



Bishop Creighton House Annual Review 2017

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

Bishop Creighton House

Bishop Creighton House has provided community and social support services for people in west London 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 variety of projects for older people, people with learning disabilities and families with young children.

We further developed our services over the year. Long established projects are thriving. The two services established in 2015/16, H & F Connect 55+ and Keep Active Westminster, work effectively. Keep Active expanded to cover Kensington & Chelsea as well as Hammersmith & Fulham and Westminster. We will be providing Keep Active services to more clients in K&C next year.

Bishop Creighton House offers vital services for the most vulnerable and promotes independence, ranging from enabling people to find employment, to helping them to remain at home, avoiding residential care.

Community Centre

The Community Centre is open seven days a week until 10 pm, providing opportunities for people of all ages to come together for educational, cultural and social purposes. The Centre has four meeting rooms with fully accessible toilets and a kitchen area. Throughout the year, the Centre hosted nearly 1000 events and activities, from drama and music to yoga and self-help. In addition, BCH lets office space to charitable and private organisations.

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

AA, Aesthetics Elite Fitness, Art Group, Banooda Aid Foundation, Bishop Joyce Turner, Bridge Group, Busy Bees, Card Group, Carers Network, Children's Rights Service, Community Education Forum, Family First Mediation, Family Group Conference, Forward 4 Families, Hammersmith and Fulham Mind, IT Club, Jusoor, Kensington Coach, Kingsmith Care, Lord Reigns Ministries, London Bangla Academy, Mindfulness, Open Age, React First, Red Circle Shotokan Karate Association, Refugee and Migrant Forum of West London, S.J. Dance, Spiritist Psychological Society, Thornaes FMC, Top Energy, Weight Watchers, Women's Group, Yoga Life, Zumba with Alina.

Bishop Creighton House is a great place. I used to come here as a child and it's good to see that you're still here supporting the community. Mr S

Mentoring Plus

Mentoring Plus works with people with learning disabilities aged 16 and over, helping them gain new skills, build friendships, improve their education and literacy levels, enjoy social opportunities, undertake paid or voluntary work and training opportunities and enhance their physical and emotional wellbeing. The project offers a range of activities including: one-to-one mentoring, employment support, a literacy programme based largely on personal tuition, education workshops, health and wellbeing activities such as tai chi, and numerous social activities throughout the year. The project supported 100 adults who have learning disabilities and worked with 33 volunteer mentors.

The mentoring project is a lifeline for people like me. J, service user

Homeline

Homeline offers daily phone calls and home visiting by 100 trained volunteer befrienders to 220 isolated older people every year. The service reduces isolation and loneliness and acts as a safety net, identifying problems before they become crises. 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.

Additionally, Homeline hosts a monthly social event for its members. The telephone befriending service operates 52 weeks of the year, including bank holidays and the Christmas/New Year period when people are likely to feel more isolated.

My volunteer keeps visiting all year round. When other people stop visiting she carries on. Mrs B

Keep Active Hammersmith & Fulham

KAH&F is a volunteer delivered project, run in partnership with H&F NHS Rehabilitation Services, helping older people back to fitness after a fall or illness. In the year, 64 volunteers assisted 140 clients. The project was highlighted by the King's Fund as being especially innovative in its provision of services for older people.

Keep Active is an essential service for H&F as a continuation of physical activity once a client has been discharged from an NHS community rehabilitation team. E, physiotherapist

Keep Active Westminster

KAW is a volunteer delivered project that began in November 2015. Modelled on KA H&F and run in partnership with Westminster NHS Rehabilitation Services, it helps older people back to fitness after a fall or illness. 100 people were referred to the service and volunteers provided 870 hours of support.

A very valuable resource with good outcomes for clients. A, physiotherapist

H&F Connect 55+

H&F Connect 55+ is a pilot project that began in August 2015. The project offers befriending for isolated older people and organises social events at a range of venues in H&F. 31 volunteers assisted 28 clients and 48 social events were held. The project also offers IT sessions to help bridge the generational 'digital divide'.

It lifts my spirits completely to be out and about. Mr L

Care & Repair: Adaptations for Life

Care & Repair promotes independent living by providing practical advice and support to help older and disabled people carry out adaptations and repairs to their homes so they can live independently. We organise a wide range of adaptations, including wet floor showers, stair lifts, ramps, automated doors and adapted kitchens. This helps to take away much of the stress and anxiety associated with building work and the fear of being exploited by cowboy builders. Our approved contractors complete the work to a high standard. We check if clients are eligible for a grant to assist with the cost of works and we make the funding applications for them. This year we adapted the homes of 53 clients, working in six London Boroughs.

