

# The City Bridge Trust

## Bridging Divides: Application for a grant



### About your organisation

#### Organisation Details

Name of your organisation: <b>CLIC Sargent</b>	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? <b>Hammersmith &amp; Fulham</b>	
Contact person: <b>Mr João Silva</b>	Position: <b>Senior Philanthropy Fundraiser (Maternity Cover)</b>
Website: <b><a href="http://www.clicsargent.org.uk">http://www.clicsargent.org.uk</a></b>	Social Media Accounts: <b>@CLIC_Sargent</b>
What Quality Marks does your organisation currently hold? <b>Hear by Rights Gold - for our participation programme involving young people in our work Information Standard - for all our information All Social Workers are registered with the HCPC</b>	

#### Legal Status

Legal status of organisation: <b>Registered Charity</b>			
Charity Number: <b>1107328</b>	Company Number: <b>05273638</b>	CIC Number:	Bencom Number:
When was your organisation established? <b>17/12/2004</b>			
<b>Aims of your organisation:</b> When the Doctor says ?cancer? we aim for children, young people, and their families to feel informed and supported, especially at diagnosis and during the first few months of treatment, so that they fully understand their illness and treatment.  We know "there?s no place like home" and we aim for children and young people with cancer to benefit from the comforts of home or a homely environment, as much as possible, during treatment.  We aim to help young lives thrive, not just survive. Young cancer patients are more than just their illness and we want to ensure they can continue to maintain relationships, hobbies, education and other life goals during treatment.  Cancer costs. We aim to limit the financial impact of a childhood cancer diagnosis.  When the worst happens, we aim for children, young people and their families to feel supported and better able to cope through end-of-life care and bereavement.			

**Main activities of your organisation:**

Our cancer care teams provide information, advice and support after diagnosis e.g. our Play Specialists use play to explain cancer and treatment to children so they understand and are not scared, reducing the need for anaesthetic.

We provide free, homely accommodation close to hospital where families can stay near their child.

Our Outreach Nurses visit young cancer patients to provide treatment at home or at school whenever possible.

Our cancer care teams liaise with schools, universities and employers to ensure they understand and accommodate for the child/young person's treatment so they can continue to fulfil their potential.

We provide financial Care Grants, support, sign-posting and advice. We help families claim the benefits to which they are entitled and manage the increase in costs and drop in income during years of treatment.

We help families understand their care choices at end-of-life and enable them to prepare and cope emotionally and practically.

**Your Staff & Volunteers**

Full-time:	Part-time:	Trustee/Board members:	Active volunteers:
<b>307</b>	<b>185</b>	<b>14</b>	<b>845</b>
Do you have a Safeguarding policy? <b>Yes</b>			
<b>Are the following people in your organisation subject to DBS checks?</b>			
Paid Staff <b>Yes</b>	Volunteers <b>No</b>	Trustees / Management Committee Members <b>Yes</b>	

**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?
<b>Rented</b>	<b>5 years</b>

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

In 2015, we had an external review (part of Energy Savings Opportunity Scheme) to help reduce our energy usage. Three key areas were highlighted: lighting upgrades in premises, improved insulation, reducing journeys in private vehicles. We implement recommendations as quickly as possible, whilst being careful to maximise the value from our expenditure. In our properties, the upgrades are made when we are carrying out other maintenance, and where we have new properties these will be implemented as standard. We ask staff wherever feasible to use public transport, and most of our key locations are very accessible ? though cars are still needed for some activities. Our digital programme is helping us use technology to reduce printing and travel. Another review is planned this year.

Our London Office Manager ensures we recycle and use ethical products where possible, such as recycled paper/products and a sustainable collection service for clear outs.

