

# THE FURZEDOWN PROJECT

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WORKING WITH OLDER PEOPLE



ANNUAL REPORT  
2016/2017

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THE FURZEDOWN PROJECT  
91/93 Moyser Road SW16 6SJ

0208 677 4283

[www.furzedownproject.org](http://www.furzedownproject.org)

charity number 1076087



## CHAIR'S REPORT

Looking back over the year it is amazing to see how fast it has gone, and how much has happened and so smoothly. Highlights for me would include the Trustee's visit to City Hall, we all packed into our minibus. Once there we met with The Mayor of London, Sadiq Khan and some of his team and discussed future strategies for working with older people to help minimise isolation and loneliness, which is at the heart of our work in the Project. We were made welcome, listened to and then given the grand tour.



Our fundraising team worked hard during the year, we have had raffles, fayres, a bric a brac and plant sale. We joined with the Furzedown Community Network to be part of their Big Day Out, where we had a children's game, lucky dip, and tombola. We also had a stall at the Moyser Road Christmas Market where our home-made preserves and hand knitted items were snapped up. A welcome addition to the team is George Bryson selling his decoupage artworks and shabby chic items.

The Communication Team has transformed the website, I'd urge you all to view it, you will be pleasantly surprised. We now have Facebook and Twitter feeds. We are lucky to have the support of two super savvy 'techies' Peter Clarke and Sue Pearson, upon whom we depend.

Our Talks Team organise four sessions a year, these have included an interactive talk from the Community Police on scams, frauds and how to avoid them, plus a talk on Children's Literature when we all revisited our favourite childhood books. Our next talk in October is called 'Owzat' and is about cricket. Jon Norman a cricket commentator and after dinner speaker is coming along, not only does he know his stuff but is highly amusing. John White and friends will return to sing and entertain us in December.



The activities are as popular as ever and we've added two new ones, the Radio Group meets once a month, it listens to a short broadcast and then discusses the issues raised. We also welcomed into membership a local LGBT group who hold a coffee morning hosting guest speakers and lively discussions. They are pictured here on 27th July celebrating the 50th Anniversary of the decriminalisation of homosexuality.

We are lucky to have a great staff team at the Project, from the laid back style of Mick, to the caring style of Clive, and warmth of Pauline. We owe a debt of thanks to them and to the dozens of volunteers who help make the Project as good as it is.

Finally I want to share with you the excellent news that funding has been promised to for the Project's Home Visiting Scheme and Minibus Service when the Big Lottery Funding runs out next May. The grant has been offered by the Battersea Power Station Foundation and will last for three years through to 2021. This has come as a great relief and is a wonderful achievement. It is to be officially announced today at our AGM by the Worshipful the Mayor of Wandsworth, Councillor James Madden.

## MANAGERS REPORT

### Thursday's Programme and Thursday's People

One of the joys of working at the Furzedown Project is the varied rhythms of the week. The timetable of activities we offer attracts different people, doing different things each day, so it is never routine or boring. The common thread that runs from Monday to Friday is the willingness of our members to welcome new people and provide friendship and mutual support to everyone who comes along to take part in their chosen activity.

To best illustrate how this dynamic works we have decided to offer a commentary and pictures of what goes on Thursday's, our busiest, most diverse day. Thursday's programme has eight activity sessions attracting sixty-five participants, there are six minibus trips to pick up and take home up to thirty people with impaired mobility. It is organised and kept on schedule through the contribution of fourteen volunteers who support us staff, and the expert tuition of our freelance Exercise Specialist, Sandra Shaw.



The day begins at 9.30 in the backroom with the first of our Exercise Therapy classes. This class is for members who are able to make their own way to the Project and is the most vigorous of the day. As the class begins Peter Clarke (driver) and Terry Sines (escort) set off in the minibus to collect people for the second Exercise Therapy session which commences at 10.15. This class operates at a slightly lower level of intensity but carries through the focus on developing the strength, balance, fitness and flexibility that is so important to wellbeing and the prevention of falls. As soon as the participants are dropped off Peter and Terry are back on the road to pick up for the Chair Based Exercise class due to start at 11.00.

