



The Creighton Centre Annual Review 2023/24

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.

This is the first full year using our new operating name of The Creighton Centre and we think it has been a success: more modern, secular and inclusive, while retaining the surname of Bishop and Louise Creighton for historical continuity.

Phase 1 of our building redevelopment, the creation of seven new workshops in the basement, was completed in late 2022. We are currently working with Carver Haggard Architects on plans for phase 2 – the transformation of the ground floor community centre – and seeking funding for the works.

In increasingly 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 Community Centre provides meeting space for residents of Hammersmith & Fulham and offers a range of recreational, educational and cultural activities. In the year, it was used by 16,472 group members who attended 67 different classes, events and activities. We had the help of 10 reception volunteers.

The Creighton Centre has a very relaxed atmosphere – I feel welcome. B, centre user

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

AA Sunday, AA Thursday, AA Tuesday, ACTO, Abel Abebe, Linda Ainas, ATUA, Carer's Network, Cocaine Anonymous, Crabtree Residents' Association, Dementia Action Alliance, Doorstep Library, Falls Team, Festoon Theatre Company, Hammersmith & Kensington Labour Party, Gemma Hawkins, Headway West London, Imperial College Healthcare Trust, Abigail Johannes, LBHF Councillors' Surgeries, LBHF Family Group Conferencing, Marina White Raven, Mindful Recovery, Oisín Crawley, Rozina Okubazgi, Open Age, Photo Journalism, Psychological Spiritists, RBKC & H&F Fosters Carers, React First, Richmond Fellowship, Serbian School, Rosalia Sinaguglia, SJ Dance, St Gueno Ministry, Thrive Tribe, Victim Support, Volunteer Centre, West London NHS, Gatilda Williams, Yoga4All, Yokefellows in Christ Ministries.

Learning Disability Outreach

LDO is a service for adults with learning disabilities, providing social opportunities, mentoring from staff and volunteers, health and wellbeing activities, educational/skills workshops, a literacy programme, employment advice and casework support. Priority is given to people who are particularly isolated or in periods of transition – such as those leaving school or college – who have few or no other sources of support. During the year, the service worked with 102 people, assisted by seven volunteer mentors.

My mum says I am lot calmer since coming here. It's nice to have somewhere to go where it's peaceful when things are a bit noisy at home. (J, service user)

Homeline

Homeline provided daily phone calls, volunteer home visits, walking support, casework, social classes and events, trips and newsletters for 302 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 length of time and carry out casework and advocacy for those experiencing problems and needing additional support. Homeline distributed Winter Support Fund payments to older people, as well as delivering 117 Christmas hampers to housebound members.

The telephone befriending service operates every day of the year including bank holidays, when people are likely to feel more isolated. 35 volunteers and three staff made around 12,000 telephone befriending calls to 221 clients. Homeline had 54 client/volunteer home visiting/walking matches, held 160 social events with 1300 attendances and staff helped with over 800 pieces of casework, supporting 125 members. There were 91 active volunteers who gave over 8,100 hours of their time.

We secured funding for a three-year dementia befriending programme, beginning in September 2024, having identified a clear local need for improved befriending options for older people living with the illness. We are developing a 'circle of care', offering specially trained dementia home befrienders and activities, information and advice in the Community Centre.

Homeline is so successful in caring for people. I get so much out of the service – from telephone calls to IT club and exercise classes. I feel so well supported! P, project 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 regain independence in their homes and communities after a fall or period of illness. Referrals are made by NHS Community Rehabilitation Teams (e.g. Community Independence Services and Falls Prevention), of people who are clinically frail, living with neurological conditions such as Parkinson's disease, frequent fallers and those who have experienced life changing incidents such as strokes. An older person is paired with a volunteer who visits for nine weeks, encouraging independence and helping to prevent hospital re-admissions. This year the service supported 108 people. In addition, 48 strength and balance exercise classes were held for clients and others in the community, with 442 attendances.

I don't know what I would have done without my Keep Active volunteer. I will never forget their kindness and encouragement. They helped me get my life back when I was ready to give up. E, client

Care & Repair

Care & Repair is a home improvement agency, one of a national network of agencies. Our staff help older, disabled and vulnerable homeowners and private and council tenants to adapt their homes, to meet their needs and make them safe and accessible. Staff draw up building specifications for the proposed adaptations, help clients to access statutory grants, appoint approved building contractors and oversee all the work. Crucially, we also provide vital support to some very vulnerable clients during what can be a major upheaval. 96 jobs were carried out in the year.