## 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:	£22,130,000	£25,944,000	£0
Earned income:	£6,632,000	£4,476,000	£0
Other income:	£122,000	£0	£0
<b>Total income:</b>	<b>£28,884,000</b>	<b>£30,420,000</b>	<b>£0</b>
Charitable activity costs:	£13,656,000	£15,508,000	£0
Cost of raising funds:	£11,901,000	£13,442,000	£0
Other costs:	£0	£0	£0
<b>Total expenditure:</b>	<b>£25,557,000</b>	<b>£28,950,000</b>	<b>£0</b>
Free unrestricted reserves held at year end:	£3,801,000	£4,200,000	£0

#### What is your organisation's reserves policy?

From accounts ending 31 March 2018

The Trustees agreed a reserves policy that would ensure the safeguarding of charitable commitments and the funding of operational expenditure during a period of significant downturn. The reserves would also provide working capital and build a strategic fund for developments. The Trustees felt that in order to meet the objectives of this policy, the charity should aim to build free reserves to between £4.8 million and £6.0 million, but with a temporary reduction in free reserves to £2.5 million if agreed by the Board.

For your most recent financial year, what % of your income was from statutory sources?  
**1-10%**

#### Organisational changes

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

**N/a**

## Grant Request

Which of the Trust's programmes and priority areas will your application deliver?  
**Advice and Support**

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.  
**We will provide financial support and advice to young London cancer patients and their families, to limit the damage caused by the financial impact of cancer.**

When will the funding be required? **01/03/2019**

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

City Bridge Trust?  
**No**

Another funder? (if so which)  
**No**

How much funding are you requesting?

Year 1:	Year 2:	Year 3:	Year 4:	Year 5:
<b>£50,000</b>	<b>£51,001</b>	<b>£52,021</b>	<b>£53,061</b>	<b>£54,123</b>

**Total Requested: £260,206**

**What 3 main differences or outcomes do you want to achieve through your funding proposal?**

Families and young people will be able to better meet the additional costs of cancer, not needing to get into as much debt.

Over five years, we will deliver a total financial gain for families of over £1.1 m (including direct grants, and grants facilitated by our care teams).

Families will have a more consistent level of income during treatment, so they can manage and plan their finances without last minute 'fixes', such as borrowing large sums.

Over five years, our Care Team at UCLH will provide over 16,780 hours of financial support to children, young people and families.

Families and children will experience less stress related to financial worries and therefore have the mental and emotional energy to focus on more important things at that time - like getting better and spending time together.

**What are the main activities or outputs you will deliver to achieve these differences?**

**CLIC Sargent Grants. We will:**

- Provide care grants of £170 to all families and young people with childhood cancer;
- Offer grants of up to £500 (means-tested) to help families with a particular financial need;
- Offer compassionate grants of £300 for funeral costs (when the worst happens).

**Our Social Care Teams will:**

- Help families apply for CLIC Sargent grants;
- Signpost families to other grants and support around welfare rights;
- Help young people, parents and carers negotiate with employers;
- Advocate on behalf of families e.g. around bill payments, negotiating payment plans, housing loans etc.

**Citizens Advice Bureau Helpline:**

We will continue to procure a successful advice service giving advice around welfare rights, housing employment and education, specifically for young cancer patients and the parents of children with cancer. We anticipate the majority of calls will focus on benefit and employment advice.

## You and your grant request

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

We are asking you to fund our #Cancercosts Programme delivered by our Cancer Care team at University College London Hospital (UCLH). #Cancercosts will help young people (16-25) with a cancer diagnosis, and the families of children with cancer, to cope with the financial burden of their illness. Our Cancer Care team, including qualified social workers, will act as a key source of support, advice and sign-posting. Our team at UCLH enable families to access grant-funding as well as providing advice and support around benefits, bills, employment, housing and other interconnected issues.

We are in particular need of your support for this programme now, because, over the next three years, we plan to increase our reach, so that we can be there for every young person who needs us. If we are successful, it will mean greater demand for our advice, support and grants.

### **How will the project described achieve your stated outcomes?**

Fundamentally, we hope to reduce the financial inequality suffered by young people with a debilitating disease - cancer. Along with all the physical and emotional challenges young cancer patients face, often over a period of several years (sometimes even the rest of their lives), they also must face: huge financial costs, a drop in income and little support. It is not right or fair that young people, and the families of children with cancer, have to face these financial worries in addition to dealing with their illness.

