

The City Bridge Trust

Bridging Divides: Application for a grant



About your organisation

Organisation Details

Name of your organisation: Kensington & Chelsea Citizens Advice Bureau Service	
If your organisation is part of a larger organisation, what is its name? Citizens Advice	
In which London Borough is your organisation based? Hammersmith & Fulham	
Contact person: Ms Lorna Reid	Position: Chief Executive Officer
Website: http://www.citizensadvice.org.uk/local/kensington-chelsea/	Social Media Accounts:
What Quality Marks does your organisation currently hold? Advice Quality Standard (AQS) plus we employ five solicitors with appropriate oversight and regulation from the Solicitors Regulation Authority	

Legal Status

Legal status of organisation: Charitable company			
Charity Number: 1057195	Company Number: 3174842	CIC Number:	Bencom Number:
When was your organisation established? 01/01/1939			
Aims of your organisation: To provide advice, support and representation to those living, working or studying in the Royal Borough of Kensington and Chelsea and to positively affect policies and decisions affecting peoples' lives.			

Main activities of your organisation:

Delivering holistic advice, support and representation on welfare benefits, employment, housing, debt, immigration, consumer matters and other matters.

Delivering advice through a network of outreach projects including home visiting and a service in HMP Wormwood Scrubs.

Providing advice and support for residents and families affected by the Grenfell Tower fire.

Your Staff & Volunteers

Full-time:	Part-time:	Trustee/Board members:	Active volunteers:
23	10	8	20

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

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

Paid Staff
Yes

Volunteers
Yes

Trustees / Management Committee Members
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	2 years

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

We actively recycle and have a number of recycling points across our premises.
We are progressing to using less and less paper by scanning documents to our shared devices.

Finance Details

Organisation Finances

	Year of most recent audited / examined accounts	Current financial year forecast	Next financial year budget
End of financial year date	31/03/2018	31/03/2019	
Grants & donations:	£717,523	£710,589	£0
Earned income:	£778,607	£742,822	£0
Other income:	£0	£0	£0
Total income:	1,496,130	£1,453,411	£0
Charitable activity costs:	£1,337,836	£1,453,246	£0
Cost of raising funds:	£15,000	£16,000	£0
Other costs:	£0	£0	£0
Total expenditure:	£1,352,836	£1,469,246	£0
Free unrestricted reserves held at year end:	£118,901	£115,000	£0
<p>What is your organisation's reserves policy? Trustees consider that there should be unrestricted funds neither committed nor invested in fixed assets of between three and six months of resources expended. That would be between £338,000 and £676,000 in general funds. At 31 March 2018 the free reserves amounted to £118,901 and the trustees are considering ways in which additional unrestricted funds will be raised.</p>			
<p>For your most recent financial year, what % f of your income was from statutory sources? 71-80%</p>			

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?

Positive Transitions

Which of the programme outcome(s) does your application aim to achieve?

Advice & Support \ More people access debt and legal services for support before they hit crisis point

Please describe the purpose of your funding request in one sentence.

To provide advice and representation on social welfare matters to inmates and staff at Wormwood Scrubs prison.

When will the funding be required? **17/12/2018**

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)

Yes

How much funding are you requesting?

Year 1:

Year 2:

Year 3:

Year 4:

Year 5:

£96,898

£119,232

£121,836

£0

£0

Total Requested: £337,966

You and your grant request

What, specifically, are you applying for (your project)?

Kensington & Chelsea Citizens Advice Service has been operating a full-time service based in HMP Wormwood Scrubs since 1994 delivering advice and support on welfare benefits, housing, employment, debt and immigration as well as other legal matters. Our two full-time staff see over 2,000 prisoners a year. We have been fortunate to receive two years funding from City Bridge Trust for this project and are now requesting a further three years funding. We have previously received similar funding from the Money Advice Service but this is currently being recommissioned and we do not know if the funding will be available post April 2019 although we are bidding for it. We therefore request full funding from April 2019.

What are the changes you hope to achieve?

We aim to contribute to improvements in an inmate's rehabilitation by providing timely advice and support on housing, benefits, debt, employment and immigration matters. We understand that being able to inform an inmate about their housing whilst they are in prison goes a long way to alleviating the stress around having somewhere to live on release. It also assists families who may be struggling to manage the affairs of the family member who is in prison. Information and support on claiming benefits on release or maintaining benefits whilst in prison assists an inmate's financial situation as does being able to give advice on outstanding debts. We believe that providing professional advice and advocacy to ensure individuals have proper access to their rights and entitlements is a clear route to reducing re-offending, not least through helping ex-offenders to experience bureaucracies and officialdom working for, rather than against, their interests.

How do you know there's a need for this work?

Of all groups using the Citizens Advice Service in the community, young men are the most under-represented. The prison population is already socially excluded by the fact of their incarceration. In addition, many prisoners have mental or physical health problems, poor levels of education and lack family or community support.

