



Bishop Creighton House Annual Review 2019

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 the people of Hammersmith & Fulham for 111 years. 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.

This year, we were hit by cuts caused by the 'austerity' measures of the past decade. H&F Connect 55+ was discontinued in November 2018 due to withdrawal of funding, but its most effective elements were incorporated in Homeline, our long-established befriending service. Our involvement in the highly successful Digital Inclusion Project, providing IT training sessions on local authority housing estates, came to an end in May 2019. Safer Homes, along with many other third sector services, suffered a cut in funding from H&F NHS in October 2018.

More encouragingly, the pioneering Keep Active project now works successfully in three boroughs: Hammersmith & Fulham, Kensington & Chelsea and Westminster. We will be developing our Community Centre, by improving disability access and providing new studios and workshops, in partnership with Orsini-Brewin Architects.

Despite the difficult financial climate, Bishop Creighton House continues to offer 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 from 9am until 10pm, providing opportunities for people of all ages to come together for educational, cultural and social purposes. Throughout the year, the Centre hosted nearly 1000 events and activities, from drama and music to yoga and self-help. In addition, we let office space to charitable and private organisations.

Organisations, groups and clubs using the Centre in the year included: Alcoholics Anonymous, Art Group, Bridge Group, Busy Bees, Card Group, Carers Network, Central London Community Health Service, Community Education Forum, Family First Mediation Service, Family Group Conference Services, Family Plan Limited, Forward 4 Families, Fraternity Spiritist Society, Fulham London Tutors, Hammersmith & Fulham Mind, Hammersmith & Fulham Momentum, IT Club, Kensington Coach, Kingsmith Care, London Bangla Academy, Lord Reigns Ministries, Messiah Ministries International, Open Age, React First, Red Circle Shotokan Karate Association, Richmond Fellowship, S.J. Dance, Spiritist Psychological Society, Tai Chi Group, Thornaes FMC, Weight Watchers, Women's Group.

I love coming here and look forward to seeing the group every week. Ms L, group member.

Learning Disability Services

LDS (formerly 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 and support, including: one-to-one mentoring; employment support; a literacy programme based largely on personal tuition; educational workshops; health and wellbeing activities such as tai chi; and numerous social activities throughout the year. The project supported 104 people with learning disabilities and worked with 39 volunteers.

This service is fantastic. It plays a huge role in my daughter's life, helping her to make friends and increase her sense of independence. K, parent of project member

Homeline

Homeline's staff and volunteers provide long-term befriending services, helping to reduce isolation and loneliness for over 150 older people each year. The project acts as a safety net, identifying problems before they become a crisis. In the year, Homeline had 116 active volunteers who made over 20,000 telephone befriending calls (including weekends, bank holidays and the Christmas period) and made regular home visits to over 70 older people. Staff carried out over 900 pieces of casework and advocacy for members experiencing problems and needing additional support. Additionally, Homeline sends a quarterly newsletter to over 250 people and hosted 11 social events with supported transport for its members, plus a weekly IT class and exercise class.

I look forward to the daily calls as I get miserable on my own. I feel I know my befriending volunteers very well. Mrs C

Keep Active Hammersmith & Fulham/ Kensington & Chelsea

KA H&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. Trained volunteers are matched with older people and visit them weekly for up to nine weeks to help them become mobile again. In the year, 60 volunteers assisted 100 clients. KA K&C is based on the well-established H&F service and is run on similar lines, but on a smaller scale. In the year, 14 volunteers supported 55 clients.

Oh my confidence has improved! I feel it in myself but also people have started telling me how well I'm looking, and I'm almost 98! Mary, 97

Keep Active Westminster

KAW is run in partnership with the NHS Community KAW is run in partnership with the NHS Community Independence Service and provides support to older people after a period of intensive input from health care professionals following a fall or illness. On discharge from hospital, many older people are unable to continue their home exercise or mobility programme due to lack of motivation and social isolation. Their risk of falls and other health complications is high. Trained volunteers are matched with older people and visit them weekly for up to nine weeks to help them become mobile again. In the year, 116 people were referred to the service and there were 46 active volunteers.