The stress and anxiety of worrying about finances impacts on emotional resilience and the ability to cope. It can even impact a family's ability to support and care for their child as they would want to. We hope to reduce the number of families in unmanageable debt as a result of their child's cancer and, by doing so, improve their ability to cope.

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

Our research - 'Cancer Costs' - showed the financial impact of a cancer diagnosis is almost immediate. The average family spends an additional £600/month on costs such as travel, overnight accommodation near hospitals, food and childcare for siblings. Lasting effects of cancer, such as mobility issues, create costs such as home modifications and on-going transport needs.

As costs go up, incomes often go down. Many parents need to take unpaid leave from work, or stop working altogether to care for their child. When young people cannot work due to treatment, their inability to pay bills puts them at risk of losing their homes and independence. In London, the high costs of travel and accommodation compound the problem.

Families and young people must engage in the challenging process of applying for benefits for the first time? 84% of parents and 73% of young people needed help to complete the forms.

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

We will provide advice, advocacy and sign-posting to support young cancer patients and their families with the financial impact of cancer. We will advocate on behalf of families around issues such as bill payments, negotiating payment plans, housing and student loans, employment etc. We will also support families to access:

#### **1.) CLIC Sargent Care Grants:**

We offer £170 grants to help with the immediate costs of childhood cancer e.g. travel, parking, food, hospital expenses and childcare for siblings. Additional grants are available based on need. Our grants may also be used to support children and young people to keep up with education e.g. extra tuition and equipment including text books or laptops.

#### **2.) CLIC Sargent's welfare advice service, which provides free and impartial advice around:**

- Income support, council tax and housing benefits
- Tenancy agreements and rent arrears
- Rights at work
- Debt and banking
- Consumer advice

### **Why are you the right organisation to do this work?**

We are the UK's leading cancer support charity for children and young people. We reach over 95% of children diagnosed with cancer and two-thirds of young people aged 16-24.

We have specialist cancer care teams based at the three specialist Principal Treatment Centres in London: UCLH, GOSH and The Royal Marsden, Sutton. These three teams supported 1,747 children and young people with cancer last year.

We have a respected and long-standing relationship with the NHS. Our front-line workers form part of the Multi-Disciplinary Teams that care for young cancer patients.

The majority of our front-line staff are qualified social workers who are experienced at navigating the system and supporting families with multiple and complex problems.

We conduct respected research in the field of paediatric cancer support. Our research, along with our award-winning participation programme, ensures all key service-delivery decisions are led by the young people and families themselves.

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

Macmillan has a financial information centre at UCLH. However, they will only provide basic advice for patients under 25, they usually re-direct young patients to us as we are the experts for this age group. CLIC Sargent Social Workers apply for grants from Macmillan on behalf of families. Unlike CLIC Sargent standard grants, which are unconditional, Macmillan grants can only be secured for certain costs and are means-tested to an extent, e.g. CLIC Sargent grants can be used for costs such as grants arrears or utility bills, Macmillan grants cannot.

CLIC Sargent Social Workers also apply to a number of other grant-making organisations, depending on each patient's eligibility, including: Family Fund, Tom Bowldge Foundation, Henry Dancer Days, Jocie's Dragonfly Trust, Miracles, and Mummy's Star.

Maggie's offer some advice but not direct financial support. They are not specialists for paediatric cancer.

Teenage Cancer Trust do not provide financial support or advice.

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

The aims and activities of this project are a direct result of listening and responding to the views and needs of children and young people with cancer, and their families. We gather these views in a number of ways, including surveys and through our award-winning children's, young people's and parents' reference groups.

Our 'Cancer Costs' report (2016) surveyed 279 parents and 149 young people. The key findings were:

- Parents spent an average of £600/month in additional expenses during their child's active treatment.
- 61% of parents accumulated debt as a result of their child's illness, with 17% of those borrowing over £5,000.
- 19% of parents, employed at the time of diagnosis, took over a year of unpaid leave during their child's treatment.
- 75% of parents and 54% of young people surveyed said managing their finances during treatment caused them additional stress and anxiety.

**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?**

Our Participation Programme - Including our children's, young people's and parents' reference groups - ensures beneficiary input into decisions across the organisation. We have been awarded the Gold 'Hear by Right' award which recognises organisations that put young people's voices at the heart of service delivery and development.

In partnership with Teenage Cancer Trust, we run the All-Party Parliamentary Group (APPG) on Children, Teenagers and Young Adults with Cancer.

Poor or disabled patients are at particular risk of being excluded from our Participation Programme, therefore we:

- ? cover travel/food costs
- ? share agenda items online to gather views and feedback
- ? ensure all meetings are Skype-enabled
- ? advertise all participation opportunities online so people can contribute in different ways to suit their skills

#Cancercosts is currently the focus of our campaigning. This is a direct result of consulting young cancer patients and their parents at our reference groups and APPG.

**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 broader mission 'limiting the damage caused by childhood cancer diagnosis' is meeting an already identifiable and acute need 'paediatric cancer and its impact beyond health'. However, the focus for this #Cancercosts project is meeting a need 'the economic struggles of paediatric cancer families' which is partially preventable. We provide financial support and advice early on in the cancer journey to help to 'nip in the bud' serious or long-term economic hardship (and the stress that creates) on families who would, without our help, be likely to fall into debt as a result of cancer.



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

We will work with Hammersmith and Fulham Citizens Advice (CAB) to procure a confidential and anonymous welfare advice helpline.

Our Social Workers will make calls to the DWP and local authorities, on behalf of patients, about applications and appeals.

CLIC Sargent Social Workers form part of the NHS Multi-Disciplinary Teams caring for young cancer patients. The NHS refer newly diagnosed young cancer patients to us. Also, service users may apply directly to the NHS for travel grants available for those with mobility issues, severe disabilities/vulnerabilities or on specific benefits.

We will also work with banks and utility companies e.g. our partnership with British Gas which helps families (who are existing British gas customers) to pay for energy during treatment; and our Social Workers referring struggling families to specially trained British Gas support workers who help by cancelling existing energy debt; placing families on cheaper tariffs; and removing pre-pay meters.

**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?**

Most of our families will be moving from a stage of 'not-coping'/'surviving' to 'coping'/'adapting'. Those young people and families who start off with greater financial resources and support networks may move from a starting place of 'coping' or 'adapting' during treatment onto (or returning to) 'thriving' post-treatment.

Since January this year, CLIC Sargent Social Workers have been using a new reporting tool 'the Outcome Star'. The Star is completed with young patients or parents of childhood patients and it helps us work out what their main needs are, make care plans, and track how they are coping. There are several points to each star, one of which is 'money', and there are five possible stages on each point: 'not able to respond'; 'taking it in'; 'trying to respond'; 'finding a way through'; and 'managing well'. We will use the Outcome Star in our reporting.

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

Reducing our and our beneficiaries' environmental footprint is not a specific goal of this project. However, when we advise families on how to save costs, a part of that advice is naturally around reducing waste. Therefore a by-product of our financial advice and support is the cleverer use of resources and the reduction of energy and food waste.