Fabulous. The stair lift and walk-in shower are a great relief to have. Mrs O

Safer Homes

Safer Homes provides advice and equipment to help reduce the number of domestic accidents and improve home security for residents who are aged 65 or over, those with a disability and families on low incomes with a child under five. Clients receive a comprehensive security, home safety and fire safety assessment and where necessary we install a range of safety and security equipment.

We helped 424 households, fitting 2,736 pieces of safety and security equipment. We installed draught proofing in 63 homes and carried out 73 small private jobs, raising funds that help to support the project.

Safer Homes staff are very efficient, professional and friendly – they did what was needed quickly and without any fuss.

Mr B

Statement of financial activities for the year ended 31 March 2017 (incorporating an income and expenditure account)

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 2017, but are not the full statutory report and accounts. The full financial statements were approved by the trustees on 4th October 2017 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.

	Unrestricted £	Restricted £	2017 Total £	Unrestricted £	Restricted £	2016 Total £
Income from						
Donations and legacies	12,588	9,229	21,817	3,433	5,717	9,150
Charitable activities						
Community Centre	46,352	21,058	67,410	46,595	30,757	77,352
Mentoring Plus	—	106,467	106,467	—	113,600	113,600
Homeline	—	109,545	109,545	—	98,457	98,457
Care and Repair	84,895	—	84,895	83,881	—	83,881
Safer Homes	24,296	135,791	160,087	4,161	116,176	120,337
Keep Active	10,000	43,967	53,967	—	44,163	44,163
Westminster Keep Active	—	56,542	56,542	—	30,000	30,000
Connect 55+	—	73,383	73,383	—	53,341	53,341
Beating Isolation	—	2,660	2,660	—	17,985	17,985
Other trading activities	46,364	—	46,364	43,520	—	43,520
Investments	63,459	—	63,459	64,604	—	64,604
Other	3,441	—	3,441	8,792	—	8,792
Total income	291,395	558,642	850,037	254,986	510,196	765,182
Expenditure on:						
Raising funds						
Cost of raising funds	12,218	—	12,218	11,503	—	11,503
Cost of trading & investment management	52,798	—	52,798	81,510	—	81,510
Charitable activities						
Community Centre	47,222	17,717	64,939	41,670	30,757	72,427
Mentoring Plus	5,000	132,766	137,766	—	117,774	117,774
Homeline	—	129,179	129,179	—	122,115	122,115
Care and Repair	80,905	(224)	80,681	83,373	14	83,387
Safer Homes	24,296	127,532	151,828	—	138,226	138,226
Keep Active	10,000	35,164	45,164	—	55,134	55,134
Westminster Keep Active	—	55,348	55,348	—	20,498	20,498
Connect 55+	—	82,481	82,481	—	42,367	42,367
Beating Isolation	—	4,276	4,276	—	16,669	16,669
Total expenditure	232,439	584,239	816,678	218,056	543,554	761,610
Net income / (expenditure) before net gains / (losses) on investments /	58,956	(25,597)	33,359	36,930	(33,358)	3,572
Net gains / (losses) on investments	11,116	—	11,116	(3,633)	—	(3,633)
Net income / (expenditure) for the year	70,072	(25,597)	44,475	33,297	(33,358)	(61)
Transfers between funds	(51,759)	51,759	—	(29,375)	29,375	—
Net movement in funds	18,313	26,162	44,475	3,922	(3,983)	(61)
Reconciliation of funds:						
Total funds brought forward	3,022,346	31,901	3,054,247	3,018,424	35,884	3,054,308
Total funds carried forward	3,040,659	58,063	3,098,722	3,022,346	31,901	3,054,247

Balance sheet as at 31 March 2017

	£	2017 £	£	2016 £
Fixed assets				
Tangible assets		1,111,474		1,129,966
Investment properties		1,520,000		1,520,000
Investments		136,634		126,776
		2,768,108		2,776,742
Current assets				
Debtors	89,590		65,657	
Cash at bank and in hand	378,734		330,673	
	468,324		396,330	
Liabilities:				
Creditors: amounts due within 1 year	137,710		118,825	
Net current assets		330,614		277,505
Total net assets		3,098,722		3,054,247
The funds of the charity:				
Restricted income funds		58,063		31,901
Unrestricted income funds:				
Designated funds	370,000		350,000	
Property revaluation reserve	1,095,988		1,116,096	
Fair value reserve	1,539,369		1,532,768	
General	35,302		23,482	
Total unrestricted funds		3,040,659		3,022,346
Total charity funds		3,098,722		3,054,247

£154,500 designated funds are for maintenance and redevelopment of the BCH building.

Funders

Axis Foundation, Baily Thomas Charitable Fund, Big Lottery Fund, City Bridge Trust, City of Westminster, Dr Edwards & Bishop King's Fulham Charity, Fulham Benevolent Society, Garfield Weston Fdn, Haberdashers' Company, Henry Smith Charity, Hyde Park Place Estate Charity, Innholders' CF, John Lyon's Charity, Leathersellers' Co, Lloyds Bank Fdn, London Borough of Hammersmith & Fulham, London Fire Brigade, Mayor of London/GLA FreeSport, Mayor of London/GLA Get Moving Fund, Mrs Maud Van Norden's CF, Mrs Smith & Mount Trust, National Grid, NHS Hammersmith & Fulham, Oliver Morland Trust, Royal Borough of Kensington & Chelsea, Sir Jules Thorn CT, Smart Energy GB, Sobell Fdn, Schroder CT, Westminster Foundation, Woodroffe Benton Fdn, 29th May 1961 CT.

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

Mentoring Volunteers

Aleksandra Adamczak, Caleb Ademi, Kawsar Ahmed, Carmelita Alvarez, Vicki Anderson, Tom Basista, Jean Bingham, Neele Bjere Field, Armen Boardman, Charlotte Buswell, Cristina Cali-Karady, Mario Ciancia, John Cookson, Antonio Corchero, Fergus Cusden, Tom De Riemaker, Eshraga El-Sheikh, Matt Green, Mike Hailu-Gormu, Laurence Kaye, Safdir Khan, Akila Kildare, Daniel Kelly, Fiona Lay, Rosemary Lima, Sema Louis, Aishah Malik, Davide Marinoni, Paula Merrony, Cleopatra Mwiya, Rahini Mylvaganam, Mina Naimanan, Ihuoma Onwusor, Nikki Patrick, Susanne Sculley, Emily Speers, Pinal Thakker, Chennelle Thomas, Tori Walsh, Conrad Vaz, Carla Watson, Jane Whitgift, Lucy Wiseman.

Homeline Volunteers

Joanna Adenekan, Mary Adeniran, Margaret Aldridge, Anne Allen, Fatima Al-Sabaawe, Andre Celine, Frances Archer, Rona Bareli, Mathew Berry, Mark Birley, Hazel Bloor, Georgi Brown, Ana Castro, Cordelia Charlton, Catherine Clark, Ian Cockerell, David Colbeck, Barbara Corbett, Gloria Cortes-Vasquez, Janet Crosbie, Caroline Eakins, Leah Egan, Katie Ellwood, Renee Elmer, Josie Gale, Rosie Glazebrook, Ian Godfrey, Christine Greig, Natalie Hack, Zeinab Hakim-Montague, Gemma Hoare, Lucy Hutchins, Myrtle Inniss, David Isaac, Teresa Isolani-Smyth, Moorthy Jayaraman, Raj Jayaray, Beverley Jeffery, Pauline Joaque, Nadia Kabia, Margaret Kamara, Caroline Kennedy, Hassan Kosa, John Leonard, Lucy Lowes, Abdul Mahmoud, Marianne Mandujano, Robert Mansur, Michael McCabe, Trudy Mirza Mendelsohn, Eunice Mensah, Paula Merrony, Anetta Mielezsko, Clare Niven, Mary Nordkvelle, Olaofe Olatunbosun, Simon Oliver, Rosalba Pastran, Ivona Paukertova, Doreene Peters, Mark Pettigrew, Sarah Pillay, Gregoire Ponsoye, Basel Qtaish, Jelena Radusinovic, Maud Ragonnaud, Victoria Rodwell, Kathy Rowley, Harmeet Saluja, Futru Hidug Samura, Una Savage, Zenepe Shala, John Sharp, Yvonne Stark, Zuzanna Sterbova, Ania Strunk, Emily Tantot, Wendy Thomas, Winnie Thomas, Emma Thompson, Patricia Tookey, Olga Vaskiene, David Vinall, Jane Walker, Tory Walsh, David Webster, Lady West, Patricia Wildman, Jack Williamson, Wendy Wiltshire, Stephen Womersley, Amy Wright, Helen Wright.

H&F Connect 55+ Volunteers

Tejal Bhatt, Jane Bloomer, Sarah Brasseur, Francesca Castelli, Gabrielle Cordeiro, Helen Dempsey, Amrit Dhanoa, Georgina Dunn, Ana Figueiredo, Christine Greig, Sara Malanza, Kitti Papp, Luke Rabone, Maria Restrepo, Caroline Sands, Sandra Santos, Marta Szajna, Elektra Tan, Medea Varga, Jack Williamson.

Keep Active H&F Volunteers

Joanna Adenekan, Margaret Aldridge, Anna Allam, Julie Allsopp, Violeta Andriuniene, Calvin Barretto, Rhian Beresford, Michelle Bolton, Catherine Clarke, Natasha Duncan Bosu, Alice Earle, Claudia Eicher-Jonsson, Ana Figueiredo, Ella Giangan, Rosie Glazebrook, Mostofa Golam, Adam Hacin, Rebecca Harvey, Futru-Samra Hidug, Gemma Hoare, Laura Hockenhull, Mark Humphries, Donna Isaac, Cheryl Jacobs, Alexandra Jamieson, Nick Keith-Barnett, Kamil Khan, Bertie Knutzen, Miranda Krasniqi, Emilia Kubicka, Joanna Lazar, Malcolm Lister, Sara Malanza, Ladifatou Mandou, Jayaraj Manickam, Erni Marlina, Maria Martin, Laura Moran, Annalisa Nicastrì, Chrysoula Nousion, Sarah Oglethorpe, Lucy O'Grady, Olaofe Olatunbosun, Najim Olowolagba, Stephanie Peyre, Naledi Phaledi, Magda Potega, Ulrika Radlund, Jelena Radusinovic, Vukasin Radusinovic, Delicia Reid, Mohammed Riad, Mathilde Robert-Beluche, Nancy Sapper, Sara Scanu, Shaban Shala, Zenepe Shala, Michelle Singer, Esther Solanke, Magdalena Sonneburg, Barbara Stepansky, Anna Strunk, Hind Sukkar, Isha Thomas, Pat Thomas, Ana Valerio, Gloria Vasquez, Susan Vernon.

Keep Active Westminster Volunteers

Judith Birch, Rita Brayshaw, Rosemary Clarke, Maxine Cunningham, Vajira Dayanandage, Susan Moore, Malgorzata Martyniuk, Lynn Ley Beng Ong, Jamie Omeed Summerland.

Safer Homes Volunteers

Mat Akposoe, Abdul Anjari, Afsheen Haider, Zoe Harrison, Mohammed Kamara, Stephanie Kostin, Harold Lazarus, Alan Lomas, Mario Miguel Matos, Greg Mee, Hugh Richards, Fatima Sabawi, Jackie Thitaphattaranukul, Jordan Trimby, Conrad Vaz.

Community Centre Volunteers

Evgeny Gumarev, Angela Jameson, Jane Walker (IT Club), Lady West, Brenda Yeung.

Staff

Core Services

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

Community Centre

Co-ordinator	Anthony Francis
IT Club Leader	Mark Birley

Mentoring Plus

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

Homeline

Manager	Joy Wilson
Project Worker	Donna Isaac
Volunteers' Co-ordinator	Jelena Radusinovic
	Elaine Mulligan

H&F Connect 55+

Co-ordinator	Marianne Mandujano
Project Worker	Christine Greig
	Mark Birley

Keep Active H&F

Co-ordinator	Charlotte Ness
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Keep Active Westminster

Co-ordinator	Liz Rickarby
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Safer Homes

Co-ordinator	Caecilia Isidore
Handyman	Donovan Shakespeare
Administrator	Tony Carmichael

Care & Repair

Manager	Matthew Byrne
Technical Officer	Kumkum Das

Staff listed were employed for all or part of the year 2016/17.

Many thanks to our contracted cleaner, Rodica Codrea.

Board of Trustees

Chair	Lee Smith
Treasurer	Jane Walker

Fergus Cusden
Tom Fitzgerald
Tom Hackett
Alex Morley

Trustees listed served for all or part of the year 2016/17.

Bishop Creighton House



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