

Bishop Creighton House

BCH has provided community and social support services for the people of Hammersmith & Fulham for 107 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.

We further developed our services over the year. The Keep Active service received plaudits from the highly regarded Kings Fund. The partnership project Beating Isolation increased its client numbers and its geographical reach. Care & Repair and Safer Homes increased their clients and income from fees. The Community Centre was used by more groups and generated higher income from room hire. Mentoring Plus continued to help isolated young people with learning disabilities, including the provision of volunteering opportunities and work placements. Homeline reached out to more people by providing befriending phone calls at the weekends as well as weekdays.

BCH provides vital services for the most vulnerable and promotes independence, from enabling people to go out and socialise, 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 and 16 new groups used the facilities. In addition, BCH lets office space to charitable and private organisations.

Groups and clubs using the Centre in the year included:

AA, Arr Group, Bannooda Aid Foundation, Bridge Group, Britafrique, Busy Bees, Card Group, Carers' Network, China SYB, Community Education Forum, Entrepreneur Real Skills Development, Family First Mediation, Family Group Conference, Family Tree Nurseries, Forward 4 Families, Herbal Nutrition, H&F Mind, H&F Refugee Forum, H&F Socialist Party, IT Club, Jusoor, Kingsmith Care, Life Drawing, London Bangla Academy, LBH&F, Magdalena Glister Coaching, Mediation Group, Mount Carmel, People Rise Now, Rampage, React First, Sahaja Yoga, Shepherds Bush Short Life Housing, South East Business Managers, Spiritist Psychological Society, Sudanese Association, Thomas FMC, Top Energy, Wadaag Nation Aid, Weight Watchers, Women's Group, Yoga Life.

'Bishop Creighton House has always been a great place for my friends and me, who have been coming here for years. We enjoy the clubs and meeting new people.' Mr H

Mentoring Plus

Mentoring Plus works with people with learning disabilities aged 16 and over, helping them gain new skills, build friendships, improve their education, enjoy social opportunities, undertake paid or voluntary work and take up training opportunities. The project offers a range of activities including: one-to-one mentoring; employment support for those seeking paid work; volunteering or training opportunities; free education workshops; one-to-one literacy tuition; and numerous social activities every month.

During the year the project supported 105 young people with the help of over 45 volunteer mentors.

'I think the project is absolutely amazing for me and my family; it's a lifeline and the only thing that I and I feel we belong to.' (P, parent of project member)

Homeline

Homeline is a social network for isolated older people. We aim to reduce loneliness and in consequence, improve health and well-being. We do this through a team of 80 local volunteers making daily phone calls and regular home visits. We also provide monthly socials, an annual day trip and Christmas parties. Staff provide casework and advocacy support for those who need help with particular problems. Over the year we completed 704 pieces of casework ranging from help with housing and financial issues to alerting emergency contacts when phone calls are not answered. We supported 241 older people, with 67

new members joining. Our volunteers made over 15,000 phone calls and we started new weekend telephone befriending calls in February 2015. 98 older people received regular volunteer home visits with volunteers taking people out in wheelchairs, providing social contact and outdoor walking.

'My volunteer comes faithfully every week throughout the year. When other people stop visiting she carries on. She is very good. And I'm so grateful for the calls.' Mrs A

Keep Active

Keep Active is a partnership project with the NHS. It offers a nine week programme for older people who have lost some function due to a fall, stroke or illness. 117 clients were supported, all referred by the Hammersmith and Fulham Community Rehabilitation Service. 70 volunteers have given over 900 hours of their time, helping with indoor exercises and the use of outdoor walking aids. Keep Active was selected by the King's Fund as one of five projects (out of 70 nationally) representing innovation in older people's services. The British Geriatrics Society commented that 'Keep Active was an excellent example of effective rehabilitation from a London charity partnership.' The project was shortlisted in the 2014 Guardian Charity Awards.

'A wonderfully supportive team who add another dimension to care of the elderly in the community: the volunteers are patient, interested and very thorough and the coordinator puts the clients at the heart of her role.' Clare, Community Physiotherapist

Beating Isolation

Beating Isolation offers a tiered service of phone support, befriending, peer support, workshops and social activities to vulnerable and isolated individuals. The service began in 2013 and is run in partnership with Hammersmith & Fulham Mind and the Fulham Good Neighbour Service. We have continued to exceed targets and are taking on clients from neighbouring boroughs. We have also added an extra tier to the project, offering one-off befriending support for individuals attending medical appointments. Many service users have become peer support volunteers. Our social and well-being activities include a weekly yoga group and group trips to places of interest. 121 clients were supported by 78 volunteers.

'Seeing my befriender each week is like a breath of fresh air, she really cheers me up as I have no one else to visit, it is nice someone asks how I am, we laugh and get on well and I think we both enjoy the meetings.' Mrs F

Safer Homes

Safer Homes provides advice and equipment to help reduce the number of domestic accidents and improve home security for vulnerable residents. Our assessor visits clients at home, carries out comprehensive safety, security and fire safety checks, and identifies risks in the homes of people aged over 65, those with a disability and families with a child under five. We then arrange for our handyman to visit and install safety and security equipment to minimise the risk of injury or burglary. We visited 425 households over the year and fitted 1,970 pieces of equipment.

We carried out work for 49 private clients, raising over £3,000, which was reinvested in the project. With funding from Awards for All we set up our Community Volunteers Scheme. Volunteers are trained to carry out home safety, security and fire safety assessments in the homes of older people.

'Safer Homes is an invaluable service to the community – I can sleep peacefully tonight.' Mrs T

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 to their homes so they can live independently. We organise a wide range of adaptations, including wet floor showers, stair lifts, ramps 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 the work and we make the funding applications for them. This year we adapted the homes of 30 clients.

'The service was excellent from start to finish – thank you.' Mrs W

Statement on behalf of the trustees

These summarised financial statements contain information from both the Statement of Financial Activities and the Balance Sheet for the year ended 31st March 2015, but are not the full statutory report and accounts. The full financial statements were approved by the Trustees on 7th October 2015 and subsequently submitted to the Charity Commission and to Companies House. They received an unqualified audit report and copies may be obtained from the charity's head office.

Independent auditors' statement to the trustees of Bishop Creighton House.

We have examined the summarised financial statements of Bishop Creighton House.

Respective responsibilities of trustees and auditors

The trustees are responsible for preparing the summarised financial statements in accordance with the recommendations of the charities SORP.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statement with the full financial statements and Trustees' Annual Report. We also read the other information contained in the annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

Basis of opinion

We conducted our work in accordance with Bulletin 1999/6 "the auditors' statement on the summary financial statement" issued by the Auditing Practices Board for use in the United Kingdom.

Opinion

In our opinion the summarised financial statements are consistent with the full financial statements and the Trustees' Annual Report of Bishop Creighton House for the year ended 31st March 2015.

**Sayer Vincent
Registered Auditors
13th October 2015**

Statement of financial activities for the year ended 31st March 2015 (incorporating an income and expenditure account)

	2015	2014
	Restated	Total
	£	£
Incoming resources		
Incoming resources from generated funds	11,465	13,298
Voluntary income	442	2,390
Activities for generating funds	—	99,065
Fundraising activities	—	87,750
Rental Income	—	6,598
Investment Income	2	5,681
Incoming resources from charitable activities	48,842	37,202
Community Centre	10,607	97,785
Mentoring Plus	86,696	125,984
Homeline	109,586	109,586
Care and Repair	27	72,998
Safer Homes	120,110	71,257
Keep Active	43,250	128,268
Beating Isolation	30,781	44,666
Other incoming resources	—	14,527
	2,138	5,374
Total incoming resources	412,966	650,144
Resources expended		
Costs of generating funds:		
Costs of generating voluntary income	6,327	5,426
Costs of fundraising activities	12,339	26,688
Costs of rental income	85,234	57,811
Investment managers fees	1,220	1,260
Charitable activities:		
Community Centre	60,689	47,936
Mentoring Plus	105,740	97,275
Homeline	125,377	118,434
Care and Repair	101	79,941
Safer Homes	124,675	141,063
Keep Active	45,721	45,721
Beating Isolation	33,075	41,966
Governance costs	—	19,582
	19,582	17,292
Total resources expended	495,378	648,554
Net 'outgoing'/'incoming' resources before transfers	(82,412)	(23,337)
Gross transfers between funds	55,246	—
	(55,246)	—
Net 'outgoing'/'incoming' resources before realised gains and losses	(27,166)	(23,337)
Realised gain on investments	—	498
Net 'outgoing'/'incoming' resources before other recognised gains and losses	(27,166)	(22,839)
Unrealised gains/(losses) on investments	—	2,740
	8,451	—
Net movement in funds	(27,166)	(45,519)
Total funds brought forward	63,050	2,226,726
	2,143,577	2,226,726
Total funds carried forward	35,884	2,161,108
	2,125,224	2,206,627

Balance sheet as at 31st March 2015

	2015	2014
	£	£
Fixed assets		
Freehold land and buildings	1,782,241	1,818,818
Investments	128,195	119,744
Current assets		
Debtors	47,381	38,319
Cash at bank and in hand	329,059	289,872
	376,440	328,191
Creditors: amounts due within 1 year	125,768	60,126
Net current assets	250,672	268,065
Net assets	2,161,108	2,206,627
Funds		
Restricted funds:	35,884	63,050
Unrestricted funds	1,794,213	1,794,213
Property Revaluation Fund	350,000	345,000
Designated funds	12,218	4,364
General funds	2,161,108	2,206,627
Total funds	2,161,108	2,206,627

£195,250 designated funds are for maintenance and redevelopment of the BCH building.

Funders

Autism Capital Bid Fund, Band Trust, Big Lottery Fund, Charles Haywood Fdn, City Bridge Trust, Daisy Trust, Dr Edwards & Bishop King's Fulham Charity, Field Family CT, Francis Winham Fdn, Fulmer CT, Girdlers' Co CT, Hammersmith United Charities, Henry Smith Charity, Leathersellers' Co, Lloyds Bank Fdn, London Borough of Hammersmith & Fulham, Mrs LD Rope's Third Charitable Settlement, NHS Hammersmith & Fulham, N Smith CT, Oliver Morland Trust, Sir Jules Thorn CT, Tesco CT, Waitrose Ltd, WE Edwards CT, 29th May 1961 CT.

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

Mentoring Volunteers

Caleb Adamsi, Kawsar Ahmed, Vicki Anderson, Tony Assirati, Rose Bargary, Tom Basista, Anjila Barra, Neele Bjerre Field, Charlotte Buswell, Cristina Cali-Karady, Mario Ciancia, John Cookson, Rachel Cook, Antonio Corchero, Fergus Cusden, Jason Dinnal, Magda Dudka, Janise Ellie, Matthew Green, Laurence Kaye, Dan Kelly, Akila Kildare, Fiona Lay, Constance Louise, Sema Louis, Aishah Malik, Davide Marinoni, Paula Merrony, Heba Mimoumi, Cleopatra Mwiyah, Rahini Mylvaganam, Tuan Nguyen, Ihuoma Onwusor, Georgina Palmer, Nikki Parrick, Jenna Patel, Susanne Sculley, Emily Speers, Pinal Thakker, Chenelle Thomas, Donisha Thompson, Jeremy Toeng, Conrad Vaz, Jane Whigifit, Chawahir Yussuf.

Homeline Volunteers

Julie Allsopp, Fatima Al-Sabaawe, Celine Andre, Frances Archer, Lucy Barnes, Azeb Beraslo, Mathew Berry, Hazel Bloor, Ana Castro, Ian Cockerell, David Colbeck, Amy Cooke, Janet Crosbie, Caroline Eakins, Ian Godfrey, Christine Greig, Norman Harsant, Mark Humphries, Lucy Hutchins, Myrtle Inniss, Jules Iresson, Raj Jayaray, Beverley Jeffery, Kathy Jones, Caroline Kennedy, Hayden King, Kamil Khan, Charlotte Koekkoek, Hassan Kosa, Miranda Krasnia, Lynsey Lorraine, Amanda Lopera, Lucy Lowes, Sheridan Luiz, Robert Mansur, Maria Martin, May Martin, Marianne Mandujano, Karen McAnea, Michael McCabe, Eunice Mensah, Anetta Mielieszko, Trudy Mirza, Janet Moody, Andrei Nikolsky, Mary Nordkvelle, Olaofe Olatunbosun, Simon Oliver, Martin O'Regan, Gitte O'Toole, Rosalba Pastran, Dorene Peters, Mark Pettigrew, Gregoire Ponsoye, Jelena Radusinovic, Vuk Radusinovic, Maud Ragonnaud, Kathy Rowley, Harmeet Saluja, Marjorie Samms, Zenepe Shala, Michelle Singer, Yvonne Stark, Zuzanna Sterbova, Barbara Stepanzky, Anna Strunk, Emily Tanrot, Wendy Thomas, Winnie Thomas, Patricia Tookey, David Webster, Margaret Webster, Patricia Wildman, Wendy Wiltshire, Stephen Womersley, Amy Wright, Helen Wright.