Keep Active was very helpful and everyone involved was really caring. I would definitely recommend the service to others. It should be for everyone. Mrs Davies, 89

H&F Connect 55+

H&F Connect 55+ provided social events at Bishop Creighton House and sheltered housing schemes. It also arranged telephone befriending and volunteer home visits for the most isolated. Regrettably, the service closed at the end of October 2018 due to lack of funding. 137 social events were held, 8 volunteers were matched with clients for befriending and 4 volunteers made weekly telephone befriending calls to 35 clients.

It is a shame to lose Connect, especially for people in Orchard House [retirement home] who are not very mobile. There are no other activities which bring people together. Mrs M

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 58 homes.

The Care & Repair team have been kind and helpful. I would be lost without them - thank you. Mr B

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. In the year, the project visited 376 households, fitting 2,343 pieces of equipment, carried out 84 small jobs for paying customers and fitted draught-proofing in 54 homes. H&F NHS experienced major financial difficulties and had to withdraw their funding for Safer Homes in October 2018. We are hoping to generate some income from a small jobs and locksmith service, which may help to subsidise our work with disadvantaged people.

I don't find it easy to cope now as I am getting older so Safer Homes is a great help to me. The jobs were done quickly and it was like having a member of the family pop in and help out. Ms C

Digital Inclusion Project

The Digital Inclusion Project was a service offering IT classes mainly for older residents of Hammersmith & Fulham council housing estates. 117 people signed up for classes, and 142 sessions were held across the borough.

I benefit a lot from the class. The tutor is excellent in computing and I've learned a lot from him. B, class member

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 2019, but are not the full statutory report and accounts. The full financial statements were approved by the trustees on 6th November 2019 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.

Statement of financial activities for the year ended 31 March 2019 (incorporating an income and expenditure account)

	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Income from						
Donations and legacies	8,361	11,486	19,846	6,983	11,613	18,596
Charitable activities						
Community Centre	62,352	21,435	83,787	54,123	20,867	74,990
Learning Disabilities Services	—	98,576	98,576	10,000	110,593	120,593
Homeline	—	104,021	104,021	5,000	104,665	109,665
Care and Repair	92,690	—	92,690	85,976	—	85,976
Safer Homes	5,146	111,346	116,492	14,236	145,629	159,865
Keep Active H&F	—	66,864	66,864	—	55,986	55,986
Westminster Keep Active	—	46,000	46,000	—	50,000	50,000
H&F Connect 55+	—	40,952	40,952	—	80,080	80,080
Digital Inclusion Project	—	23,715	23,715	—	—	—
Other trading activities	43,175	—	43,175	41,418	—	41,418
Investments	64,083	—	64,083	58,283	—	58,283
Other	2,589	—	2,589	11,781	—	11,781
Total income	278,395	524,395	802,789	287,800	579,433	867,233
Expenditure on:						
Raising funds						
Cost of raising funds	17,422	—	17,422	13,428	—	13,428
Cost of trading & investment management	58,776	—	58,776	92,791	—	92,791
Charitable activities						
Community Centre	64,901	7,752	72,653	56,123	14,200	70,323
Learning Disabilities Services	—	137,341	137,341	—	140,245	140,245
Homeline	—	123,276	123,276	—	128,262	128,262
Care and Repair	89,498	88	89,586	85,976	7,079	93,055
Safer Homes	13,494	138,379	151,873	14,236	138,435	152,671
Keep Active H&F	—	72,263	72,263	—	54,201	54,201
Westminster Keep Active	—	55,893	55,893	—	59,239	59,239
H&F Connect 55+	—	48,240	48,240	—	76,730	76,730
Digital Inclusion Project	—	17,748	17,748	—	—	—
Total expenditure	244,092	600,979	845,071	262,554	618,391	880,945
Net income / (expenditure) before net gains / (losses) on investments /	34,303	(76,584)	(42,282)	25,246	(38,958)	(13,712)
Net gains / (losses) on investments	5,708	—	5,708	(3,162)	—	(3,162)
Net income / (expenditure) for the year	40,011	(76,584)	(36,573)	22,084	(38,958)	(16,874)
Transfers between funds	(63,423)	63,423	—	(54,732)	54,732	—
Net movement in funds	(23,413)	(13,161)	(36,573)	(32,648)	15,774	(16,874)
Reconciliation of funds:						
Total funds brought forward	3,008,011	73,837	3,081,848	3,040,659	58,063	3,098,722
Total funds carried forward	2,984,599	60,676	3,045,275	3,008,011	73,837	3,081,848

