

The City Bridge Trust

Bridging Divides: Application for a grant



About your organisation

Organisation Details

| | |
|--|--|
| Name of your organisation: Shpresa Programme | |
| If your organisation is part of a larger organisation, what is its name? N/a | |
| In which London Borough is your organisation based? Newham | |
| Contact person: Mrs Luljeta Nuzi | Position: Project Director |
| Website: http://shpresaprogramme.com/index.html | Social Media Accounts: http://www.facebook.com/shpresa.programme |
| What Quality Marks does your organisation currently hold? PQASSO Level 2 Special Distinction Award from the National Resource Centre for Supplementary Education (NRCSE) Gold Level, London Youth Quality Mark | |

Legal Status

| | | | |
|--|-----------------------------------|-------------|----------------|
| Legal status of organisation: Registered Charity | | | |
| Charity Number: 1110688 | Company Number: 4692860 | CIC Number: | Bencom Number: |
| When was your organisation established? 02/06/2002 | | | |
| Aims of your organisation: Shpresa Programme is a user-led organisation whose mission is to promote the participation and contribution of the Albanian-speaking community (ASC) in the UK, enabling them to play a positive and active role in the communities in which they now live. We support Albanian speaking refugees, asylum seekers and migrants. We have developed a model to support our community which is user-led and based on working in partnership with other providers. We take responsibility for sharing our learning with other community groups. Shpresa's strategic objectives are: ? To maintain our cultural identity and to improve the confidence, health and well-being of the ASC; ? To improve access to training and employment for members of the ASC; ? To change attitudes within and about the ASC; | | | |

Main activities of your organisation:

- i. The Women's Support Project tackles depression, isolation and social/economic exclusion via diverse services/workshops, supporting women's integration and well-being.
- ii. The Volunteering Project promotes volunteering, training and access to employment amongst the Albanian speaking community (ASC).
- iii. The Unaccompanied Asylum-seeking Children's project provides support, signposting and advocacy 180+ very vulnerable children and young people (CYP).
- iv. The Campaigning Project engages skills and builds the confidence of the ASC and of other refugee/migrant communities, by working together to address issues of importance to our communities.
- v. The Albanian Supplementary School's project provides 300+ CYP with Albanian language and dance classes, enhancing their educational attainment, while promoting active and engaged citizenship.
- vi. The CYP's service develops confidence and self esteem via sports, drama and dance.
- vii. The Empower Women's project raises awareness of, and protects women and girls from,

Your Staff & Volunteers

| Full-time: | Part-time: | Trustee/Board members: | Active volunteers: |
|---|--------------------------|---|--------------------|
| 3 | 6 | 9 | 45 |
| Do you have a Safeguarding policy? Yes | | | |
| Are the following people in your organisation subject to DBS checks? | | | |
| Paid Staff Yes | Volunteers Yes | Trustees / Management Committee Members Yes | |

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? |
| Owned | 10 years |

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

Recycling is now one of our workshops in all our support groups and volunteer training sessions for women and children.

In the last year we have increased the environmental measures in places across the organisation:

- when entering in contract we chose, where possible, local providers reducing our carbon footprint via shorter journeys
- we no longer use any plastic crockery/cutlery and, as a consequence, our rubbish has reduced from two waste bins to one in the past year
- we recycle all our paper
- we have a notice by the kettles encouraging users to only fill the kettle with as much water as is needed
- we use lower energy light bulbs
- our building has three floors and we have now got a heating system so the temperature can be separately set on each floor.

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 | 31/03/2020 |
| Grants & donations: | £373,445 | £241,181 | £363,613 |
| Earned income: | £28,944 | £26,200 | £26,200 |
| Other income: | £19,904 | £13,450 | £13,450 |
| Total income: | 422,293 | £280,831 | £403,263 |
| Charitable activity costs: | £300,450 | £381,002 | £412,680 |
| Cost of raising funds: | £0 | £0 | £0 |
| Other costs: | £0 | £0 | £0 |
| Total expenditure: | £300,450 | £381,002 | £412,860 |
| Free unrestricted reserves held at year end: | £109,045 | £126,786 | £117,369 |
| What is your organisation's reserves policy? | | | |
| Our reserves policy commits us to having or working towards having between 3 and 6 months running costs as free reserves at any one time to protect services and staff. | | | |
| 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.