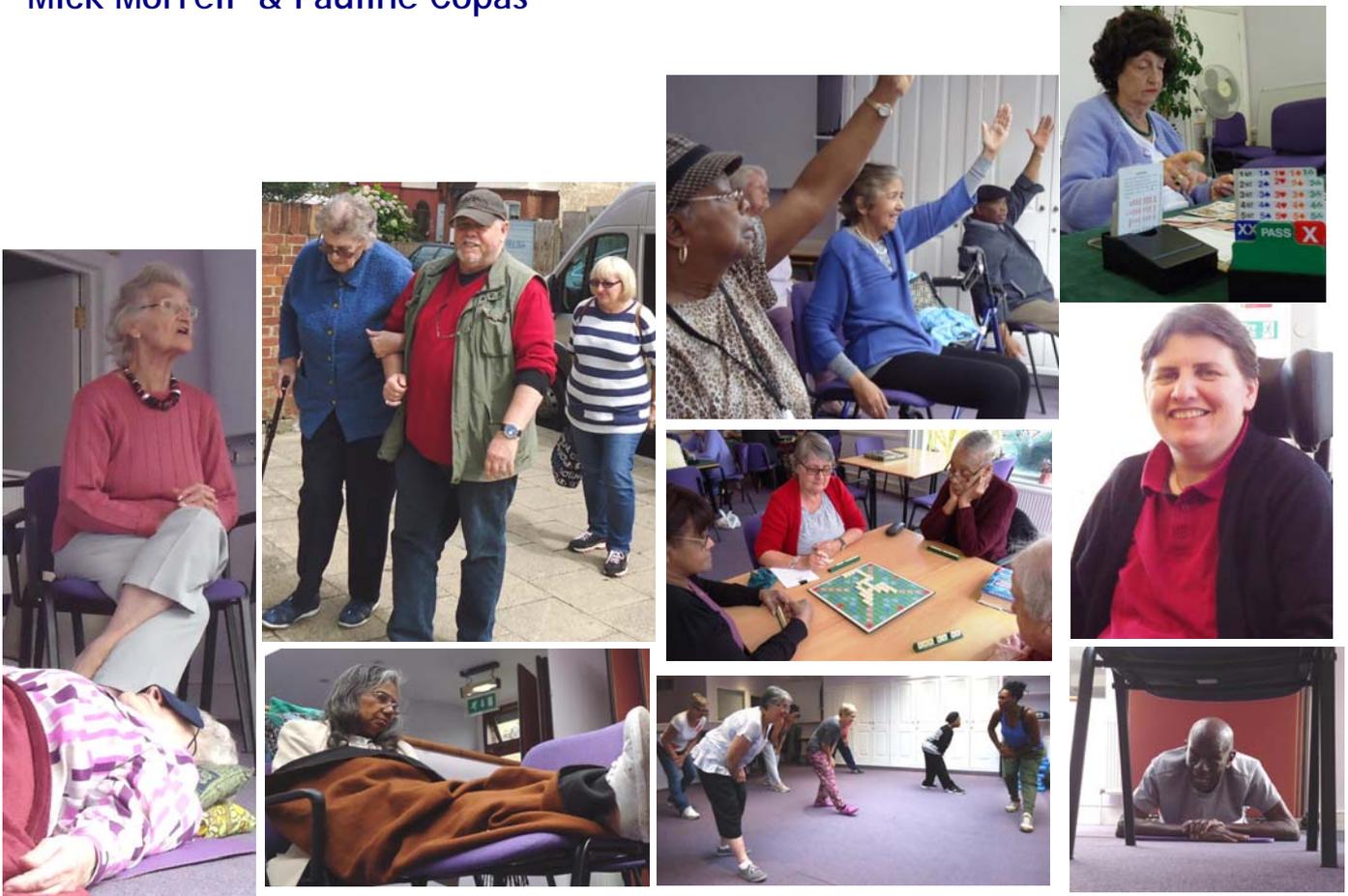
Meanwhile things get busy in reception as Liz Sines performs the role of "friendly greeter" to members who arrive to participate in our Computer Support session under the guidance of Lynlea Ward (from Graveney School) and Tony Buffery. There is no lull before our newest activity group starts in the front room. This is a Coffee Morning and discussion group for people from the Lesbian, Gay, Bi-sexual and Transgender Community. It has been brought into being through the energetic efforts of Vito Ward, David Robson and Suzanna Hopwood and has provided eighteen new members for the Furzedown Project. We are delighted to work with all of them to find new ways of reaching out to LGBT people who also face increasing levels of social isolation as they age.