Balance sheet as at 31 March 2019

	2019 £	2018 £
Fixed assets		
Tangible assets	1,130,050	1,098,287
Investment properties	1,520,000	1,520,000
Investments	136,313	131,864
	2,786,364	2,750,151
Current assets		
Debtors	71,569	56,852
Cash at bank and in hand	273,214	336,207
	344,783	393,059
Liabilities:		
Creditors: amounts due within 1 year	85,872	61,362
Net current assets	258,911	331,697
Total net assets	3,045,275	3,081,848
The funds of the charity:		
Restricted income funds	60,675	73,837
Unrestricted income funds:		
Designated funds	359,000	390,000
Property revaluation reserve	1,055,780	1,075,880
Fair value reserve	1,529,229	1,526,628
General	40,591	15,503
Total unrestricted funds	2,984,600	3,008,011
Total charity funds	3,045,275	3,081,848

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

Funders

Baily Thomas CF, Band Trust, Big Lottery Fund, City Bridge Trust, City of Westminster, Dr Edwards & Bishop King's Fulham Charity, Drapers' CT, Emerton-Christie Charity, Hammersmith United Charity, Henry Smith Charity, John Lyon's Charity, J Wise CT, Lynn Foundation, London Borough of Hammersmith & Fulham, NHS Hammersmith & Fulham, RoSPA, Royal Borough of Kensington & Chelsea, Schroder CT, Sir Jules Thorn CT, Spear CT, Tony & Sheelagh Williams CT, Weinstock Fund, 29th May 1961 CT.

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

Volunteers

Learning Disability Services (formerly Mentoring Plus)

Diogo Atadini, Carmelita Alvarez, Amy Beckford, Monique Biddy, Jean Bingham, Jose Castillo, Nina Clarke, Louis Cursan, Katie Doyle, Kaila Englesman, Lorraine Etienne, Anthony Farrugia, Loredana Giura, Katrina Goodwin, Matt Green, Jacintha Hall, Wayne Hatchett, Matt Hopkins, Akila Kildare, Pauline Matthews, Elliot Murphy, Joanna Lewin, Ellie McRoberts, Rahini Mylvaganam, Mina Namainan, Tuan Ngyuen, Hennial Patel, Harry Phillipson, Roy Pierson, Wilma Serial, Angie Serna, David Sforza, Samuela Thomas, Andy Tuck, Scott Wakling, Katie Webb, Jane Whitgift, Marianne Wigren.

Homeline

Hassan Abouzeid, Fatima Al-Sabaawe, Ana Paula Andrade, Ainazhan Akhmetova, Frances Archer, Wendy Baker, Susan Barqueiro, Anastasia Blamey, Azeb Betaslo, Edvige Bordone, Constance Bowes-Lyon, Sebastiana Braganca, Lettice Buxton, Emily Cameron, Kelly Chang, James Cladingbowl, David Colbeck, Barbara Corbett, Janet Crosbie, Madison Darbyshire, Georgina Dunn, Chanelle Findlay, Eva Fontaine, Josie Gale, Rebecca Gay, Anthony Gillum-Webb, Ian Godfrey, Clayton Gurney, Agathe Hackett, Hana Haidar, Marcus Hawkins, Alistair Hooper, Hannah Houghton-Brown, Joshua Houghton-Brown, Benat Ibrahim, Myrtle Iniss, David Isaac, Kaleighshandra Isaac, Paul Isolani-Smyth, Teresa Isolani-Smyth, Roger Juer, Nadia Kabia, Hassan Kosa, Lenin Lemos, Anthony Lewis, Sarah Lewis, Sofia Lucic, Marianne Mandujano, Hazel Mann, Jenny Mann, Robert Mansur, Giulio Marchi, Melahat Meric, Michael McCabe, Rory James McCulloch, John Mellor, Trudy Mendelsohn Mirza, Eunice Mensah, Osei Kwane Mensah, Paula Merrony, Anetta Mieleleszko, Rosemary Mills, Elaine Mulligan, Jennifer Mulvey, Mary Nordkvelle, Olaofe Olatunbosun, Sarah Pillay, Samantha Power, Basel Qtaish, Vukasin Radusinovic, Chetna Raval, Barbara Reynolds, Hugh Robertson, Kathy Rowley, Caroline Sands, Una Savage, Barbara Stepansky, Zuzanna Sterbova, Julia Sun, Marta Szajna, Wendy Thomas, Winnie Thomas, Barbara Tonelli, Susan Vernon, Steven Wahnnon, Jane Walker, David Webster, Margaret Webster, Calvin White, Jack Williamson, Wendy Wiltshire, Amy Wright, Na Xu, Brenda Yeung.

