



# Bishop Creighton House Annual Review 2019/20

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 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.

For most of the year 2019/20, our services operated as normal. In March 2020, the Covid-19 pandemic began to have an adverse effect on some projects and their funding. Our services 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 in March and we reopened with restrictions in August, in line with NHS and Health & Safety Executive guidance.

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, who awarded us a very generous grant in June 2020, which will enable us to transform the basement and ground floor of the building. We expect work to start in early 2021.

In these difficult times, Bishop Creighton House 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 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. The Centre was closed during the early months of the pandemic.

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

Alcoholics Anonymous, Art Group, Ask Mummy & Daddy, Brent Carers Centre, Britafrigue, Brusfields, Busy Bees, Card Group, Carer's Network, Coloplast, Community Education Forum, Dr Edwards & Bishop King's Charity, Family First Mediation, Family Group Conference Service, Forward 4 Families, Fraternity Spiritist Society, Fulham Good Neighbours, H&F councillor surgeries, H&F Mind, H&F Momentum, Healthy Hearts, Hermania, Hubner Studios, Independent Family Group, JW Therapeutic Counselling, Kensington Coach, Kingsmith Care, Lord Reigns Ministries, Macmillan Cancer Support, Messiah Ministries International, NHS Falls Prevention, Open Age, Psychological Spiritist Society, React First, Red Circle Shotokan Karate Association, Richmond Fellowship, Sava, Sexual Healing UK, SJ Dance, Sobus, Socratots, Tai Chi Group, The Campaign Company, The Redeemer Christian Church of God, Thornaes FMC, Thrive Tribe, Weight Watchers, Women's Group, YASHA Ministry UK, Yokefellows in Christ Ministries.

*I am 28 years sober and BCH is where I first came when I needed to stop drinking – without this facility I am unsure what the future would look like. IC, AA member.*

## 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 109 people with learning disabilities and worked with 29 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.

*It is a fantastic project. It plays a huge role in my daughter's life. It's a place where she gets the chance to be involved with others in her community who recognise and support her strengths regardless of the difficulties she faces. K, parent of project member*

## Homeline

Homeline's staff and volunteers provide long-term befriending services, helping to reduce isolation and loneliness for over 230 older people. The project acts as a safety net, identifying problems before they become a crisis. In the year, Homeline had 112 active volunteers who made over 20,000 telephone befriending calls (including weekends and bank holidays) and made regular home visits to over 80 people. Staff carried out over 900 pieces of casework and advocacy for members experiencing problems and needing additional support. Staff sent a quarterly newsletter to over 250 people and hosted 18 social events with supported transport and ran weekly IT and exercise classes. Homeline was at the forefront of the pandemic response in H&F, helping more people than ever before with phone and video calls, food deliveries and prescription collections.

*I like my volunteer Pat. She comes on Tuesdays and assists me for a short walk to the corridor and back as I cannot go far. We chat and have a nice time together. Beatrice, 85*

## 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, 29 volunteers assisted 98 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 41 clients.

*My mobility is so much better thanks to Keep Active. I think about my volunteer a lot as she listened to me and was very patient. I am feeling so much more energetic and some days feel I could do things without the oxygen tank. Getting my confidence back and I am going shopping on my own - a wonderful service. Joan, 72*

## Keep Active Westminster

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, 90 people were referred to the service and there were 33 active volunteers.

*B was an extremely nice girl. She always did everything in a thorough way. I make sure I do my exercises every day and I do feel like I am getting stronger and that is thanks to her. Angela, 90*

## 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 49 homes.

*The work was organised quickly and my new shower is great. Mr P*

## 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 257 households, fitting 854 pieces of equipment, carried out 130 small jobs for paying customers and fitted draught-proofing in 32 homes. The social business arm of Safer Homes was successful in raising over £19,000 during the year which was reinvested in the project.