At 12 noon Peter and Terry set off on the fourth and last journey of their demanding Thursday morning shift when they take home the people who have completed the Chair Based Exercise class. At that moment Gwen Race arrives with a cohort of members who take part in her Relaxation class. It seems miraculous that in the middle of our most hectic day Gwen is able to talk her group into a state of mind that leaves them floating on cloud nine. As Liz takes part in the Relaxation class this is also the moment when Barbara Bunby takes control of Reception and prepares the front room for the Bridge and Scrabble Clubs. These clubs offer a relaxing and social afternoon for ten to twelve people and run from 2.00 till 4.00pm.

Barbara's next priority is to ensure that the pick-up list is ready for the afternoon transport team of Angela Bradley and George Bryson, or Mike and Liz Richards. The drivers often perform a "Le Mans" style handover of the minibus keys from Peter before departing to collect the members who play scrabble or take part in the Fusion Exercise session. Fusion is our mixed ability class offering a variety of exercise techniques that are appropriate for all those taking part. It is Sandra's fourth session of the day and she tops it off by helping Barbara with the service of tea and biscuits.

Though it is very busy the buzz around the Project each Thursday is energising rather than exhausting. The atmosphere is much as it is the other four days of the week and I'm sure that Project members who attend on those days will recognise many elements of the dynamic just described. The ambience of the Furzedown Project is one that is set by our team of energetic volunteers and by our members who participate with enthusiasm and generosity in the activities we offer Monday to Friday.

## Mick Morrell & Pauline Copas



## HOME VISITING SCHEME REPORT

Our one-to-one befriending service remains much in demand and we continue to receive many new referrals for older people who experience isolation and loneliness with few or no regular visitors. It is truly amazing the difference having a friendly visitor can make to a person who lives alone, especially if they have limited mobility and find it difficult to get out. Over the past year our service has accepted twenty new clients, so things rarely remain static. It is a constant challenge to set up new matches and recruit new volunteer visitors who are skilled at developing friendships. Fortunately, the steady stream of new clients is balanced by new volunteers who are recruited from the local community and the Project's own membership.

Once a new relationship is established the most important part of my role is to keep in touch with both parties to ensure everyone is getting the full benefit of our service and being on hand to respond to any issues that may arise. It is lovely to hear how relationships build through time, and how much our volunteers get out of their befriending relationships. A volunteer visitor calling in regularly each week, offering friendship and a listening ear has a really positive impact on a client's state of mind, their sense of wellbeing and belonging to the community. The reward of my job comes whenever I see the moments of happiness that shine from our clients - it always reminds me why we do what we do!