H&F Connect 55+

Wendy Baker, Anastasia Blamey, Constance Bowes-Lyon, Sarah Carrol, Ian Godfrey, Benat Ibrahim, Anthony Lewis, Giulio Marchi, Caroline Sands, Julia Sun, Marta Szajna, Winnie Thomas, Barbara Tonelli, Calvin White, Jack Williamson.

Keep Active Hammersmith & Fulham/Kensington & Chelsea

Ann Antrobus, Jed Ashman, Polly Astor, Natalia Beschvertnayva, Josh Blackwell, Caroline Blakney, Teresa Boyo, Daisy Caballero, Clotilde Capece, Jasmine Carr, Luke Coakham, James Coleby, Caroline Crisp, Damien Donnelly, Grace Fisher, Audrey Fleming, Jim Fleming, Oxana Fomina, Lizzie Francis-Edwards, Ola (Aleksandra) Gajewska, Manish Gandhi, James Griffiths, Futru-Samra Hidug, Nancy Hong, Mark Hughes, Tiya Iyoha, Gethin Jenkins, Luke Johnson, Hazel Keegan, Robil Kesete, Gosia Kidawska, Jazz Kour, Algirdas Midveris, Sophie Moore, Renata Nunes, Michelle Page, Yudi Palkova, Elliott Pickering, Robin Pontonnier, Kirstie Prentice, Emma Presland, Hugh Robertson, Robyn Smith, Bownamey Thirukkumar, Jay Tsang, Hannah Vaughan, Katie Webb, Sam Whittle.

Keep Active Westminster

Caroline Agyeman, Aisha Ahmed, Gloria Angelova, Chika Aniuga, Tony Assirati, Mary Baker, Judith Birch, Nicci Braun, Jolanta Budd, Anna Connor, Fernando Echeveste, Georgette Emilion, Taiwo Eyiowuawi, Peter Farah, Gerin Danny Franklin, Elisabete Gois, Ellie Gordon, Nicky Henshall, Phoebe Hirsch, Samuel Idowu, Stephan Jones, Roger Juer, Alice Kelpie, Liu Kenneth, Richard Lyons, Brigita Matjosaityte, Peter McGrane, Danique Osborne, Grace Postlethwaite, Marques Luiza Ramires, Barbara Reynolds, Patrick Scantlebury, Marianne Stengel, Ivan Stone, Saziye Suleyman, Lilliana Trukawka, Katarzyna Warnecke, Ayesha Watts, Rudi Wilms.

Community Centre

Bach-Yen Dang, Martin Doyle, Lauris Hastick, Angela Jameson, Margaret Van Arkadie, Audrey Willock, Brenda Yeung.

Staff

Core Services

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

Community Centre

Co-ordinator Anthony Francis
Cleaner Lydia Goymer
Stefka Bratanova

Learning Disability Services

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 (M/C)
Maria Acosta Steele

H&F Connect 55+

Project Worker Siyane Debela

Digital Inclusion Project

IT Tutor Mark Birley

Keep Active H&F/K&C

Co-ordinator Jessica Lawn
Project Worker Carla Snell
Exercise Class Leader Alberto Furlani

Keep Active Westminster

Co-ordinator Liz Rickarby

Safer Homes

Manager Caecilia Isidore
Project Worker Tony Carmichael
Handyman Donovan Shakespeare

Care & Repair

Manager Matthew Byrne
Technical Officer Kumkum Das

Staff listed were employed for all or part of the year 2018/19. M/C = maternity cover.

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 2018/19.

Bishop Creighton House



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