## Revised Funding required for the project (June 2019)

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

Expenditure heading	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Senior Practitioners at UCLH*	£23,116	£23,578.32	£24,049.89	£24,530.88	£25,021.50	£120,296.59
Children's Social Workers UCLH*	£27,077	£27,618.54	£28,170.91	£28,734.33	£29,309.02	£140,909.80
Young People's Social Workers UCLH*	£13,526	£13,796.52	£14,072.45	£14,353.90	£14,640.98	£70,389.85
Young People's Community Workers UCLH*	£12,606	£12,858.12	£13,115.28	£13,377.59	£13,645.14	£65,602.13
Service Manager London**	£4,946	£5,044.92	£5,145.82	£5,248.73	£5,353.71	£25,739.18
Care Support Worker UCLH*	£4,004	£4,084.08	£4,165.76	£4,249.08	£4,334.06	£20,836.98
Citizens Advice Bureau (all London: UCLH, GOSH & R. Marsden)	£7,389	£7,536.78	£7,687.52	£7,841.27	£7,998.09	£38,452.65
Information Resources (all London: UCLH, GOSH & R. Marsden)	£6,702	£7,995.78	£8,155.70	£8,318.81	£8,485.19	£40,794.47
Participation (all London reference group meeting costs)	£12,000	£12,240.00	£12,484.80	£12,734.50	£12,989.19	£62,448.48

<b>TOTAL:</b>	<b>£111,366.00</b>	<b>£102,513.06</b>	<b>£104,563.32</b>	<b>£106,654.59</b>	<b>£108,787.68</b>	<b>£523,021.65</b>
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### What income has already been raised?

Source	Year 1	Year 2	Year 3	Year 4	Year 5	Total
	0	0	0	0	0	0
<b>TOTAL:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 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
<b>TOTAL:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**UCLH – University College London Hospital**

### How much is requested from the Trust?

<b>Expenditure heading</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Total</b>
Senior Practitioners* at (50% of UCLH costs)	£11,558	£11,789	£12,025	£12,265	£12,511	£60,148
Children's Social Worker* (50% of UCLH costs)	£13,539	£13,809	£14,085	£14,367	£14,655	£70,455
Young People's Social Workers* (50% of UCLH costs)	£6,763	£6,898	£7,036	£7,177	£7,320	£35,195
Young People's Community Workers* (50% of UCLH costs)	£6,303	£6,429	£6,558	£6,689	£6,823	£32,801
Service Manager London** (50% of UCLH costs)	£2,473	£2,522	£2,573	£2,624	£2,677	£12,870
Care Support Worker* (50% of UCLH costs)	£2,002	£2,042	£2,083	£2,125	£2,167	£10,418
Citizens Advice Bureau (UCLH costs only)	£2,463	£2,512	£2,563	£2,614	£2,666	£12,818
Information Resources (UCLH costs only)	£2,234	£2,279	£2,324	£2,371	£2,418	£11,626
Participation (cost of a young people's reference group)	£1,500	£1,530.00	£1,560.60	£1,591.81	£1,623.65	£7,806.06
<b>TOTALS</b>	<b>£48,835</b>	<b>£49,811</b>	<b>£50,807</b>	<b>£51,824</b>	<b>£52,860</b>	<b>£254,137</b>

**\*Social Care team costs – what's included in each role:** It was calculated that the 'Cancer Costs' programme took up 27% of paediatric social worker time and 18% for young people workers. Therefore the people costs represent roughly a quarter of the costs of the UCLH social care team. The 27% & 18% figures are based on intervention types reported through the social care database and the average amount of time workers spend delivering those interventions. Our people costs include: salary, NI, pension, activity costs, mobile phone and travel as well as 10% overhead built in to cover things like electricity, office space, internet, landlines etc. This reflects the overheads for the services team, not corporate overheads (e.g. London head office).

**\*\*The Services Manager is a particularly small amount because the quarter of their time spent on Cancer Costs is also then shared out between the social care teams at three Principal Treatment Centres in London, the role costs we're asking you to fund only relate to our workers at one of those centres - UCLH.**

## Who will benefit?

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

**533**

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

**Camden**

**Brent**

**Barnet**

**Haringey**

**Hackney**

Does this project specifically target any groups or communities?

**Yes - please enter details below**

This project will specifically work with the following age groups:

**0-15/16-24**

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:  
**Cancer doesn't discriminate - all ethnicities, genders and sexualities are affected.**

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: **João Artur Barbosa da Silva**

Role within Organisation:                      **Senior Philanthropy Fundraiser (Maternity Cover)**