On the 01/04/2018 we are bringing forward £92,410 of restricted funds. In 2019/20 there is a new project funded by the Mayors Fund for a youth volunteer coordinator. We also have new funding for 2019/20 from Lloyds Foundation for a Youth Transition worker and grant from Paul Hamlyn for a youth advocate.

Grant Request

| | | | | |
|---|----------------|-------------------------------|-----------|-----------|
| Which of the Trust's programmes and priority areas will your application deliver? Positive Transitions/Migrants & refugees | | | | |
| Which of the programme outcome(s) does your application aim to achieve? | | | | |
| Please describe the purpose of your funding request in one sentence. To provide accessible English language classes to vulnerable women within the Albanian speaking community who would not be able to access classes otherwise as they require creche facilities and support. | | | | |
| When will the funding be required? 04/03/2019 | | | | |
| 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: |
| £25,723 | £26,238 | £0 | £0 | £0 |
| Total Requested: £51,961 | | | | |

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

80 women from refugee and migrant communities who are vulnerable due to trafficking, domestic abuse, depression, isolation or social / economic exclusion will have increased social networks, reduced isolation and

80 women from refugee and migrant communities who are vulnerable due to trafficking, domestic abuse, depression, isolation or social / economic exclusion will have improved levels of English speaking, listening, reading, writing and comprehension. 100 % will achieve pre entry level and 75% will achieve entry level 1.

20 women who have gained a level 1 qualification will, by the end of the project, be in employment with support from Shpresa . A further 20 women will be on to an accredited training programme. Another 20 will be volunteering either with support at Shpresa or at another NGO.

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

80 women access regular English classes (40 women a year for 2 years) where there will be support from a trained English teacher and 6 trained and supported volunteers, to ensure the sessions are accessible to all. The English classes will include information sessions from outside agencies and signposting.

160 ESOL classes for vulnerable women from refugee/migrant communities per annum (weekly classes, 40 weeks per year over 2 years in 4 separate venues)

160 creche sessions for children of women attending the classes per annum (weekly sessions for 40 weeks per year over 2 years in 4 venues).

80 women (40 a year over 2 years) will be assessed by one of Shpresa's trained staff or volunteers and signposted to other Shpresa services, which, once the women have acquired sufficient English language skills will support them into employment, training or volunteering depending on their skills and their vulnerability.

You and your grant request

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

We are applying for:

- A member of staff, 3 x days per week to deliver the project, identify women needing this class, refer them and support access to the service, assist them/their children in settling into the class/creche and assess them for internal referral for support from Shpresa in gaining employment, training, volunteering and other services (e.g. the Empower Women project) as well as teaching them English.
- A sessional worker to co-ordinate the English speaking creche which will be delivered by Shpresa volunteers who are trained, DBS checked and who have at least a level 2 in English
- Expenses for 1 volunteer a week to support vulnerable women to access the classes
- One trip a term to increase women's confidence, practice their language skills and provide them/their children access to cultural/leisure activities
- 3 x days Independent evaluation per annum.

How will the project described achieve your stated outcomes?

Shpresa has learnt, over many years working with/for vulnerable women, that acquisition of English is critical for women's safety and to enable them to play an active role in their communities. However, many vulnerable women face huge barriers to accessing/benefiting from English classes. These women need:

- Creche facilities as they are isolated and living in poverty without extended families to care for children or money to pay for childcare
- Women-only classes, not just for trafficked women/those fleeing violence, but for all those raised in a culture where mixed-sex classes are unheard of
- Teaching at pre-entry/entry level 1 for women who do not have literacy skills in their own language and who would be too ashamed to attend more advanced groups.

Shpresa is committed to integration of men/women and new migrant communities/host communities but to make that possible, women first need safe-spaces to learn.

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

There is always a greater demand for English classes at Shpresa than there is the capacity to meet this demand but women are too ashamed, anxious or simply unable to access classes provided by other agencies. We start where women are at: providing women-only classes, at pre-entry/entry level 1 with creche facilities but we do not stop there. While women attend our classes, we provide them with the information and support to move on to access employment, training and volunteering opportunities. Women make huge shifts in their knowledge, skill and attitudes: some women are now key volunteers or working within mainstream agencies (we are particularly successful at supporting women into work as teaching assistants). Yet these same women, when they first approached Shpresa, were unable to access a mixed English classes. We know there is a need for this project as we have seen the difference it can make.