Thank you, keep up the great work. Mr P, client

Safer Homes

The service 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. Safer Homes visited 231 properties. Home safety assessments were carried out for 100 households, fitting over 374 pieces of safety, security and fire safety equipment. 75 small jobs were completed, 41 'home essentials' tasks were carried out and we fitted draught proofing for 13 households.

A great service, better to have a trusted charity to go to instead of the Yellow Pages! Mrs D, 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 2024, but are not the full statutory report and accounts. The full financial statements were prepared by auditors Shipleys LLP, approved by the trustees on 6th November 2024 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 capital grant of £250,000 in the 2022/23 accounts was from LBHF Section 106 for the redevelopment of The Creighton Centre building project starting in March 2022 and ending in October 2022.

£250,000 designated funds are for maintenance and redevelopment of The Creighton Centre building.

Bishop Creighton House Settlement Statement of financial activities (incorporating an income and expenditure account) For the year ended 31 March 2024

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Income from						
Donations and Legacies	6,280	5,141	11,421	19,016	4,015	23,031
Charitable activities						
Community Centre	44,041	19,987	64,028	42,291	19,782	62,073
Learning Disability Outreach	—	99,915	99,915	—	104,146	104,146
Homeline	—	127,970	127,970	—	108,691	108,691
Care and Repair	110,732	41,720	152,452	95,135	41,720	136,855
Safer Homes	3,910	70,871	74,781	3,399	60,036	63,435
Keep Active H&F	—	48,500	48,500	—	48,520	48,520
Other Trading Activities	102,390	—	102,390	77,344	—	77,344
Investments	78,318	96	78,414	75,439	65	75,504
Other	6,471	—	6,471	13,365	—	13,365
Sub-total	352,142	414,200	766,342	325,989	386,975	712,964
Charitable activities-capital grants						
Property Redevelopment	—	—	—	—	250,000	250,000
Total Income	352,142	414,200	766,342	325,989	636,975	962,964
Expenditure on:						
Raising funds						
Cost of raising funds	25,579	—	25,579	22,691	—	22,691
Cost of trading & investment management	163,755	—	163,755	120,202	—	120,202
Charitable Activities						
Community Centre	44,041	24,563	68,604	42,291	15,624	57,915
Learning Disability Outreach	—	105,553	105,553	—	111,463	111,463
Homeline	—	132,748	132,748	—	132,851	132,851
Care and Repair	83,320	41,780	125,100	61,085	41,792	102,877
Safer Homes	3,910	69,475	73,385	3,399	80,830	84,229
Keep Active H&F	—	57,589	57,589	—	41,522	41,522
Property Redevelopment	—	9,727	9,727	—	10,008	10,008
Total Expenditure	320,605	441,435	762,040	249,668	434,090	683,758
Net income /(expenditure) before net (losses) on investments	31,537	(27,235)	4,302	76,321	202,885	279,206
Net (losses) on investments	(7,221)	—	(7,221)	(21,214)	—	(21,214)
Unrealised gains / (losses) on investment properties	100,000	—	100,000	(60,000)	—	(60,000)
Net income / (expenditure) for the year	124,316	(27,235)	97,081	(4,893)	202,885	197,992
Transfers between funds	(7,227)	7,227	—	(48,814)	48,814	—
Net movement in funds	117,089	(20,008)	97,081	(53,707)	251,699	197,992
Reconciliation of funds:						
Total funds brought forward	2,756,293	539,585	3,295,878	2,810,000	287,886	3,097,886
Total funds carried forward	2,873,382	519,577	3,392,959	2,756,293	539,585	3,295,878

Bishop Creighton House Settlement Balance sheet as at 31 March 2024

	2024 £	2023 £
Fixed assets		
Tangible assets	1,475,931	1,511,857
Investment properties	1,440,000	1,340,000
Investments	—	136,595
	2,915,931	2,988,452
Current assets		
Debtors	58,711	76,534
Cash at bank and in hand	595,096	457,103
	653,807	533,637
Liabilities:		
Creditors: amounts falling due within one year	176,779	226,211
Net current assets	477,028	307,426
Total net assets	3,392,959	3,295,878
The funds of the charity:		
Restricted income funds	519,577	539,585
Unrestricted income funds:		
Designated funds	453,000	322,900
Property revaluation reserve	955,232	975,340
Fair value reserve	1,440,000	1,340,000
General	25,150	118,053
Total unrestricted funds	2,873,382	2,756,293
Total charity funds	3,392,959	3,295,878

Funders

Awards for All, City Bridge Trust, CPF Trust, Dr Edwards & Bishop King's Fulham Charity, Daisy Trust, Edward Gostling Foundation, FB Coales No 4 (Family) Trust, Field Family CT, Frogmal Trust, Garfield Weston Foundation, Hammersmith United Charities, Kathleen Beryl Sleigh CT, LB Hammersmith & Fulham, Masonic CF, Mercers' CT, National Lottery Community Fund, Sir James Roll CT, Tendril Trust, United in Hammersmith & Fulham, Veolia UK, WG Edwards CF, 29th May 1961 Charity.