*It is a great comfort to elderly people like us to know that this type of practical help is at hand. Thank you. Mr B*

## 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 2020, but are not the full statutory report and accounts. The full financial statements were approved by the trustees on 7<sup>th</sup> October 2020 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 2020 (incorporating an income and expenditure account)

	Unrestricted £	Restricted £	2020 Total £	Unrestricted £	Restricted £	2019 Total £
<b>Income from</b>						
Donations and legacies	3,387	5,488	<b>8,875</b>	8,361	11,486	19,846
Charitable activities						
Community Centre	62,716	19,405	<b>82,121</b>	62,352	21,435	83,787
Learning Disabilities Services	—	120,137	<b>120,137</b>	—	98,576	98,576
Homeline	—	80,005	<b>80,005</b>	—	104,021	104,021
Care and Repair	92,859	—	<b>92,859</b>	92,690	—	92,690
Safer Homes	24,052	54,286	<b>78,338</b>	5,146	111,346	116,492
Keep Active H&F	—	40,005	<b>40,005</b>	—	66,864	66,864
Keep Active Westminster and K&C	—	62,050	<b>62,050</b>	—	46,000	46,000
H&F Connect 55+	—	—	—	—	40,952	40,952
Digital Inclusion Project	—	2,156	<b>2,156</b>	—	23,715	23,715
Other trading activities	42,877	—	<b>42,877</b>	43,175	—	43,175
Investments	60,778	—	<b>60,778</b>	64,083	—	64,083
Other	5,255	1,953	<b>7,208</b>	2,589	—	2,589
<b>Total income</b>	<b>291,924</b>	<b>385,485</b>	<b>677,409</b>	<b>278,395</b>	<b>524,395</b>	<b>802,789</b>
<b>Expenditure on:</b>						
Raising funds						
Cost of raising funds	15,059	—	<b>15,059</b>	17,422	—	17,422
Cost of trading & investment management	102,656	—	<b>102,656</b>	58,776	—	58,776
Charitable activities						
Community Centre	62,716	18,718	<b>81,434</b>	64,901	7,752	72,653
Learning Disabilities Services	—	117,948	<b>117,948</b>	—	137,341	137,341
Homeline	—	106,292	<b>106,292</b>	—	123,276	123,276
Care and Repair	87,169	74	<b>87,243</b>	89,498	88	89,586
Safer Homes	24,052	129,291	<b>153,343</b>	13,494	138,379	151,873
Keep Active H&F	—	55,627	<b>55,627</b>	—	72,263	72,263
Keep Active Westminster and K&C	—	54,606	<b>54,606</b>	—	55,893	55,893
H&F Connect 55+	—	—	—	—	48,240	48,240
Digital Inclusion Project	—	5,022	<b>5,022</b>	—	17,748	17,748
<b>Total expenditure</b>	<b>291,652</b>	<b>487,578</b>	<b>779,230</b>	<b>244,092</b>	<b>600,979</b>	<b>845,071</b>
<b>Net (expenditure) / income before net (losses) / gains on investments</b>	<b>272</b>	<b>(102,093)</b>	<b>(101,821)</b>	<b>34,303</b>	<b>(76,584)</b>	<b>(42,282)</b>
Net (losses) / gains on investments	(9,909)	—	<b>(9,909)</b>	5,708	—	5,708
Unrealised (losses) on investment properties	(120,000)	—	<b>(120,000)</b>	—	—	—
<b>Net (expenditure) / income for the year</b>	<b>(129,637)</b>	<b>(102,093)</b>	<b>(231,730)</b>	<b>40,011</b>	<b>(76,584)</b>	<b>(36,573)</b>
Transfers between funds	(99,796)	99,796	—	(63,423)	63,423	—
<b>Net movement in funds</b>	<b>(229,433)</b>	<b>(2,297)</b>	<b>(231,730)</b>	<b>(23,412)</b>	<b>(13,161)</b>	<b>(36,573)</b>
<b>Reconciliation of funds:</b>						
Total funds brought forward	2,984,599	60,676	<b>3,045,275</b>	3,008,011	73,837	3,081,848
<b>Total funds carried forward</b>	<b>2,755,167</b>	<b>58,379</b>	<b>2,813,545</b>	<b>2,984,599</b>	<b>60,676</b>	<b>3,045,275</b>