### The Home Visiting Scheme in numbers:

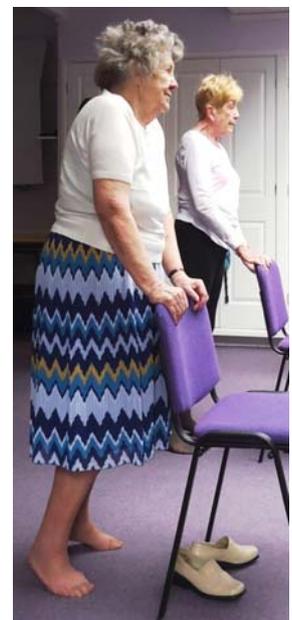
Over the last year we have supported sixty-five older people who have experienced social isolation and loneliness. At any one moment forty-five clients are likely to be in receipt of regular visits at home by a volunteer befriender, seven or eight people will be waiting to be matched to a visiting volunteer and a further two or three new referrals in the process of needs assessment. Twenty new clients have been accepted into the scheme in the last year.

Thirty-nine volunteer befrienders have engaged in home visits with two new volunteers soon to be introduced to their client; one volunteer provides a telephone befriending service. Twelve new volunteers have been recruited this year. My thanks are offered for the support they show to myself and the Home Visiting Scheme, it is greatly appreciated.

### Some examples of the case work I have undertaken has resulted in:

Six people gaining Taxicards and Dial-a-Ride Membership, five people gaining Blue Badge Parking Permits, eight being awarded Attendance Allowance, two people establishing Lasting Power of Attorney, two people receiving new Social Care Assessments, one got Council Tax Exemption, one person writing a Will, one person installing Telecare Falls Detection, and one a Key Safe.

### Clive Brown



# STATEMENT OF PUBLIC BENEFIT

## Our Purposes and Activities

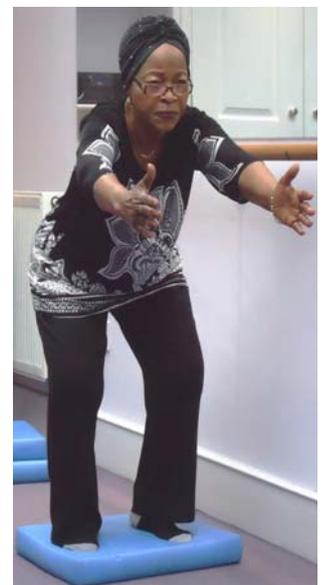
“The Furzedown Project operates for the benefit of the public the relief of the elderly (being persons who are principally sixty years of age or over), the housebound and the disabled and their carers in the London Borough of Wandsworth.”

The main focus of our work is to prevent and overcome the health, and psychological difficulties that arise from social isolation experienced by older people. To do this we provide an activities centre that is open from 9.00am to 5.00pm five days a week. We also run a home visiting and befriending service to those who are unable to leave their home. Our method of working involves maximising the level of participation by older people (our members and volunteers) in the design and delivery of the services we offer. In the financial year 2016-17 we have remained focused on achieving these aims and utilised our staff, volunteer and financial resources to this end.

Throughout the period 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017 we have consistently offered between 23 and 25 activity sessions each week. We have monitored our service on a quarterly basis and this has shown that our activities have attracted an average of 215 attendances each week; an average of 254 individuals have received our services in each quarter; between 65 and 70 people have utilised our Supported Transport Service to take part in our activities each week, and 65 individuals have benefited from our Home Visiting Service over the course of the year.

## Reserves Policy

The Board of Trustees believes it is prudent for free reserves in the region of six months running costs to be held. As of the 31<sup>st</sup> March 2017 this was not quite achieved with £76,200 being held as Unrestricted Reserve, against an annual cash expenditure of £168,554. This is because in 2016-17 our annual expenditure included refurbishment work to our premises that was only part funded by grants and donations. We were also unexpectedly charged £6,000 VAT on the purchase of our minibus two years ago, Research published by NCVO in 2015 shows that the average reserves held by similar voluntary sector organisations providing social services was 5.3 months of operating costs.



## STAFF TEAM

**Project Manager**

Mick Morrell

**Home Visiting Coordinator**

Clive Brown

**Project Coordinator (3 days p/w)**

Pauline Copas

**Finance Worker (1 day p/w)**

Pius Gnanapragasam

**Mini-bus Driver (1 day p/w)**

Jackie Dixon

**Mini-bus Driver (1/2 day p/w)**

Peter Clarke

**Freelance Exercise Specialist**

Sandra Shaw



# VOLUNTEERS AT THE PROJECT

## RECEPTION

Ann Ziegler, Barbara Bunby, Colette Murnaghan, Joyce Moses, Liz Sines, Louise LeSage, Pam Carpenter, Tony Buffery, Michelle Bennett.

## CO-OP SHOP

Ann Harris, Betty Surrey, Pat Sax, Therese Nolan, Diane Norman, Gwen Race, Helen Bernhardt,

## TRANSPORT

Alan Stanley, Angela Bradley, Deborah Danso, Georges Isabelle, Graham Loveland, Jackie Dixon, John Farebrother, Martin Hockey, Mike Richards, Liz Richards, Moira Harbord, Patricia Orlando, Peter Clarke, Robert Broad, Roger Tucker, Terry Sines, Sarah Greensmith, George Bryson, Michelle Bennett, Bruce Bebington.

## PROJECT & EVENTS CATERING

Christal Geater, Jacqueline Anderson, Kanta Vadukal, Liz Sines, Maureen Sandhu, Moira Harbord, Olive Savage, Suzanne Richeux, Tara Lehmann.

## FUNDRAISING

Barbara Bunby, Betty Surrey, Christal Geater, Diane Norman, Gillian Mires, Gwen Race, Kamla Cotter, Liz Sines, Maureen Sandhu, Moira Harbord, Tara Lehmann, Therese Nolan, Vito Ward, George Bryson.

## WEB DESIGN & DISPLAY

Peter Clarke, Sue Pearson, Liz Sines, Ann Duce, Dave Harbord, Liz Richards, Dave Harbord, Chris Durne.

## ACTIVITY SUPPORT

Ann Harris, Claire Clay, Gwen Race, Jeremy Weinstein, Lucinda Denning, Lynlea Ward, Linda Cairns, Neelam Chandra, Padmakar Mishra, Pam Carpenter, Rama Patel, Sunanda Rajan, Suzanne Ellis, Julie Mangroo, Kanta Vadukal, Patricia Orlando

## HOME VISITING

Abigail Johnsen, Angela Baldwin, Ann Harris, Ann Heywood, Annalisa Florio, Audrey Silkin, Barry Ellis, Benedicta Tabirade, Beverley Martin, Christa-Maria Farouk, Colette Murnaghan, Dave Harbord, Emma Baxter, Eileen Jarvis, Eustace Yhap, Guy Gozmao, Gwen Race, Liz Sines, Indumati Patel, Jamie Wanstall, Jane Heath, Jenny Freeman, Jenefer Spells, Jeremy Weinstein, John Farebrother, Joyce Moses, Joycelyn Charles, Katya Filipova, Lola Phipps, Mary Heraty, Margo Random, Martin Hockey, Maxine Rhodes, Olive Savage, Rachel Husband, Sumita Sandhir, Therese Nolan, Terry Sines, Velma Dennis, Vito Ward.

## BOARD of TRUSTEES

Liz Sines - Chair, Jeremy Weinstein - Vice Chair, Varada Rajan - Treasurer, Diane Norman, Gill Mires, Gwen Race, Ilaben Patel, John Farebrother, Mike Richards, Ann Harris, Padimini de Almeida, Therese Nolan, Robyn Lynch (Co-opted).

**FINANCIAL ACCOUNT**  
**FOR 12 MONTHS TO 31 MARCH 2017**

	<b>Unrestricted</b>	<b>Restricted</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Income</b>			
Grants and Contracts		119,214	119,214
Activities	11,876	5,319	17,195
Transport		3,453	3,453
Membership	4,999		4,999
Donations including Gift Aid	14,134		14,134
Legacy	2,250		2,250
Room Hire	5,146		5,146
Fund Raising including Raffles	3,642		3,642
Miscellaneous	753		753
Bank Interest	167		167
<b>Total Income</b>	<b>42,967</b>	<b>127,986</b>	<b>170,953</b>
<b>Expenses</b>			
Salaries, NI and Pensions	2,566	92,259	94,825
Travel	81	414	495
Activities	4,324	17,496	21,820
Transport		5,525	5,525
Rent & Rates		12,421	12,421
Premises Costs	9,138	4,149	13,287
Office Costs	11,266		11,266
Insurance	973		973
Audit & Accountancy	7,320		7,320
Bank Charges	39		39
Volunteer Costs	583		583
<b>Total Expenses</b>	<b>36,290</b>	<b>132,264</b>	<b>168,554</b>
Management & Organisational Charge	5,846	-5,846	
<b>Net Cash Surplus/(Deficit)</b>	<b>831</b>	<b>1,568</b>	<b>2,399</b>
Depreciation (Non-Cash)	5,852	6,655	12,507
<b>Net Surplus/(Deficit)</b>	<b>(5,021)</b>	<b>(5,087)</b>	<b>(10,108)</b>

# BALANCE SHEET

AT 31 MARCH 2017

	31/03/2017		31/03/2016	
	£	£	£	£
<b>Fixed Assets</b>		37,622		34,574
<b>Current Assets</b>				
Debtors and Prepayments	15,237		21,841	
Cash at Bank and in hand	108,708		115,959	
	123,945		137,800	
<b>Less Current Liabilities</b>				
Deferred Income	13,053		14,011	
Creditors and Accruals	3,772		3,513	
	16,825		17,524	
<b>Net Current Assets</b>		107,120		120,276
<b>Net Assets</b>		<u>144,742</u>		<u>154,850</u>
<b>Represented by:</b>				
Unrestricted Funds		76,200		81,221
Designated Funds		13,734		13,734
Restricted Funds		54,808		59,895
		<u>144,742</u>		<u>154,850</u>

Our thanks go to the following organisations  
for their financial support in the year

Wandsworth Borough Council: Adult Social Services

Wandsworth Clinical Commissioning Group / Age UK  
(Community Resilience Fund)

The Big Lottery Reaching Communities Fund

Furzedown Annual Charity Events



# Activities at the Furzedown Project

Tel: 020 8 677 4283

91-93 Moyser Rd SW16 6SJ

MONDAY	
Outings (July – Aug)	(Various)
Swim Club	transport >>>> 10.00-12.00pm
Fit & Fitter: 2 classes of 45mins	9.30-11.00am
Exercise Therapy	11.00-11.45am
50+ Restart British Bangladeshi Group	1.00- 4.00pm
Monday Get-together	transport >>>> 2.00- 3.30pm
TUESDAY	
Reading & Discussion Group	10.00-12.00am
Yoga	10.00-11.00am & 3.00- 4.00pm
Bingo	transport >>>> 2.00- 4.00pm
WEDNESDAY	
Co-op Shop, Cards,	transport >>>> 9.30-11.15am
Craft Class & Friendship Group	transport >>>> 2.00-4.00pm
Singing Group	transport >>>> 2.00-4.00pm
THURSDAY	
Exercise Therapy 9.30 – 10.15	transport >>>> 10.15-11.00am
Computer Support	10.00-11.00am
LGBT 50+ Coffee Morning	10.00-12.00pm
Chair Based Exercise	transport >>>> 11.00-11.45am
Bridge & Scrabble	transport >>>> 2.00- 4.00pm
Fusion Exercise	transport >>>> 2.15- 3.15pm
FRIDAY	
Art	10.00-12.00pm
Fitness & Fun	10.00-11.00am
Classical Indian Singing & Friendship	12.30- 3.30pm
Bingo	transport >>>> 2.00- 4.00pm
Library service at all opening times	
Councillors Surgeries 1 <sup>st</sup> Sat of every month 11.30-12.30 pm	