

FRIENDSHIP • INDEPENDENCE • SUPPORT • HELP

# FISH

NEIGHBOURHOOD CARE SERVING BARNES, MORTLAKE & EAST SHEEN

Annual Review 2017 - 2018



**The Queen's Award  
for Voluntary Service**

**Connecting  
communities**

**Combating  
loneliness**

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# Chair's Report



**On 2nd June, FiSH won the prestigious Queen's Award for Voluntary Service.**

The Queen's Award for Voluntary Service is the highest award given to local volunteer groups in the UK to recognise outstanding work done in their communities. It was created in 2002 to celebrate the anniversary of The Queen's coronation. It is the MBE for volunteer groups. This is a tremendous achievement for FiSH, its volunteers and its staff. It offers the highest recognition of our work in connecting the community and combating loneliness.

Everyone who volunteers for FiSH and all our staff should feel immensely proud of the recognition that this award represents. They should never underestimate the value of their service to the local community and the difference they make to people's lives. Without the goodwill and generosity of our dedicated volunteers none of FiSH's activities would be possible.

In 2017/8 FiSH volunteers gave 32,500 hours of their time to help older and vulnerable people in SW13 and SW14. It would require over 18 full time trained staff to replace these hours at a cost to Richmond Council of over £580,000 every year.

This year Jenny Hughes, our first paid Director and inspiration for over 17 years retired and we welcomed Micky Forster who took over from Jenny at the start of the year.

Micky, Linda, Liz and Deborah are a great staff team who always go the extra mile to look after our clients and volunteers. They are admirably assisted by Sally, our Assistant Transport Coordinator (volunteer), and Annie, David, Clay, Trevor and Steve, our terrific drivers. I thank them all for their dedication and good humour.

We rely on a talented and committed group of Trustees who give freely of their time, knowledge and skills. My thanks to them all for being so supportive and hardworking. Our thanks also for the continued support and assistance from all our partners and funders, listed at the back of this Review.

We estimate that around 1000 people aged over 75 in the FiSH area live alone with 300 likely to have dementia. Feeling isolated, lonely and being unable to cope with life and its challenges have a profoundly negative effect on health. Clients' needs are becoming increasingly complex and resources from the NHS and Social Services are under intense pressure.

The work of FiSH through its wonderful volunteers and community action is more important than ever before.

*Crispin O'Brien, Chair*



## FiSH Trustees & Governance

FiSH Neighbourhood Care is a limited company (no 07933796) and a registered charity (no 1147516). Our Annual Accounts and all other legal filings, are available for inspection through Companies House and The Charity Commission.

We are the successor to unincorporated charities established in SW13 and SW14 as far back as 1963.

Our Trustees as at 31 March 2018 were:

**Crispin O'Brien (Chair)**  
**Michael French (Treasurer)**  
**Peter Anderson**  
**Penny Cowell**  
**Tim Gates**

**Peter Marsden**  
**Nigel Newby**  
**Stephen Stavrou**  
**Brian Timbrell**  
**Liz Wall**

Catherine Dewe Mathews, Margaret Hill and the Rev Richard Sewell (until July 2017) and Sir Anthony Figgis (until January 2018) served as Trustees during part of the year before retiring. On behalf of the FiSH community and the Board I thank them for their stewardship and guidance as Trustees. During the year we welcomed Father Stephen Stavrou as a new Trustee. Trustees are appointed by the members of the company. Appointments are for a term of three years, with the possibility of reappointment for a further term of (usually) three years.

The Board's policy is that as a general rule (a) the Board should usually consist of between 8 and 12 members, and (b) in normal circumstances, two new Trustees should be appointed in each financial year. Our Articles of Association require FiSH to have regard to the importance of reflecting balanced representation of the whole area where FiSH operates.

In March 2018 by public advertisement we invited interested persons to apply to become Trustees. Following a selection process, two individuals are to be proposed as new Trustees at the 2018 AGM. This was the first occasion (so far as we can remember) when there was a public advertisement for new Trustees.

The Board of Trustees meets four to five times a year to ensure FiSH is doing what it was set up to do, determine strategy, set objectives and targets, agree policies, take major decisions, and review progress and monitor financial performance. During the year ended 31 March 2018 the Board met four times (2017: five times).