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

We will assess women when they are first referred to Shpresa, identifying those vulnerable for whatever reason (trafficking, domestic abuse, mental health, isolation, poverty) and enable them to access this project. We will ensure access by having volunteers able to offer women one-to-one support when they first attend classes and by employing creche workers able to offer shy/vulnerable children not used to accessing services, a safe, welcoming and stimulating service. We will offer this service in 4 locations to ensure access as these women will have neither the confidence nor income to travel far from where they live. We will employ an English teacher with expertise in teaching vulnerable women with limited confidence and poor literacy skills in their own language. We will assess all the women as their English improves and support them in accessing other services to promote their integration into employment, training and volunteering opportunities.

Why are you the right organisation to do this work?

Shpresa is the largest refugee community group working with the Albanian speaking community in London. We have over 16 years' experience of providing services to vulnerable women, including survivors of trafficking and domestic violence. We have had funding from City Bridge to deliver these classes and we learnt:

- the importance of providing pre-entry level sessions to engage women in a setting they are unfamiliar with, developing their confidence and sense of their own abilities and helping them feel comfortable in the learning environment, with skilled volunteers able to provide one-to-one support for women at the outset
- the critical need to provide creche facilities with all classes
- the need to provide classes where women live
- the importance of women-only provision.

We will build on what we have learnt and ensure we provide this service to more women in urgent need to this support.

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

There are no other services targeting vulnerable Albanian speaking women via the provision of accessible English classes. The ESOL classes that do exist in the areas where we intend to provide these services (Newham, Southgate, Croydon and Wembley) are not accessible to the women we work with:

- they are not women only
- they are not set up for women with limited or no literacy skills in their own language
- they do not have skilled and trained volunteers able to sit with women and help them acclimatise to the formal learning environment, developing their confidence and allaying their fears
- few have creche facilities
- the classes are not taught by Albanian speakers
- the classes stand alone, not embedded within a holistic service able to then support and signpost women to employment, training and volunteering opportunities as appropriate.

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

Shpresa works with, not for people, encouraging users to develop their knowledge, skills and confidence to become active citizens and active members of Shpresa. All staff and volunteers are former/current refugees, asylum seekers and migrants from Albanian speaking communities. Users are involved in planning, managing and delivering all our service: the volunteer helping to deliver this project are all former service users. We formally consult users via:

- Our annual Listening Campaigns?open to all users and facilitated so we capture everyone's views;
- The annual Children's Congress?for consulting children/young people,
- Project consultation events held at least annually for each project.

We write up our findings from all the consultation events and they then inform the strategic plan which is the map for our service provision. We firmly believe in the potential for all our service users to take part in running our services and we make this a reality.

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?

This project has been developed specifically to meet the needs of vulnerable women unable to access mainstream ESOL classes. In the last year Shpresa worked with:

- 100+ women living with/fleeing domestic violence/abuse
- 50+ women who had been trafficked to the UK or within Albania/other European countries
- 40+ women with mental health difficulties
- 200+ women with young children.

We know that these women cannot access mainstream ESOL provision. We also know how critically these women need accessible English classes as the acquisition of English:

- increases their confidence/self-esteem
- is protective as they are less isolated/better able to ask for help
- is better for their children as they can support them in their education
- enables them to access employment, training and volunteering opportunities increasing their independence and integration e.g. last year 18 women accessing this service passed their Teaching Assistants level 1 and 2.

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?

The need for ESOL classes for these women is an identifiable need. Our approach to delivering these classes is preventative and incorporates early intervention. In our experience, confirmed by research (<https://www.womensaid.org.uk/Information-support/what-is-domestic-abuse/the-nature-and-impact-of-domestic-abuse/>) the impact of violence/abuse is long-lasting, affecting women's mental/emotional/physical/social and financial well-being. By providing English classes as part of a holistic service which supports women into employment, training and volunteering, Shpresa helps women to avoid social isolation and entrenched poverty. Shpresa's founding ethos is that women can come together and tackle the issues most affecting their well-being for themselves, their families and communities. We believe that the women we work with are less vulnerable to long-term mental health problems as they are part of a project which sees them not as victims but as part of the solution. We are not minimising the impact of all women have experienced but in coming together women are stronger and less vulnerable.

