The City Bridge Trust

Bridging Divides:
Application for a grant

About your organisation

Organisation Details

Name of your organisation: <center>**RedbridgeCVS**</center>	
If your organisation is part of a larger organisation, what is its name? **NAVCA**	
In which London Borough is your organisation based? **Redbridge**	
Contact person: **Mr Ross Diamond**	Position: **Director**
Website: **http://www.redbridgecvs.net**	Social Media Accounts: **Twitter: @redbridgecvs** **www.facebook.com/redbridgecommunity /**
What Quality Marks does your organisation currently hold? **VCQA (for our Volunteer Centre)** **IAG Matrix (for our training provision)**	

Legal Status

Legal status of organisation: **First Contact**			
Charity Number: **1005075**	Company Number: **2569614**	CIC Number:	Bencom Number:

When was your organisation established? **19/12/1990**

Aims of your organisation:
1. Redbridge voluntary and community sector to be strong and strategic partners when working with local statutory bodies and promoting a positive vision of Redbridge.
2. Redbridge voluntary and community sector to maintain its independence and flexibility.
3. RedbridgeCVS to be a credible and authoritative representative of the voluntary and community sector.
4. RedbridgeCVS to be able to respond to Redbridge voluntary and community sector support and development needs; enabling Redbridge?s voluntary and community sector to grow to meet local needs.
5. RedbridgeCVS to encourage, support and facilitate the development of sustainable communities.
6. RedbridgeCVS to provide sound planning for sustainability in order to continue the furtherance of our work supporting the voluntary and community sector in Redbridge.

Main activities of your organisation:

RedbridgeCVS provides a range of infrastructure support to Redbridge's voluntary sector, including through the provision of an integrated Volunteer Centre. We provide training, fundraising support, networking, information, volunteer brokerage and support with local consultation and engagement activities. We currently provide a range of public health-related projects and a social prescribing programme. We manage a number of multi-borough employment and skills contracts with London Councils (ESF Poverty Programme), as well as delivering some local employment and skills support as a sub-contractor with other ESF projects.

Your Staff & Volunteers

Full-time:	Part-time:	Trustee/Board members:	Active volunteers:
9	24	9	8

Do you have a Safeguarding policy? **No**

Are the following people in your organisation subject to DBS checks?

Paid Staff	Volunteers	Trustees / Management Committee Members
Yes	**No**	**No**

Property occupied by your organisation

Is the main property owned, leased or rented by your organisation?	If leased/rented, how long is the outstanding agreement?
Rented	**12 months - rolling contract**

Environmental Impact

What action have you taken in the past year to progress environmentally sustainability principles and practice?

We have not undertaken additional environmental sustainability actions in the past 12 months. We rent our premises in a multi-user building so cannot impact the purchase of green energy etc. However, we do recycle paper, and purchase recycled and/or sustainable products whenever we can.

Finance Details

Organisation Finances

	Year of most recent audited / examined accounts	Current financial year forecast	Next financial year budget
End of financial year date	31/03/2017	31/03/2019	
Grants & donations:	£787,662	£2,075,007	£0
Earned income:	£73,049	£29,222	£0
Other income:	£1,073	£1,040	£0
Total income:	**861,784**	**£2,105,269**	**£0**
Charitable activity costs:	£833,679	£834,716	£0
Cost of raising funds:	£0	£0	£0
Other costs:	£38,302	£1,064,519	£0
Total expenditure:	**£871,981**	**£1,899,235**	**£0**
Free unrestricted reserves held at year end:	£350,938	£556,972	£0

What is your organisation's reserves policy?
The Company funds have been applied wholly in pursuit of charitable objectives.
RedbridgeCVS believes that the Charity should hold emergency operating costs because;
(i) it has not endowment funding and is depending on income from grants and contracts
from year to year, which are inevitably subject to fluctuation; and
(ii) it requires protection against and the ability to continue to operate despite catastrophic
of lesser but damaging events.
The Trustees believe that the minimum level of the emergency operating costs should be
the equivalent of three months operating costs (calculated and reviewed annually).

For your most recent financial year, what % f of your income was from statutory sources?
51-60%

Organisational changes

Describe any significant organisational changed to your structure, financial position or core
activities since the date of your most recent accounts.
N/A

Grant Request

Under which of City Bridge Trust's programmes are you applying?
Connecting the Capital

Which of the programme outcome(s) does your application aim to achieve?
Connecting the Capital\Civil society organisations are more effective and resilient

Please describe the purpose of your funding request in one sentence.
To support and enhance RedbridgeCVS's information provision and make a significant improvement in local civil society groups? effective use of IT, including having their own online presences.

When will the funding be required? **01/10/2018**

Is this request to continue work that is currently funded or has been funded in the last year by:

City Bridge Trust?	Another funder? (if so which)
No	**RedbridgeCVS has funded this from reserves/earned income in recent years**

How much funding are you requesting?

Year 1:	Year 2:	Year 3:	Year 4:	Year 5:
£67,117	**£66,469**	**£67,622**	**£68,787**	**£69,962**

Total Requested: £339,957

You and your grant request

What, specifically, are you applying for (your project)?
We want to fund a 5 day a week Information Officer post at RedbridgeCVS to further develop and maintain our own client relationship database, effectively manage our internal information systems, comply with relevant data protection legislation and best practice, improve and enhance our external communications (including our website, eNews, social media), host and manage monthly Voluntary Sector Network meetings, and produce (or source) and publicise a range of downloadable toolkits and guides of use to our members. We also want to provide direct support to member organisations in strategically managing their use of IT, including through the delivery of on-site IT health checks and support to develop and deliver action plans to meet their needs, such as for online presences (such as Facebook pages or Wordpress websites) and improved use of IT to organise and monitor their work, publicise their services and communicate with stakeholders.

What are the changes you hope to achieve?
Many groups are failing to seize the opportunities that IT offers for them to promote their activities and work more effectively, as systems become easier to use and more affordable (including via the use of smartphones). We want to support our members to become more sustainable and resilient though being better connected and engaged with each other and the wider community, through the effective use of IT, and through making better use of online tools and resources.

We want to provide a comprehensive range of relevant, accurate support and advice to the voluntary sector from RedbridgeCVS via our information service and to ensure that civil society groups have the capacity to make use of these tools. We will improve our systems and information services through developing an online directory of groups, improving our monitoring systems, providing an enhanced website and making more regular and effective use of social media.

How do you know there's a need for this work?
Low levels of funding locally mean that many member organisations are volunteer led, and many are run by BAMER people who have English as a second language. Our members tell us they have low confidence levels in their use of IT. Of 252 member groups, only 110 have a website. Effective IT management is vital for voluntary groups. IT-based monitoring systems facilitate reporting to funders and identification of gaps in provision, and many funders insist on online applications. Potential and existing service users, volunteers and other stakeholders expect to access information about organisations via websites, email and social media. Our member organisations are failing to seize these opportunities.

In the absence of a dedicated Development Worker, we provide a range of online tools to help local groups. This needs improving and our members need support to ensure they can access and use this information.

How will the work be delivered - specifically, what will you do?
We currently employ an Information Officer for 4 days per week, funded from reserves. We have run at a deficit for the past three years. We now seek to employ an Information Officer for 5 days a week to:
? Develop our member database and make details available on our website
? Redesign our website and weekly bulletins
? Improve internal monitoring / impact measurement systems
? Ensure we post online content daily
? Organise 10 meetings of our Voluntary Sector Network pa
? Make available 5 new online guides, toolkits or template policies pa
? Invite groups to apply to for support packages including:
   o Deliver training to 10 groups pa in IT management, use of social media and/or website maintenance
   o Support 8 groups pa to develop a Wordpress website, and a further 8 to develop a Facebook page.
   o Deliver onsite IT Healthchecks for 8 groups pa

Why are you the right organisation to do this work?

The work we plan with organisations requires a range of skillsets: an understanding of IT issues, and knowledge of the working practices and needs of local voluntary organisations, as well as their trust. Only RedbridgeCVS is able to provide this.

Our Information Officer manages our IT, including over 20 computers, a server, a database and our website, and has worked in voluntary sector IT, including providing consultancy services to small groups, since 2000. He currently, organises monthly Voluntary Sector Network meetings, adds content (such as toolkits etc.,) to our website and manages our eNews and social media presence.

RedbridgeCVS? Mission is: ?To promote, support and develop a strong, effective and independent voluntary and community sector in Redbridge.? In our 2017annual survey, 79% of respondents felt we understood the needs of small community groups, 72% that we represented them well and 65% that no other group does what we do.

How does your work complement and not duplicate other services within your area?

Currently no organisation provides support to Redbridge voluntary organisations to help them improve their strategic IT management. No other comprehensive database of Redbridge?s voluntary organisations and other community assets exists, and no other organisation delivers information services similar to our own for local voluntary sector organisations. RedbridgeCVS collaborates with a wide range of stakeholders including local voluntary organisations, Redbridge Council and BHR CCGs, etc. We also work with a range of sub-regional and pan-London organisations, including the London CVS Directors Network and the new London Plus hub (which has been established in direct response to ?The Way Ahead? report). These links allow us to work alongside other local and regional bodies to generalise best practice, signpost appropriately and avoid duplication in messaging. Our work complements the work of other information providers and support agencies in the borough, sub-regionally, regionally and nationally.

How will this proposal meet the Programme Outcome(s) under which you are applying?

Civil society organisations will become more effective and resilient by the project:

? helping groups to develop online presences, thereby publicising their work more effectively, attracting new service users and volunteers ? including younger volunteers ? and enhancing their credibility with funders and referral agencies

? helping groups use IT more effectively, thereby improving internal systems, eg around funding applications, monitoring and communication

? enabling RedbridgeCVS to develop and maintain an accurate online directory of local voluntary organisations with details of the services they offer, thereby raising the profile of the local sector and its services

? ensuring that RedbridgeCVS continues to inform groups of current and forthcoming opportunities for funding, commissioning, networking, training and events

? ensuring that RedbridgeCVS is able to effectively manage our own IT, including our CiviCRM database ? which we use to manage all our services including our Volunteer Centre and Social Prescribing projects

How will you ensure that your project will hear and represent the views and needs of disadvantaged people and/or diverse communities?

Redbridge is an enormously diverse borough. 57% percent of residents are members of non-white ethnic groups ? higher than ?inner city? boroughs like Tower Hamlets (55%) or Hackney (45%). 54 of our 252 member organisations work with specific ethnic minority communities, and many more work with BAMER people as part of their overall work. 7 out of 21 wards include neighbourhoods which are among the 20% most deprived in England. These neighbourhoods are concentrated in the south of Redbridge, borough where over 100 of our member groups are based.

When recruiting groups to the project we will prioritise those addressing disadvantage. We will provide participating groups with opportunities to provide feedback that will inform further development of the project. We conduct an annual survey where all our member groups can give feedback on different areas of our work, including this project.

How does your project engage and empower individuals and/or communities to come together on this issue? Will you be working with people who are particularly excluded?

As outlined above, we will seek to work with groups supporting disadvantaged communities. This will help them to engage and empower individuals from those communities.

Training will be a key part of this project (eg using social media, maintenance of websites, IT management). We will deliver training in groups involving participants from a range of communities, encouraging them to share experiences and develop common work, eg by setting up Facebook groups. Increased use of websites and social media in general will encourage further collaboration. (Our training provision is charged for, on a sliding scale based on turnover, and subsidised via a contract from Redbridge Institute).

The project will also deliver monthly Network meetings, which bring groups together to share concerns and best practice. At least one Network meeting per year will focus specifically on this project ? giving opportunities for feedback, recruitment and discussion of ways of enhancing the work.

Is the focus of your project meeting an already identifiable need (acute or otherwise) or are there elements which are preventative and/or incorporate early action?

Our project seeks to support a wide range of small civil society organisations. These groups themselves provide a range of early intervention services that prevent people from reaching thresholds for formal state-funded services. These include working with people who are at risk of becoming socially isolated, physically unhealthy, or vulnerable in a range of other ways. This project seeks to meet identified needs of these groups, such as the need to improve their own skills, knowledge and practice in relation to governance systems and procedures by enabling them to access information regarding funding opportunities, training etc. We also see our efforts to improve these groups? IT skills and online presences as interventions to prevent these groups from themselves needing further support (eg as their current memberships may decline in numbers and future potential beneficiaries increasingly expect and rely on online visibility and engagement) to ensure survival and sustainability.

Who might you need to work closely with in delivering this project - whether before, during or afterwards?

We will work with our member organisations to collect information for our online directory and to organise Network meetings. We will share information with other CVSs, and will seek support from Circle Interactive, who provide us with web hosting and support our use of Drupal and CiviCRM.

We will also liaise with other organisations providing IT training and development work to voluntary groups, such as the Superhighways project at Kingston Voluntary Action. Our staff attend events such as Impact Aloud conferences, VCSS Camp Unconferences and monthly NetSquared sessions us to enable us to network with others doing similar work.

For the IT health checks and associated action planning, we will need to ensure the active and ongoing engagement of participating groups. We will also signpost members to resources including NCVO?s KnowHow NonProfit site, TechTrust (who provide donated software) and AbilityNet (who give advice on accessible hardware and software).

Our aim as a funder is to help people move positively between any of the four stages of Surviving, Coping, Adapting and Thriving. For your project at which of these stages will most people begin their journey?

We work with groups at each of these stages in their own organisational development. The project will help keep these groups better informed (via maintaining and improving our information service and thereby helping their own sustainability and independence) and better able to engage with their own members and stakeholders through their own use of IT. As funding becomes ever-harder to secure, social divisions deepen, and the use of technology becomes the norm, many of the organisations that we exist to support risk falling further behind. These are the people we want to engage through this project. We have seen IT help a small number of local organisations to adapt and even thrive, as it has boosted their ability to communicate, influence stakeholders, organise events and raise funds. We believe that our planned interventions and support can help more individuals and groups develop in this way.

Will there be any elements of this project that will help you or your beneficiaries to reduce your environmental footprint?

Groups with improved IT skills and policies will be able to reduce their environmental impact, for example by using electronic communication and data storage rather than paper. Electronic communication such as social media, email and Skype will reduce the need for groups? staff, volunteers and service users to travel.

What are the main activities or outputs you want to deliver?

Develop our member groups? use of IT:
Deliver training to 10 groups per year in IT management, use of social media and/or website maintenance. Support 8 groups per year to develop a Wordpress website, and a further 8 to develop a Facebook page. Deliver onsite IT Healthchecks for 8 groups.

Use the information we hold more effectively:
Make our monitoring systems more consistent (and more GDPR-compliant) by rolling out use of CiviCRM to four RedbridgeCVS projects/services; make details of over 100 member organisations publicly available by the end of year 1, and all members by the end of year 5.

Better promote our activities and those of our members:
Increase our social media presence by posting content daily; redesign our website and weekly email bulletin to make them more engaging; make available 5 new online guides, toolkits or template policies pa and organise 10 Network meetings pa.

What 3 main differences or outcomes do you hope the activities you have described above will achieve?

Local voluntary organisations will be able to take advantage of the opportunities offered by IT and be better able to organise their work, communicate internally and externally, promote their work, recruit volunteers and raise funds. They will become more sustainable, and better able to support service users.

RedbridgeCVS will make better use of information we hold, allowing us to work more efficiently, improve our compliance with the law, respond strategically to gaps in service provision and provide improved information about the services of our members for the public and other external stakeholders.

RedbridgeCVS will help local groups to be more sustainable through our being better able to provide them with engaging communications including: tools and information for developing their organisations, enhancing their relations with the public sector, timely information about funding opportunities, sharing best practice and facilitating collaboration and community development.

Funding required for the project

What is the total cost of the proposed activity/project?

Expenditure heading	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Salary - Information officer	38,899	39,288	39,681	40,078	40,478	198,424
NIC & Pension	7,313	7,386	7,460	7,535	7,610	37,304
Training	250	250	250	250	250	1,250
Overheads	8,065	8,226	8,391	8,559	8,730	41,971
Travel	160	180	200	220	240	1,000
Printing, postage, stationery and publicity	900	1,050	1,190	1,330	1,470	5,940
Management and recruitment	8,930	8,089	8,250	8,415	8,584	42,268
IT Equipment	800	0	0	0	0	800
Network meetings x 10 pa	1,800	2,000	2,200	2,400	2,600	11,000
TOTAL:	**67,117**	**66,469**	**67,622**	**68,787**	**69,962**	**339,957**

What income has already been raised?

Source	Year 1	Year 2	Year 3	Year 4	Year 5	Total
NA	0	0	0	0	0	0
TOTAL:	**0**	**0**	**0**	**0**	**0**	**0**

What other funders are currently considering the proposal?

Source	Year 1	Year 2	Year 3	Year 4	Year 5	Total
NA	0	0	0	0	0	0
TOTAL:	**0**	**0**	**0**	**0**	**0**	**0**

How much is requested from the Trust?

Expenditure heading	Year 1	Year 2	Year 3	Year 4	Year 5	Total
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TOTAL:	**67,117**	**66,469**	**67,622**	**68,787**	**69,962**	**339,957**

Who will benefit?

How many people will directly benefit from the grant per year? **150**
In which Greater London borough(s) or areas of London will your beneficiaries live? **Redbridge**
Does this project specifically target any groups or communities?
This project will specifically work with the following age groups:
This project will specifically work with the following gender groups:
This project will specifically work with the following ethnic groups:
If Other ethnic group, please give details:
This project will specifically work with Deaf and disabled people: **No**
This project will specifically work with LGBTQI groups: **No**

This project will specifically work with other groups or communities:

How will you target the groups/communities you have identified? What is your expertise in providing services for these groups?

Are there any groups or communities you think your organisation will find hard to include through this project?
No

If yes, please specify which groups or communities? Where possible using the categories listed above.

If yes, what steps will you take to make your services accessible to and meet the needs of the groups/communities you have identified?

Declaration

I confirm that, to the best of my knowledge, all the information I have provided in this application form is correct. I fully understand that City Bridge Trust has zero tolerance towards fraud and will seek to prosecute and recover funds in every instance.
Please confirm: Yes   Full Name: **Ross Diamond**

Role within
Organisation: **Chief Executive Officer**