Keep Active Volunteers

Sharif Abdu'Allah, Mkeparu Ada, Joanna Adenekan, Yordonas Afeworki, Shuhin Ahmed, Margaret Aldridge, Julie Allsopp, Violeta Andritsiuniene, Calvin Bairretto, Azeb Beraslo, Michelle Bolton, Catherine Clarke, Ian Cockerell, Donna Isaac, Natasha Duncan Bosu, Salma Gadour, Rosie Glazebrook, Christine Greig, Marie Hall, Futru-Samra Hidug, Linn Holter, Mark Humphries, Kathy Jones, Nick Keith-Barnett, Kamil Khan, Esther Kingsley, Berric Knutzen, Emilia Kubicka, Laura Moran, Joanna Lazar, Malcolm Lister, Lucy Lowes, Sandra Lyova, Vasant Mandalia, Marianne Mandujano, Jayaraj Manickam, Erni Marlina, Maria Martin, Krasniqi Miranda, Chrysoula Nousion, Olaofe Olatunbosun, Gitte O'Toole, Naledi Phaladi, Jelena Radusinovic, Vukasin Radusinovic, Ellie Reedman, Thalia Reynolds, Mohammed Riad, Nancy Sapper, Shaban Shala, Zenepe Shala, Michelle Singer, Eleftheria Skordis, Barbara Stepanzky, Anna Strunk, Isha Thomas, Ana Valerio, Gloria Vasquez, Susan Vernon.

Beating Isolation Volunteers

Asheck Jaku Ahmed, Umara Ali, Saamir Asad Ansari, Gabriel Bennett, Victoria Bentley, Manjinder Kaur Bharti, Roberta Bogdanovic, Ilona Bondar, Kieran Carry, William Clift, Jessica Cooper, Bramjac Davis, Charlotte Delsignore, Nona Farrokhi, Rhiannon Flanagan, Ian Godfrey, Christina Grady, Annie Hathaway, Rahela Javed, Amy Jones, Lisa Kalinowska, Zainab Khan, Melissa Lotmore, Agnieszka Lukaszczyk, Molla Maloku, Ada Mkeparu, Sabrina Monterregge, Charlotte Ness, Isabelle Neumann, Chrysoula Nousiou, Georgina Pratt, Owen Price, Christine Pugh, Harry Rigney, Ayesha Saifuddin, Hanna Schleimer, Joe Stocker, Lee Viesnik, Robin Waterhouse, Mike North.

Community Centre Volunteers

Evgeny Gumarev, Angela Jameson, Barbara Johnson, Miranda Krasniq, Lady West, Brenda Yeung.

Safer Homes Volunteers

Marthwe Akposoc, Ana Belen, Kaya Dana, Stephanie Kostin, Merlo Ormeno, Jordana Trimby, Conrad Vaz.

Staff

Core Services
Chief Executive
Finance Manager
Fundraiser/Marketer
Community Centre
Centre Co-ordinator

IT Club Leader

Mentoring Plus

Co-ordinator
Project Worker
Assistant Project Worker
Literacy Tutor

Homeline

Manager
Project Worker
Volunteers' Co-ordinator

Keep Active

Volunteers' Co-ordinator

Beating Isolation

Co-ordinator
Victoria Rodwell

Safer Homes

Co-ordinator
Handyman
Administrator
Cecilia Isidore
Donovan Shakespeare
Alan Sheehan
Tony Carmichael

Care & Repair

Manager
Technical Officer
Matthew Byrne
Kumkum Das

Staff listed were employed for all or part of the year 2014/15. Many thanks to our contracted cleaners, Rodica Codrea and Luminita Stemenyei.

Board of Trustees

Chair

Maya Donelan MBE
(until Nov 14)
Lucy Hutchins
(from Nov 14)
Alex Morley
(from Nov 14)

Vice-Chair

Chris Brooks FCA

Hon Treasurer

Adronic Alford
Fergus Cusden
Tom Fitzgerald
Tom Hackert
Rhys Owen
Lee Smith
Jane Walker

Trustees listed served for all or part of the year 2014/15.

Bishop Creighton House



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Bishop Creighton House Annual Review 2015

Working with the community since 1908