Volunteers

Community Centre

Labake Anisere, Bukky Bababunmi, Jose Castillo, Korinne Gerald, Talia Goodwin-Kiely, Samuella Thomas, Margaret Van Arkadie, Nicola Westropp, Jane Whitgift, Audrey Willock.

Learning Disability Outreach

Jean Bingham, India Collins, Talia Goodwin-Kiely, Akila Kildare, Andreas Koutsoudis, Rahini Mylvaganam, Jane Whitgift.

Homeline

Fatuma Adam, Azita Ahmadi, Rose Alexander, Fatima Al-Sabaawe, Frances Archer, Rahima Aziz, Freya Barratt, Andrzej Blonski, Leah Browner, Ian Bruce, Lettice Buxton, Laura Collins, Jacinta Cook, Isabelle Corlett, Sinead Coulson, Arti Dasani, Simone De Brouwer, Melina Dias, Daniela Drabikova, Norajane Egbulefu, Michelle Fareta, Andrew Frederick, Josie Gale, Korinne Gerald, Ian Godfrey, Catherine Goodwin, Fiona Grant, Alexander Hanson, Amanda Harrison, Johnny Harrison, Alicia Harvey, Amal Hassan, Futru Hidug, Alistair Hooper, Benat Ibrahim, Teresa Isolani-Smyth, Alexy Janseen, Laetitia Katabi, Donna Kidd, Saachi Koul, Susie Lane, Taira Olaia Larranaga, Marie-Emilie Leriche, Anthony Lewis, Karen Lindsay, Rajeev Mahajan, Anthony Maitland, Robert Mansur, Sahista Mansuri, Phillippe Marien, Khayal Marzouk, Marie Josee Matte, John Mellor, Eunice Mensah, Nancy Mickler, Maria Moore, Jennifer Mulvey, Gabrielle Nellis-Pain, Mary Nordkvelle, Olaofe Olatunbosun, Erfan Oriakhil, Vivian Ozohili, Manon Perrard, Tessa Raafat, Vukasin Radusinovic, Rose Roberts, Hugh Robertson, Rosaleen Robertson, Aoife Rudman, Anna Rzevski, Faten Salhab, Maria Saoulidou, Melina Saoulidou, Una Savage, Danielle Sawkins, William Saxby, Richard Searle, Nikos Souslous, Barbara Stepansky, Thierry Tantot, Kathleen Taylor, Kieran Taylor Hopkins, Samuella Thomas, Nithya Tikoo, Charlene Tourniaux, Eunice (Szu-Yun) Wang, Calvin White, Eddie Whiteside, Jane Whitgift.

Keep Active

Rose Alexander, Hodon Artan, Laura Collins, Caroline Crisp, Barbara Fernie, Jacob Frankel, Gosia Kidawska, Susie Lane, Nancy Mickler, Lara Mokbel, Kisenyi Mukalere, Olaofe Olatunbosun, Caroline Oliver, Yudi Palkova, Sharon Pascoe, Nazia Sattar, Maria Birlean Steluta, Jane Walker, Eunice Wang.

Safer Homes

Angela Jameson.

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
Outreach Co-ordinator	John Whelehan
Assistant Project Worker	Martin Doyle
Literacy Tutor	Maria Sforza (left July 24)
	Claudette Taylor (from Oct 24)

Homeline

Manager	Jessica Lawn
Volunteers' Co-ordinator	Jelena Radusinovic
Project Worker/IT Tutor	Mark Birley
Caseworker	Rahima Aziz (left Nov 24)
Dementia Co-ordinator	Justyna Rafalik (from Oct 24)

Keep Active H&F

Project Worker/Co-ordinator	Hassan Kosa (left Sept 24)
	Georges Zotiades (from Oct 24)

Safer Homes

Manager	Caecilia Isidore
Handyman	Bond Cobby

Care & Repair

Manager	Matthew Byrne
Technical Officer	Kumkum Das

Board of Trustees

Chair	Lee Smith
Treasurer	Jane Walker (resigned April 24)
	Raika Hadipour (treasurer from April 24)
	Sidona Assefa
	Tom Fitzgerald (resigned April 23)
	Tom Hackett (resigned April 24)
	Alex Hearn
	Omid Miri
	Alex Morley (resigned April 24)
	Rhys Owen
	Jana Reid
	Nikos Souslous



The Creighton Centre

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