## Balance sheet as at 31 March 2020

	£	2020 £	£	2019 £
<b>Fixed assets</b>				
Tangible assets		<b>1,098,017</b>		1,130,050
Investment properties		<b>1,400,000</b>		1,520,000
Investments		<b>124,998</b>		136,313
		<b>2,623,015</b>		2,786,364
<b>Current assets</b>				
Debtors	<b>50,461</b>		71,569	
Cash at bank and in hand	<b>206,321</b>		273,214	
	<b>256,782</b>		344,783	
<b>Liabilities:</b>				
Creditors: amounts due within 1 year	<b>66,252</b>		85,872	
<b>Net current assets</b>		<b>190,530</b>		258,911
<b>Total net assets</b>		<b>2,813,545</b>		3,045,275
<b>The funds of the charity:</b>				
Restricted income funds		<b>58,379</b>		60,675
Unrestricted income funds:				
Designated funds	<b>298,000</b>		359,000	
Property revaluation reserve	<b>1,035,664</b>		1,055,780	
Fair value reserve	<b>1,400,000</b>		1,529,229	
General	<b>21,502</b>		40,591	
Total unrestricted funds		<b>2,755,166</b>		2,984,600
<b>Total charity funds</b>		<b>2,813,545</b>		3,045,275

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

## Funders

Baily Thomas CF, Band Trust, Central London Community Healthcare NHS Trust, City Bridge Trust, City of Westminster, David Solomons CT, Dr Edwards & Bishop King's Fulham Charity, Drapers' CF, Hammersmith United Charities, Henry Smith Charity, London Borough of Hammersmith & Fulham, Mrs Smith & Mount Trust, Royal Borough of Kensington & Chelsea, Tony & Sheelagh Williams CT.

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

## Volunteers

### Community Centre

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

### Learning Disability Outreach

Amy Beckford, Monique Bidy, Jean Bingham, Gebrekal Bisrat, India Collins, Kaila Englesman, Andrew Gnanaswaran, Matthew Green, Akila Kildare, Ellie McRoberts, Rahini Mylvaganam, Mina Naimanan, Hennial Patel, Michael Shaikh, Andrew Tuck, Katie Webb, Marianne Wigren.

### Homeline

Azita Ahmadi, Ana Paula Andrade, Fatima Al-Sabaawe, Lewis Anthony, Frances Archer, Hassan Abozueid, Wendy Baker, Susana Barqueiro, Rebecca Louise Bellerby, Caroline Blakeney, Constance Bowes-Lyon, Ian Bruce, Lettice Buxton, Emily Cameron, James Cladingbowl, James Connelly, Maria Connelly, Barbara Corbett, Caroline Crisp, Janet Crosbie, Madison Darbyshire, Arti Dasani, Georgina Dunn, Elisha Ellington, Eva Fontaine, Rachel Fraser, Josie Gale, Rebecca Gay, Ian Godfrey, Naomi Graham, Corrine Grierson, Agathe Hackett, Alexander Hanson, Amanda Harrison, Lauris Hastick, Daniel Heron, Futru-Samra Hidug, Stephanie Holm, Alistair Hooper, Keiran Taylor Hopkins, Hannah Houghton-Brown, Joshua Houghton-Brown, Benat Ibrahim, Myrtle Innis, Kaleighshandra Isaac, Lenin Lemos, Sofia Lucic, Paul Isolani-Smyth, Teresa Isolani-Smyth, Angela Jameson, Hassan Kosa, Marianne Mandujano, Hazel Mann, Jennifer Mann, Robert Mansur, Michael McCabe, Daisy Meakin, John Mellor, Trudy Mendelsohn-Mirza, Eunice Mensah, Osei Kwane Mensah, Paula Merrony, Anetta Miesleszko, Julia Miller, Rosemary Mills, Elaine Mulligan, Jennifer Mulvey, Gabrielle Nellis-Pain, Seir Ahmed Niazmand, Clare Niven, Mary Nordkvelle, Olaofe Olatunbosun, Simon Oliver, Kasia Pasik, Kirstie Prentice, Basel Qtaish, Vukasin Radusinovic, Hugh Robertson, Kathy Rowley, Caroline Sands, Una Savage, William Saxby, Victor Serrano, Nikos Souslous, Barbara Stepansky, Zuzana Sterbova, Julia Sun, Marta Szajna, Wendy Thomas, Winnie Thomas, Barbara Tonelli, Margaret Joyce Van-Arkadie, Jane Walker, Thomas Walmsley, Katie Webb, David Webster, Margaret Webster, Calvin White, Jane Whitgift, Audrey Willock, Wendy Wiltshire, Amy Wright, Na Xu, Brenda Yeung.

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

Ann Antrobus, Helene Benson, Josh Blackwell, Daisy Caballero, Clotilde Capece, Jasmine Carr, Caroline Crisp, Kelly Evershed, Grace Fisher, Jim Fleming, Sandra Foggett, Oxana Fomina, Eva Fontaine, Elizabeth Francis-Edwards, Mary Ann Gibson, Georgina Goff, James Griffiths, Agathe Hackett, Katriona Hart, Futru-Samra Hidug, Stephanie Holm, Nancy Hong, Mark Hughes, Imuentiya lyoha, Gethin Jenkins, Jason Jenkinson, Hazel Keegan, Jazz Kour, Thomas Leigh, Melissa Mackenzie, Levi Mercury, Algirdas Midveris, Renata Nunes, Simon Oliver, Yudi Palkova, Sharon Pascoe, Elliot Pickering, Kirstie Prentice, Hugh Robertson, Robyn Smith, Linda Soh, Christina Thanner, Bownamey Thirukkumar.

### Keep Active Westminster

Dominique Alexander-Ellis, Lloyd Amponsem, Chika Aniuga, Tony Assirati, Daniel Bagshaw, Mary Baker, Judith Birch, Jolanta Budd, Richard Cole, Anna Connor, Hope Edwards, Gerri Ellis, Georgette Emilion, Ayesha Farrah, Gerin Danny Franklin, Phoebe Hirsch, Stephan Jones, Roger Juer, Alice Kelpie, Jose Loureiro, Elizabeth Markham, Brigita Matjosaityte, Peter McGrane, Paulinus Okorie, Sacha Pollard, Patrick Scantlebury, Mohamed- Ali Semlali, Elena Shevchenko, Marianne Stengel, Ivan Stone, Peter Varga, Katarzyna Warnecke, Rudi Wilms.

### Safer Homes

Gerard de Boer, Angela Jameson.

## Staff

### Core Services

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

### Community Centre

Co-ordinator	Anthony Francis
Cleaner	Teresa Nicholls

### Learning Disability Outreach

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

### Homeline

Manager	Joy Wilson
Volunteers' Co-ordinator	Jelena Radusinovic
Project Worker	Donna Isaac
Project Worker/IT Tutor	Mark Birley

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

Co-ordinator	Jessica Lawn
Project Worker	Carla Snell
	Manish Gandhi

### Keep Active Westminster

Co-ordinator	Liz Rickarby
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### 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 2019/20.

## Board of Trustees

Chair	Lee Smith
Treasurer	Jane Walker
	Tom Fitzgerald
	Tom Hackett
	Alex Morley
	Rhys Owen

Trustees listed served for all or part of the year 2019/20.

## Bishop Creighton House



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