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

We will work closely with:

- our volunteers, all former service users, many of whom will have been in the position these women are in now, who are experts by experience, who will model survival and who are critical to the success of this project as they can support women as peers with lived experience
- Hestia, the Human Trafficking Foundation, Migrant Help and Hibiscus - specialist services for trafficked women who can offer intensive practical and emotional support to the trafficked women we are working with
- Solace Women's Aid and IKWRO, specialist providers of support to women fleeing violence, including honour-based violence, who can provide practical and emotional support to those fleeing violence/abuse
- The Women's Therapy Centre, providers of psychological support to women with mental health problems, who are able to offer mother-tongue therapy to women experiencing depression, anxiety, suicidal ideation and other mental health issues.

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 women at the point of referral will be at the surviving stage. When referred to Shpresa many will not have physical safety. The majority will be terrified of their future, without legal representation to secure durable solutions/international protection. Without any support, they will feel very alone. Accessing Shpresa's services, they will quickly move to coping as we provide a holistic assessment of their needs and refer them to our services and specialist providers to address these needs for: safe accommodation, legal representation, counselling/therapy, a GP, peer-support and advice regarding their children's health/well-being. As women learn English and access services they will begin to adapt. It can take years, not months and is subject to their immigration status, but we know women can thrive. Volunteers running many of our services are former 'victims', now thriving, many working as teaching assistants/in other charities while volunteering with Shpresa to 'give back'.

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

By providing 4 sessions in 4 different localities, we will be reducing use of transport. We also cover environmental issues and recycling in our lessons as we believe this is an important part of learning about life in the UK. As a staff team across the agency (so not specific to this project) we are continually seeking to reduce our carbon footprint and at present we are working towards becoming a paperless office.

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 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|
| Staffing costs - development worker | 16,413 | 16,742 | 0 | 0 | 0 | 33,155 |
| Training/ conferences/ travel | 500 | 510 | 0 | 0 | 0 | 1,010 |
| Sessional staff member to co-ordinate creche | 3,240 | 3,305 | 0 | 0 | 0 | 6,545 |
| Management costs - Project Director | 1,200 | 1,224 | 0 | 0 | 0 | 2,424 |
| Project costs - resources & activities | 1,200 | 1,224 | 0 | 0 | 0 | 2,424 |
| Management costs | 4,688 | 4,829 | 4,974 | | | 14,491 |
| Volunteers | 420 | 428 | 0 | 0 | 0 | 848 |
| Evaluation | 750 | 765 | 0 | 0 | 0 | 1,515 |
| Contribution towards overheads | 1,881 | 1,918 | 1,989 | | | 5,788 |
| Contribution to overheads | 2,000 | 2,040 | 0 | 0 | 0 | 4,040 |
| TOTAL: | 25,723 | 26,238 | 0 | 0 | 0 | 51,961 |

What income has already been raised?

| Source | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 | Total |
|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| | | | | | | |
| 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 |
|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| | | | | | | |
| 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 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|
| Staffing costs - development worker | 16,413 | 16,742 | 0 | 0 | 0 | 33,155 |
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| Volunteers | 420 | 428 | 0 | 0 | 0 | 848 |
| Evaluation | 750 | 765 | 0 | 0 | 0 | 1,515 |
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| TOTAL: | 25,723 | 26,238 | 0 | 0 | 0 | 51,961 |

Who will benefit?

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

40

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

Newham

Enfield

Croydon

Brent

Does this project specifically target any groups or communities?

Yes - please enter details below

This project will specifically work with the following age groups:

0-15/16-24/25-44/45-64/65-74

This project will specifically work with the following gender groups:

Female

This project will specifically work with the following ethnic groups:

Refugees and asylum seekers

Other ethnic group

If Other ethnic group, please give details:

Albanian speaking

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?

We have 16 year's experience of working with vulnerable Albanian speaking women. We have dedicated services for women fleeing violence/abuse and trafficked women.

Are there any groups or communities you think your organisation will find hard to include through this project?

Yes - please specify

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

The Roma community In Albania, the Jevg, have historically been discriminated across all Albanian speaking communities. However, we have worked hard to develop our whole community's understanding of anti-discriminatory, inclusive service provision and we have created a space members of the Jevg community can access. But we are not complacent.

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

We cover discrimination and diversity in all our projects. We are very explicit that our service is provided by and for ALL members of our community including those from the Jevg community, LGBT users and those with disabilities.

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: **Luljeta Nuzi**

Role within **Project Director**
Organisation: