



Chair's Report - 2024-2025

This report covers the period April 2024 through to March 2025. Some of the many highlights and headlines over this period have included:

- A highlight of the fundraising calendar is always the wonderful Richmond May Fair in a very sunny May 2024, which is not only a brilliant fundraising opportunity for us, raising almost £2000, but also a chance for us to boost RGN's profile amongst the wider Richmond community. Thank you for all the donations we received from across the community, clients, family members, volunteers and local businesses for our tombola stall which had a rebrand from our previous "Gin-tastic" theme and instead focussed on the very popular "Bubbles and Truffles".
- Other fundraising highlights we were very lucky to benefit from over the 12 months included being named as a local charity beneficiary of the Richmond Hill Open Gardens. Not only were we fortunate to receive a very generous donation as a result, but it was also a wonderful opportunity to see some beautiful local gardens – including those belonging to two of our trustees – as well as enjoy some tea and cake. We also continue to receive support from individuals and local organisations, and we are so appreciative for each and every one of the donations we receive. Further context on our fundraising over the year will be provided in the 2024-25 Financial Report.
- We have continued to focus on our primary community remit of reducing social isolation to keep local elderly and infirm residents independent for as long as possible. Over the 12 months, our volunteers have completed almost 3,500 tasks to support clients across befriending, shopping, transport both medical and social, equating to some 7000 hours of volunteer time.
- August 2024 saw us hold what has now become a regular Kew Gardens summer picnic to say a big thank you to those wonderful volunteers!! We also held volunteer thank you drinks in February 2025 here at ETNA as an opportunity to socialise and recognise the sterling work our volunteers contribute to our community here in Richmond.



- We were delighted to welcome two new Trustees over this period – Susan Stewart and Sheelagh O’Neill – who both joined our board in Autumn 2024 having already been active RGN volunteers. Already being familiar with our charity’s remit and priorities, they have made an impact almost immediately, bringing fresh perspective and insights to our Board.
- A big thank you of course to all our other Trustees too - Russell, who has been our diligent Treasurer; Janet, a keen networker and recruiter; Jennie – who has been our fundraising maestro; Matt for all of his safeguarding insight, and Richard for his governance and risk insight. A special thank you must also be extended to Ron Davis who has expanded his volunteering remit to include supporting our Trustees with financial reporting and fundraising planning.
- A big thank you also to Clare Judge, our independent auditor, and to Jennie Giangrande for her continued work on our newsletters and maintaining RGN’s social media presence.
- Finally, a big thank you to our Director Anne, and to Fay who - although she has since stepped down from her role - was with us for this entire reporting period. Without their hard work and dedication, RGN would not be in a position to support as many clients as we are able to. We are hugely grateful for all the work they do to keep RGN running smoothly, efficiently and run such a varied calendar of events.
- I’d also like to note that, although her appointment will be covered formally in next year’s Chair report, we were also delighted to have had Sara Elvin join us as Volunteer Coordinator in August 2025.
- Looking ahead, like many other small charities, we face challenging economic headwinds and will be prioritising fundraising to find new and innovative ways to raise funds for RGN as well as tried and tested approaches. We have also been investing in client relationship management (CRM) software to improve our processes, client and volunteer relationships, and knowledge base. This investment will hopefully future-proof RGN for the coming years.



As always, a continued heartfelt thank you to everyone involved in RGN for the impact you have on the lives of all our clients. We greatly appreciate every one of you – volunteers, donors, fundraisers, staff, supporters and trustees.

Louise Taggart
Chair, Richmond Good Neighbours

October 2025