Fair value reserve	1,340,000		1,400,000	
General	118,053		129,852	
Total unrestricted funds		<b>2,756,293</b>		<b>2,810,000</b>
<b>Total charity funds</b>		<b>3,295,878</b>		<b>3,097,886</b>

£100,000 designated funds are for maintenance and redevelopment of The Creighton Centre building.

## Funders

Baily Thomas CT, City Bridge Trust, David Solomons CT, Doctor Edwards & Bishop King's Fulham Charity, Drapers' CF, Edward Gostling Foundation, February Foundation, Field Family CT, Frognaal Trust, Girdlers' Company, Groundwork London, Inman Charity, LB Hammersmith & Fulham, Masonic CF, Mercers' CT, Mrs LD Rope Third CT, National Lottery Community Fund, Rest-Harrow Trust, Sir James Roll CT, United in Hammersmith & Fulham, WG Edwards CF, Woodroffe Benton Foundation, 29<sup>th</sup> May 1961 Charity.

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

## Volunteers

### Community Centre

Labake Anisere, Jose Castillo, Anthony Farrugia, Khayal Marzouk, Samuela Thomas, Margaret Van Arkadie, Jane Whitgift.

### Homeline

Fatuma Adams, Azita Ahmadi, Fatima Al-Sabaawe, Frances Archer, Rahima Aziz, Rebecca Louise Bellerby, Andrzej Blonski, Ian Bruce, Lettice Buxton, Ella Chawla, Laura Collins, Maria Connolly, Anna Considine, Jacinta Cook, Barbara Corbett, Caroline Crisp, Arti Dasani, Simone De Brouwer, Melina Dias, Michelle Fareta, Eva Fontaine, Andrew Frederick, Josie Gale, Ian Godfrey, Catherine Goodwin, Amanda Harrison, Johnny Harrison, Amal Hassan, Futru Hidug, Stephanie Holm, Alistair Hooper, Aminah Hussain, Benat Ibrahim, Paul Isolani-Smyth, Teresa Isolani-Smyth, Joyce Grace Kapela, Donna Kidd, Hassan Kosa, Lorena Kovacs, Ayla Stone-Kilborne, Susie Lane, Taira Olaia Larranaga, Anthony Lewis, Karen Lindsay, Isabel Macedo, Robert Mansur, Khayal Marzouk, Marie Josee Matte, Nour Mehdi, John Mellor, Eunice Mensah, Julia Miller, Jennifer Mulvey, Wendy Murphy, Gabrielle Nellis-Pain, Charlotte Neske, Mary Nordkvelle, Olaofe Olatunbosun, Erfan Oriakhil, Vivian Ozohili, Joanna Perry, Tessa Raafat, Vukasin Radusinovic, Georgia Ramos, Josephine Rippon, Hugh Robertson, Rosaleen Robertson, Faten Salhab, Maria Saoulidou, Melina Saoulidou, Una Savage, William Saxby, Martha Siva, Nikos Souslous, Annie Spencer, Madumida Srikantharupan, Barbara Stepansky, Kathleen Taylor, Samuela Thomas, Jane Walker, Catherine Walmsley, Margaret Webster, Calvin White, Jane Whitgift, Lily Williams-Mcricikus, Wendy Wiltshire.

### Keep Active

Kerry Alexander, Sabir Ali, Hodon Artan, Laura Collins, Caroline Crisp, Barbara Fernie, Kallie Green, Futru Hidug, Gosia Kidawska, Frankie Leibe, Nour Mehdi, Lara Mokbel, Kisenyi Louise Mukalere, Olaofe Olatunbosun, Caroline Oliver, Sharon Pascoe, Yudi Palkova, Barbara Romao Mald, Vicknesh Vasanathan, Jane Walker, Eunice Wang.

### Safer Homes

Angela Jameson, Khayal Marzouk.

## Staff

### Core Services

Chief Executive	Rory Gillert
Finance Manager	Mandy Lau
Fundraiser	Stephen Womersley

### Community Centre

Manager	Caecilia Isidore
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	Jessica Lawn
Volunteers' Co-ordinator	Jelena Radusinovic
Project Worker/IT Tutor	Mark Birley

### Keep Active H&F

Project Worker/Co-ordinator	Hassan Kosa
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### Safer Homes

Manager	Caecilia Isidore
Handyman	Joshua Osho
	Bond Cobby
	<i>(from Sept 2023)</i>

### Care & Repair

Manager	Matthew Byrne
Technical Officer	Kumkum Das

## Board of Trustees

Chair	Lee Smith
Treasurer	Jane Walker
	Sidona Assefa
	<i>From Dec 2022</i>
	Tom Fitzgerald
	<i>Resigned April 2023</i>
	Tom Hackett
	Raika Hadipour
	<i>From Dec 2022</i>
	Alex Hearn
	<i>From Dec 2022</i>
	Omid Miri
	<i>From Feb 2023</i>
	Alex Morley
	Rhys Owen
	Jana Reid
	<i>From Dec 2022</i>
	Nikos Souslous
	<i>From Dec 2022</i>



## The Creighton Centre

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