The day to day running of FiSH is delegated to an Executive Director, who carries out the policies of the Trustees as determined at meetings of the Board of Trustees. The Board has a number of committees to deal with various aspects of FiSH's activities: Services, Transport, Fundraising and Events, Finance, and Risk and Governance.

FiSH operates PQASSO (Practical Quality Assurance System for Small Organisations) on a self-assessment basis. PQASSO helps voluntary sector organisations take a systematic look at how they are run, identify areas where they are doing well and not so well, and decide what improvements are needed. The topics covered include governance, planning, leadership and management, user-centred service, managing people, managing resources, and working with others.

*Peter W Anderson, Senior Independent Director June 2018*

# Financial Statement

This is a summary of the full accounts which, together with the Independent Examiner's report by J.D.Blythe FCA, are available on request.

After all the excitement in the previous year surrounding the fundraising for our new bus the past year has proved, from a financial point of view, to be less dramatic but just as successful. Faced as we are at the beginning of each year with the need to raise more than £100,000 to cover the costs of our ongoing activities we are never complacent and successful fundraising remains crucial to our ability to maintain and grow the scope and scale of our activities. With almost £120,000 of donations and grants received last year we have been able to fund our expanded programme of activities without recourse to our reserves, have started the process of upgrading our administration systems and have still ended the year with a modest surplus. Out of this we have continued to set aside funds for the replacement of our buses when this becomes necessary within the next few years.

We have continued to receive generous support not only from individuals and local businesses but also from Richmond Borough and from a number of charitable organisations - Richmond Parish Lands Charity, Barnes Workhouse Fund, the Inman Charity, the Kaye Pemberton Charity, the Friends of Barnes Hospital, the Barnes Community Association and the Grocers livery company. The multi-year financial support from the Mercers and the Goldsmiths livery companies is also particularly valuable enabling us to plan for the future with greater confidence. In the coming year we face the uncertainties which will result from changes to the funding arrangements for social care which are due to be introduced by Richmond Borough. FiSH benefits to a considerable extent, but only indirectly, from such funding as we depend on close cooperation with various organisations that are funded directly under the current system. We cannot yet predict the effect of these changes. However we enter the year in a sound financial position, and with a prudent level of reserves which we hope will provide us with the flexibility to navigate our way through a period of change.

*Michael French, Hon Treasurer, June 2018*

	2018	2017
	£	£
<b>Income</b>		
Grants and Donations	100,982	131,031
Local Authority grant	10,267	15,355
Events & activities	17,647	16,058
Transport	11,494	15,080
Sundry other income	6,667	8,612
	<b>147,057</b>	<b>186,136</b>
<b>Expenditure</b>		
Employment	74,563	69,631
Rent & Utilities	6,646	15,335
Bus finance	0	52,000
Transport	8,350	8,235
Events & activities	16,133	14,059
General administration	29,341	16,465
	<b>135,033</b>	<b>175,725</b>
Net incoming resources	<b>12,024</b>	<b>10,411</b>
Reserves brought forward	<b>146,425</b>	<b>136,014</b>
Reserves carried forward	<b>158,449</b>	<b>146,425</b>
<b>Assets</b>		
Current assets	<b>190,264</b>	<b>183,657</b>
Current liabilities	<b>31,815</b>	<b>37,232</b>
	<b>158,449</b>	<b>146,425</b>
<b>Reserves</b>		
Restricted	<b>7,309</b>	<b>6,541</b>
Unrestricted		
Free reserves	<b>91,140</b>	<b>99,884</b>
Bus reserve	<b>60,000</b>	<b>40,000</b>
	<b>158,449</b>	<b>146,425</b>

## FiSH Staff Team

The small, dedicated staff team at FiSH work tirelessly throughout the year to manage, develop and fund the services offered by the organisation and its wonderful team of committed volunteers.

After more than 17 years at the helm, 2017 was the year that Executive Director Jenny Hughes decided the time was right for her to retire to spend more time with her husband Andy and her family. Jenny was the charity's first paid member of staff and played a pivotal role in making FiSH the highly respected organisation it is today. Recruitment for Jenny's successor started towards the end of 2017 and resulted in Micky Forster, a long term Barnes resident and former trustee of Barnes Community Association, being appointed Executive Director. Micky was welcomed at FiSH in early February 2018 and worked with Jenny for much of that month to ensure a smooth handover.



The staff team currently consists of Executive Director Micky Forster, Operations Manager Linda Dutton, Befriending Manager Liz Dallas Ross, Transport Coordinator Deborah Carter, Assistant Transport Coordinator Sally Godstone (volunteer) and Bus Drivers Annie Watts and David Leftwich.

During 2017/8, Deborah and Sally have established a strong partnership managing the logistics to ensure the smooth running and delivery of the FiSH transport service, including a larger pool of volunteer drivers. As well as her key role as Operations Manager, early in 2018 Linda Dutton working with our trustees, took on the task of identifying and evaluating a new database for the organisation, which has subsequently been introduced. In July 2017, Liz Dallas Ross extended the popular Retro Café, pioneered so successfully in Barnes, to East Sheen.

## FiSH Helpline

The establishment of a Helpline was the very first activity launched by FiSH way back in 1962 and today it is still very much at the core of all that we do.

The helpline is open Monday to Friday between 9:00am and 12:00pm and provides a lifeline for those finding life not quite as simple as in years gone by. Tasks tend to fall into four broad categories: transport, shopping, handyman and gardening. During the past year our volunteers have:

- Taken clients to GPs, dentists, hospitals, vets, hairdressers, gyms, art classes, swimming, falls clinics... as well as for FiSH activities like the Retro Café, FiSH Bridge, the FiSH Choir and Lunchtime Concerts.
- Bought and delivered shopping – our volunteers are familiar with every shelf, nook and cranny of every local shop and supermarket!
- Changed lightbulbs, fitted padlocks, mended broken drawers, hung curtains, re-tuned TVs.
- Trimmed hedges, mown lawns, cleared weeds, planted flowers.

Helpline jobs often come in with little notice and we are so grateful to those volunteers who cheerfully 'man' the Helpline (it is NOT an easy job!) and to those who so willingly respond to requests for help.



- *The Helpline received a total of 3,764 calls during the year*
- *FiSH provided transport for 820 medical appointments and carried out 784 shopping trips*

## FiSH Accessible Transport

This year we have continued to provide regular journeys to the Barnes Green Centre for Age UK and FiSH members each week and have organised outings, shopping trips and transport for choir, concerts, talks and exercise classes. The service has been greatly enhanced by the arrival of our new bus Nicola which was launched with a flourish at Barnes Fair in 2017. Our two buses Nicola and Jubilee are parked at Walsingham



Lodge, thanks to the generosity of the Crown Simmons team, and are regularly serviced and insured by RaKAT (Richmond & Kingston Accessible Transport) who maintain our buses, train volunteer drivers and provide extra buses when needed. We are also pleased to announce an arrangement with the team at Shenehom, the residential home in Ranelagh Ave, who permit us to use their 9-seater people carrier if additional transport is required.

The door-to-door service to Barnes Green Centre is a lifeline for the many Age UK members who come in for activities and lunches, as well as FiSH clients who attend the FiSH Retro Café on Monday and the Rambert exercise classes and FiSH choir on alternate Fridays. This year our visits have included the National Portrait Gallery, V&A, Ham House, Chiswick House, Denbies Wine Estate, Garsons Farm, Holly Lodge, the Rose Theatre and a boat trip on the Thames, as well as monthly lunches at pubs within a twenty mile radius of Barnes and outings to M&S and Asda. The team are always happy to consider new venues so do let us have your ideas.

It is important to commend our invaluable team of 5 employed and 16 volunteer drivers – and our excellent band of volunteer escorts - who offer a reliable service that's friendly and great fun too. Without them we would be unable to offer so many exciting locations and events. Thank you to you all.

• *There were a total of 9,026 passenger journeys using the FiSH minibuses*

## FiSH Shopping Trips



FiSH operates a twice-weekly food shopping bus for clients to Tesco Hammersmith, Sainsbury's Manor Road or Waitrose East Sheen providing an essential service for those unable to get to the shops on their own. The clients are divided into four groups each of which shops fortnightly. The volunteer escorts who support these trips are invaluable for their help in getting people on and off the bus, pushing trolleys, selecting produce, sorting at the till and loading bags – and then remembering which bag belongs to whom when clients arrive home!

The Transport team is hugely grateful to our loyal bus volunteers without whose goodwill and energy this service would not be possible.

• *1,025 passengers used our door to door shopping trips to Sainsbury's, Tesco and Waitrose in 2017/8*

## Community Bus Hire

FiSH is happy to support the wider community within the borough by providing buses and drivers for outings run by other organisations, raising additional revenue for FiSH by doing so.

This year we have been fortunate to have an ongoing arrangement with 'Hands' providing a fortnightly FiSH shopping bus for their clients from Twickenham and St Margarets. We have also received regular bookings from the Parish of Mortlake with East Sheen's Active Retired group and Holiday at Home, Activity Station, Castelnau Community Project, Viera Gray, The Golden Girls, Richmond Macular Society, Catholic Womens' League, the Mothers' Union and Churches Together in Barnes using our team of willing volunteer drivers who enjoy driving other groups in the FiSH buses.

## FiSH Befriending Service

A FiSH Befriender has visited an elderly lady every Saturday morning for over ten years. Originally this was for a cup of tea and conversation but as the lady's health declined, the Befriender helped by opening her post and filing paperwork. If more support is felt to be needed, this is referred to the Befriending Manager.

This demonstrates the more usually perceived idea of 'Befriending...ie company and conversation. However, with increasing age, the role of the Befriender can become more varied.

New client referrals are matched with a Befriender so that the referral is personalised to the needs of the client. For example, a widowed Italian lady who wanted Italian conversation and have company watching Italian television, was introduced to an Italian speaking volunteer.



• *FiSH Befrienders made 1,882 visits and 2,104 telephone calls in 2017/8*

## The Retro Cafés

Named the 'The Retro Cafe' as vintage china and tablecloths are used, the café was started by FiSH, in association with the Alzheimer's Society. These sessions offer tea and conversation for guests with memory problems and mild dementia at St Michael's Community Church Hall in Barnes, every Monday for four years.

Demand is increasing and new guests continue to join, so in July 2017 we started 'Sheen Retro' at the Christ Church Community Hall in East Sheen on Friday afternoons.

This year, 952 people have had tea, conversation, support and company (not forgetting poetry reading by Abbie Cruttenden and Joe Fraser). Dementia manifests itself differently in each individual living with it, and a remarkable team of volunteers with differing but complimentary skill sets have helped 460 times last year.



The Café's objective is to make it enjoyable for everyone... guests and volunteers alike and a volunteer emailed:

*"Just wanted to say what a lovely atmosphere there was at the Retro Cafe yesterday - there always is of course, but yesterday there seemed to be a particular buzz in the air!"*

• *The Retro Cafés served tea and cake to 871 people with memory loss*

## FiSH Coffee Corner

The Coffee Corner team offer coffee or tea and biscuits in the foyer of the Sheen Lane Centre on Wednesday, Thursday and Friday mornings, (apart from the first Friday of the month when there is a light lunch with music at St Michael's community hall in Barnes). A daily rota of three friendly volunteers are there to welcome all who come. For some, this may be the only contact they have with anyone during their day or week.



All volunteers are required to do a course in listening skills; those who are yet to do the course take part by making the coffee.

Volunteers also visit residential homes in Sheen and Barnes once a month.



- *The Coffee Corner team offered a listening ear to 1,457 visitors*
- *Coffee Corner volunteers contributed 1192 hours over 159 sessions*

## Social & Therapeutic Activities

FiSH provides services and activities aimed at combating loneliness and social isolation in older and vulnerable people living in Barnes, Mortlake and East Sheen, enabling them to live independent and dignified lives. FiSH connects the community through a volunteer network offering friendship, support and practical help. By offering a range of services and activities, FiSH seeks to improve the physical and mental well-being in our communities.

### 5 Ways to Well-being:



FiSH activities which particularly have a social and therapeutic benefit include Rambert STARFISH Dance classes, monthly Lunchtime Concerts, Tuesday Talks, Bridge sessions, the FiSH Choir and Wednesday Walks.

## FiSH Choir



The FiSH Choir, **Singing Scales**, meets every other week at 2.15pm at the Baptist Church on Lonsdale Road in Barnes. Over the last few years we have progressed from singing simple songs, to being a full four part choir. Music is very important for health and well being. It gives singers the opportunity to breathe properly and concentrate on making a good sound. It is important socially, meeting others at each rehearsal and having a cup of tea afterwards. It is a chance for our members to make new friends.

This year we sang at Christmas in Barnes Social Centre, at the FiSH Thanksgiving service, at a concert in the Baptist Church East Sheen, and we are preparing for events for the WI and for the FiSH AGM. We are always glad to welcome new members, so if you are interested, please get in touch with the FiSH office.

- *The Choir had 23 members with an average age of 81*

## FiSH Bridge

In November 2017 the **FiSH Bridge Group** celebrated its 15th birthday! And for most of the past 15 years we have been meeting on the second and fourth Thursdays of every month between 2 and 5pm at the Barnes Green Centre.

Open to all bridge playing FiSH clients and volunteers we enjoy a fun (and competitive!) afternoon of bridge, together with a delicious tea and the opportunity for a chat. Sadly we cannot teach bridge but a very loyal band of organisers and helpers ensure players meet likeminded people and receive a little help if they need it. Transport to the centre can be provided and we welcome newcomers. We thank all our helpers and players who come along to make the afternoon a success. We still have two of our original players, now nearing 100 and several of our original helpers! Bridge helps with the little grey cells...

- *There were 197 attendances at FiSH Bridge*

## STAR FiSH Dance

The successful partnership commenced in 2016 between FiSH and the Rambert Dance Company has continued with FiSH now offering three terms of dance throughout the year. **STAR FiSH Dance** sessions run by an animateur from Rambert take place at the Barnes Green Centre on Friday mornings, assisted by FiSH volunteers.

There has been significant research in recent years confirming the benefits of regular exercise through dance, particularly for those with neurological problems and those with memory loss. As well as improving balance and core strength, the repeated rhythmic work accompanied by music has a positive effect on mobility which is vitally important for those suffering from symptoms of Parkinson's. There is also evidence that repeated sequences help with cognitive recall.

Participants benefit from exercise and the mental stimulation through group work and creativity. Afterwards everyone is encouraged to get together and chat over a cup of tea and coffee. Regular attendees have first call on outings in the FiSH mini-bus to attend a dance performances given by Rambert and tours of their studios.

We are indebted to Richmond Parish Lands Charity and the Worshipful Company of Grocers whose funding has made the 2017/8 programme possible and for their continued support.



- *There were 418 attendances for the STAR FiSH Rambert Dance Sessions*

## Lunchtime Concerts



In various towns and cities around the country, lunchtime concerts and recitals have become a popular way for businessmen and women to escape their desks and enjoy a spot of culture in the middle of a busy day.

The monthly FiSH lunchtime concerts may have a different target audience, but they are appreciated just as much, especially by those who love music but now find it difficult to attend theatres and concert halls on their own.

The music is varied and we try to cover all tastes: classical, jazz, a cappella, opera and songs from the shows. During the past year we have welcomed pianists and choirs, guitarists, recorder players, school orchestras and vocalists. We are grateful to the musicians who come to sing and play for us. Some are gifted volunteers, others professional musicians. We particularly appreciate the support that we receive from the Music Department at St Paul's School. Their pupils appreciate a live audience, and we very much appreciate their amazing talents!



The 'cabaret style' entertainment always follows a light lunch of homemade soup, bread and cheese with tea and cake being served at the end of the concert. We are grateful for the volunteers who happily make a vat of soup for each concert... although we have been warned not to ever expect beetroot soup again after the kitchen of one volunteer turned rather pink!

## Tuesday Talks

The FiSH Tuesday Talks are one of our most popular activities with between 40-70 attending each week and, on a couple of occasions, it has been a case of 'standing room only'. Transport is provided if needed and many of the audience stay on for a cooked lunch produced by Age UK.

The talks take place every week, except for August and Christmas, and so each year we find ourselves looking for 47 speakers! We are grateful to those who return year after year with new talks each time but are always happy to receive recommendations of potential speakers and new ideas for talks.

Many speakers comment on how interested the audience is and on the depth and variety of questions after each talk.

There have been many fascinating talks during the past year, but these are perhaps some of the most memorable:

- **William Speirs Bruce – Polar Explorer**
- **Military Music and Kneller Hall**
- **Ham House and Gardens**
- **Riding Side Saddle**
- **Sarawak: head hunters, white rajahs and the adventures of a volunteer teacher**
- **Doorstep recycling – where does it go?**
- **Toys through the ages**
- **Honey Bees**
- **RNLI on the Thames**
- **The History of Mortlake Schools**

• *The Tuesday Talks were attended by 2,329 people*

## Wednesday Walkers Group

This is our third year of monthly walks. Usually we walk in Richmond Park, but we have also started from Wimbledon Common and have walked by the Thames from Kew to Richmond.

The route is carefully planned in advance and led by a FiSH volunteer. Usually the walk takes about 90 minutes walking at a fairly gentle pace and covering anything from two to three and a half miles.

A map of the route is sent out during the previous week so walkers can decide



whether the length is within their capabilities. We always try to finish at the Home Guard Club in Richmond Park Road where the FiSH team welcome the group with delicious tea and cakes.

Walking together is an excellent way of getting to know people. Conversations are struck up and then, as you naturally move on to walk with others, it is easy to start another conversation. It is also perfectly acceptable to walk on your own for a while.

One of the aims of walking is to improve fitness. Walking provides the moderate exercise which we are told is so important for health. The monthly walks can only be a small part of an overall exercise regime but we hope they become the most enjoyable part.

The walking group meets on the third Wednesday in every month at 1.30pm at Sheen Gate.

• *There were 122 walkers this year (excluding four-legged friends!)*

## Fundraising and Events

It has been another busy year for fundraising at FiSH. We are so fortunate to have a band of dedicated volunteers and staff who arrange some wonderful events to raise both funds and awareness along with a community that supports us so generously.

FiSH Open Gardens was our main fundraiser in 2017. This ever popular event alternates each year between Barnes and East Sheen. It was held jointly with the Mortlake and East Sheen Society in May over a Saturday and Sunday in East Sheen.



FiSH has also been supported by many community initiatives this year.

Sainsbury's in Barnes High Street chose FiSH to be its charity of the year. The Student Council of The Falcon School for Girls in Putney invited Jenny Hughes to speak at their assembly and subsequently selected FiSH to be their annual cause and raised money through various events. FiSH organised a community Harvest Tea Party at St Michael & All Angels Church in October to celebrate their 150th Anniversary in October. FiSH was one of the beneficiaries of Starbucks "Cheer for Good", the Barnes Concert Band held a teatime concert in November and St Michael & All Angels Church chose FiSH as its charity of the year for 2018. A coffee morning was also held at St Mary's in Barnes. A huge thank you to everyone who raised money for FiSH this year, however you did it!

In 2017/2018 we also received generous support from a number of charitable trusts all of whom are acknowledged on page 27. Their funding has enabled us to continue with the Retro Cafés in Barnes and East Sheen, the STAR FiSH Dance programme, our befriending work and our core work of combating isolation and loneliness in the elderly and vulnerable.

## FiSH Volunteers

Every activity of FiSH is dependent on the goodwill and generosity of our volunteers; none of our activities would function without their time, energy, enthusiasm and commitment.

Training has always been a priority for FiSH and during the past year we have again held courses on:

- **Purposeful Listening**
- **Moving and Handling**
- **Basic First Aid**
- **Dementia Awareness**
- **Coffee Corner and Befriending inhouse training**

Research is now being done to identify suitable training modules in safeguarding as this is becoming a requirement for some of our funders. All of our training sessions ensure that our clients are cared for well, but also that our volunteers are equipped to do their work safely and competently.

However, the need to recruit new volunteers is an ongoing process as 'older' volunteers retire, relocate, become full-time grandparents or get swept away by professional commitments. It is sobering to realise that a number of our active volunteers are now in their late 70s and 80s, having already given many years of service. This provides us with a real challenge for the future, especially as retirement ages have risen and fewer people in their 40s, 50s and 60s are now available midweek.

It is always good to receive kind words from our clients and their families as these words show how much the work of our volunteers is appreciated.

*"Thank you, everyone, for all the hard work and pleasure you give to people like my mother!"*

## Our Value as a Volunteer Hub

Our work aims to improve physical and emotional well-being and helps to keep people independent and out of hospital. This reduces pressure on statutory health services and contributes to the provision of social care. Our volunteers give their time and expertise freely, generating huge value throughout the area:



- **For every £1 given to FiSH, £4 of value is generated for our communities**
- **326 FiSH volunteers gave 32,500 hours of their time in 2017/8, equivalent to 18 full time staff**
- **To replace these with salaried staff would cost over £580,000 annually**

No volunteer should underestimate the value of their service to their local community and everyone should feeling immensely proud that FiSH has been awarded the Queen's Award for Voluntary Service. This prestigious award recognises our work in combating loneliness and social isolation.



There's never been more need in our area for the community support that FiSH offers. If you live in Barnes, Mortlake or East Sheen and have a few hours to spare, please join us. FiSH has a huge range of volunteering opportunities and now with our new database, the time that volunteers are able offer can be accurately matched to meet the needs of our service users.

## Working with Others

As a small, local organisation, funded by its supporters, FiSH recognise the importance of working in partnership with other organisations. There are many examples, which illustrate the effectiveness of our relationship with external partners.

Our ongoing partnership with **Age UK Richmond** is one of our most important relationships. Their willing cooperation enables us to run events like the Tuesday Talks and our dance sessions. We provide transport for their members attending the centre on a daily basis in return for their management of the centre. We are especially grateful to **Janet Eaton**, the Centre Manager for her ongoing help and positive attitude to our work.

We have continued to work closely with the **Barnes Community Association** following their highly successful fundraising drive for our new accessible minibus in early 2017. They went on to make us their benefiting charity for Barnes Fair in 2017 and we reciprocated by providing transport for some of their events.

Our two FiSH minibuses are our most valuable physical assets. However the technical support of RaKaT (Richmond and Kingston Accessible Transport) is invaluable. **Nigel Newby**, the CEO of RaKaT works closely with our transport team to solve our mechanical problems and to keep the buses moving.

These partnerships are successful because of the special co-operation of particular individuals. Of particular note are **Steven Mindel**, chair of Barnes Community Association and **Kathy Sheldon**, chair of the Friends of Barnes Hospital. Thanks also go to **Miranda Ibbetson**, director of Barnes Workhouse Fund and **Sharon La Ronde**, grants director of Richmond Parish Lands Charity.

## Acknowledgements

FiSH appreciates the ongoing support from:

- Barnes Community Association
- Barnes Workhouse Fund
- Friends of Barnes Hospital
- The Goldsmiths' Company Charity
- The Worshipful Company of Grocers
- The Inman Charity
- The Kaye Pemberton Charitable Trust
- The Mercers' Company
- Richmond and Kingston Accessible Transport
- Richmond Parish Lands Charity
- London Borough of Richmond upon Thames



FiSH would also like to acknowledge the support and partnership of:

- Age UK Richmond
- Alzheimer's Society
- Friends of Barnes Common
- Barnard Marcus
- Barnes Concert Band
- COOK
- Dementia Friends Alliance
- Gail's
- Mortlake and East Sheen Society
- OSO Arts Centre
- Rambert Dance Company
- Rick Stein
- Sainsbury's
- Starbucks
- Velehrad
- Waitrose
- Winkworths
- The Falcons School for Girls
- Kings College Wimbledon
- St Paul's School
- The Churches of Barnes, Mortlake and East Sheen



**FiSH Neighbourhood Care** aims to inspire a caring community where older people live fulfilling, independent lives knowing that help willingly given by neighbours is at hand.

## HOW CAN FISH HELP ME?

Please call **020 8876 3335/6**

## HOW CAN I HELP FISH?

Please visit **[www.fishhelp.org.uk](http://www.fishhelp.org.uk)**

### **FiSH Neighbourhood Care**

Barnes Green Centre, Church Road, Barnes, London SW13 9HE

020 8876 3335/6

[www.fishhelp.org.uk](http://www.fishhelp.org.uk) [info@fishhelp.org.uk](mailto:info@fishhelp.org.uk)

*Registered Charity no 1147516*

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