We are aware that re-offending, often at a relatively low level, is significant amongst our users and, at the extreme, we know that some will re-offend as the security of prison is perceived to be more attractive than the accommodation, and income options, available to them on the outside. In the 20 years we have delivered this project it has always been taken up by significant numbers of inmates.

How will the work be delivered - specifically, what will you do?

We receive referrals from prison staff on newly admitted inmates and those being prepared for release. For newly admitted inmates we discuss with them any matters that need our intervention such as liaising with landlords, social security agencies, creditors. We link up with families where appropriate to let them know we are taking action. For those inmates who are being prepared for release we explore their options for housing, benefits claims, immigration matters, employment prospects and try to secure what we can whilst we are working with them. Where we can we link them on release with Citizens Advice services in their home area to continue this work.

For inmates who are moved within the prison service we are able to continue to provide advice and support.

Why are you the right organisation to do this work?

We are uniquely able to deliver a holistic advice service on pertinent areas of social welfare law. We have delivered this service for 24 years and have built up good relationships built on trust and good outcomes with prison staff, inmates and external organisations. We are able to link up inmates on release with other Citizens Advice services in order to ensure a continuity of advice and support.

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

There are no similar services in HMP Wormwood Scrubs.

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

We will provide advice and support to assist ex-offenders to maximise their ability to successfully be rehabilitated by working to secure housing and income for them on their release. Ex-offenders are often disadvantaged and vulnerable in trying to navigate official services and their vulnerability increases when support is not in place.

We are influenced by the purpose and findings of the Farmer Report, The Importance of Strengthening Prisoners' Family Ties to Prevent Reoffending and Reduce Intergenerational Crime - Lord Farmer August 2017 and aim to make our contribution to strengthening ties between inmates and their families by reducing economic hardship arising from imprisonment.

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

We routinely gather feedback from inmates on how our service can improve such as preferred methods of communication and accessibility. From the volume of work we undertake we are able to inform national policy making on the needs of inmates on release.

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?

We work to empower inmates to continue to secure their rights on release by informing them of the correct actions they need to take. We consider all the inmates we work with to be particularly excluded. Our clients do not share a geographical reach outside of prison but we do try to work closely with the inmate and their families where appropriate.

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?

We regard this work as meeting an acute need such as the potential to lose housing and income

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

Her Majesty's Prison Service, the probation service, prisoners and their families, other citizens advice services for follow up work.

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 believe our users will begin their journey with us at the stage of surviving. We aim to work with them and their families where appropriate to move towards coping and adapting.

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

Our move to a cloud service will assist with reducing the use of paper.

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

To provide advice and support on housing, welfare benefits, debt, employment and immigration to 1200 inmates per year.

To provide advice and support where appropriate to inmates' families to help them adapt to their new economic situation which has arisen from imprisonment.

To liaise with prison services, probation and other support services to highlight and support prisoners needs in preparing for release and being assisted with rehabilitation.

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

To achieve better security of housing and income for inmates whilst in prison and on release.

To achieve better security of housing and income for inmates' families during imprisonment and on release.

To be able to feed into prison policy and practice on assisting inmates with pre-release and rehabilitation.

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
Post 1 - Senior Specialist Adviser Inclusive	44,054	44,935	45,834	0	0	134,823
Post 2 - Senior Specialist Adviser Inclusive	30,025	44,935	45,834	0	0	120,794
employers pension	1,698	1,715	0			3,413
Post 3 - Part time (0.6) Administrator inclusive	14,284	21,163	21,586	0	0	57,033
Staff training and reference materials	1,120	1,171	1,207	0	0	3,498
Volunteer expenses and training	680	750	788	0	0	2,218
Insurance	233	239	246	0	0	718
External audit fees & CitA Membership fees	1,444	1,488	1,562	0	0	4,494
Office and IT costs and Rent	14,308	14,551	14,779	0	0	43,638
Recruitment costs for Administrator	750	0	0	0	0	750
TOTAL:	106,898	129,232	131,836	0	0	367,966

What income has already been raised?

Source	Year 1	Year 2	Year 3	Year 4	Year 5	Total
HM Wormwood Scrubs -donation in kind-rent	10,000	10,000	10,000	0	0	30,000
TOTAL:	10,000	10,000	10,000	0	0	30,000

What other funders are currently considering the proposal?

Source	Year 1	Year 2	Year 3	Year 4	Year 5	Total
	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:	96,898	119,232	121,836	0	0	337,966

Who will benefit?

How many people will directly benefit from the grant per year?

2,000

In which Greater London borough(s) or areas of London will your beneficiaries live?

London-wide

Does this project specifically target any groups or communities?

Male Prisoners in HMP Wormwood Scrubs

This project will specifically work with the following age groups:

16-24

This project will specifically work with the following gender groups:

Male

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:
Male Prisoners in HMP Wormwood Scrubs

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

The service is delivered within the prison. We have been delivering this service for over 20 years and work closely with staff and external organisations to reach inmates who can benefit from the support we provide.

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: **Lorna Reid**

Role within **Chief Executive Officer**
Organisation: