

# The City Bridge Trust

## Bridging Divides: Application for a grant



### About your organisation

#### Organisation Details

Name of your organisation: <b>Waterloo Community Counselling</b>	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? <b>Lambeth</b>	
Contact person: <b>Mrs Emma-Louise Singh</b>	Position: <b>Fundraiser</b>
Website: <b><a href="http://www.waterloocc.co.uk">http://www.waterloocc.co.uk</a></b>	Social Media Accounts:
What Quality Marks does your organisation currently hold?	

#### Legal Status

Legal status of organisation: <b>Registered Charity</b>			
Charity Number: <b>1045444</b>	Company Number: <b>3034938</b>	CIC Number:	Bencom Number:
When was your organisation established? <b>30/03/1995</b>			

#### Aims of your organisation:

Waterloo Community Counselling reduces mental distress through the provision of professional counselling for disadvantaged Londoners who are unable to access support elsewhere.

Our objectives are to:

- Ensure that our services are accessible to meet the needs of disadvantaged people locally by: catering for the diverse range of languages, cultures, ages and genders of our clients; recruiting ethnically diverse counsellors; promoting the service to disadvantaged communities; ensuring counselling is available to economically disadvantaged clients; consulting our users in the development of services; encouraging self-determination, peer-support and empowerment.

- Promote a greater understanding of counselling and mental health and overcome stigma by partnering with other organisations and providing training.

- Ensure our services are provided to the highest professional standards in order to promote the best interests of our clients by employing qualified and accredited counsellors; adhering to the sector code of ethics and supplying regular clinical supervision for all counsellors and trainees.

**Main activities of your organisation:**

Waterloo Community Counselling provides counselling and talking therapy services to approximately 220 people each week. Our services include:

- Multi-Ethnic Counselling Service (MECS) :- individual mother-tongue counselling in almost all languages requested, to meet the pressing needs of refugees and asylum seekers from across London. Approximately 70% of those we support are refugees and asylum seekers with complex psychological needs.

- General Counselling Service :- low cost and means-tested individual counselling is provided by trainee and volunteer counsellors using a psychodynamic approach, offering 18 week sessions. We also provide couples counselling. The catchment area is London-wide

- Out of Hours Counselling Service :- Individual counselling in the evenings and weekends for clients who are employed. Income from this service supports the organisation. The catchment area is London-wide

**Your Staff & Volunteers**

Full-time:	Part-time:	Trustee/Board members:	Active volunteers:
<b>0</b>	<b>6</b>	<b>5</b>	<b>75</b>

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

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

Paid Staff <b>Yes</b>	Volunteers <b>Yes</b>	Trustees / Management Committee Members <b>No</b>
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**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>3 years</b>

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

We recycle all paper materials, glass, metal and batteries. We also re-use paper to minimise waste. We switch off the heating and lighting when the rooms are not in use. The boiler is on a timer. Computers are switched off beyond office hours. We buy recycled paper for printing and bathroom use and also use recyclable paper cups as opposed to plastic to cut our plastic usage.

We are also in the process of looking to upgrade the windows within the premises to double glazing with the objective of making the premises more energy efficient and reducing some of our utility bills in the future.

## Finance Details

### Organisation Finances

	<b>Year of most recent audited / examined accounts</b>	<b>Current financial year forecast</b>	<b>Next financial year budget</b>
End of financial year date	31/03/2017	31/03/2019	
Grants & donations:	£318,244	£254,516	£0
Earned income:	£138,549	£146,960	£0
Other income:	£1,795	£900	£0
<b>Total income:</b>	<b>458,588</b>	<b>£402,376</b>	<b>£0</b>
Charitable activity costs:	£394,576	£363,413	£0
Cost of raising funds:	£29,473	£30,000	£0
Other costs:	£31,015	£13,499	£0
<b>Total expenditure:</b>	<b>£455,064</b>	<b>£406,912</b>	<b>£0</b>
Free unrestricted reserves held at year end:	£143,854	£139,318	£0
<p><b>What is your organisation's reserves policy?</b>                      The reserves policy is for Waterloo Community Counselling to have in reserves the equivalent of six months worth of operating expenditure.</p>			
<p>For your most recent financial year, what % f of your income was from statutory sources?  <b>21-30%</b></p>			

### 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?  
**Positive Transitions**

Which of the programme outcome(s) does your application aim to achieve?  
**Positive Transitions/Specialist support services are better able to meet the needs of vulnerable and disadvantaged Londoners**

Please describe the purpose of your funding request in one sentence.  
**Counselling Service for Refugees and Asylum Seekers**

When will the funding be required? **01/04/2019**

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:  
**£35,000**

Year 2:  
**£35,000**

Year 3:  
**£0**

Year 4:  
**£0**

Year 5:  
**£0**

**Total Requested: £70,000**

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

70% will experience a significant reduction in their risk factors, such as self-harm and suicide

70% of people presenting with anxiety will experience significant improvement (or stabilisation in cases of acute emotional crisis or following psychotic episodes)

70% of people presenting with depression will experience significant improvement (or stabilisation in cases of acute emotional crisis or following psychotic episodes)

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

Up to 18 weeks individual counselling sessions for 135 refugee and asylum seekers, provided in their mother-tongue language.

Supported referrals to our partner organisations so that at least 40 refugees and asylum seekers can gain advice and support in addressing their complex practical difficulties, such as homelessness; asylum issues and obtaining benefits.

Therapeutic groups that will help support up to 25 refugee and asylum seekers who are most isolated and have complex needs.

## **You and your grant request**

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

The project seeks to reduce the mental distress and trauma of refugees and asylum seekers primarily through one-to-one professional counselling in the beneficiary's mother-tongue. The counselling will provide a safe space for traumatised and emotionally distressed individuals to express their intense emotions, to grieve for all that has been lost and to begin to process their experiences and move on.

We recognise that practical support is needed to overcome the many factors which impact on the mental distress of this group and have developed partnerships with other organisations to extend the help and expertise that users can access to supplement their counselling sessions.

The project will help those users who are most isolated and have the most complex needs, by continuing to run a crafts club, which meets monthly and provides therapeutic activities and the opportunity to socialise and practice English. The group is run by an Iraqi refugee.

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

We hope to improve the well-being of individuals presenting with severe mental distress. Users will have a significant improvement in their presenting problems, including depression, anxiety and symptoms of trauma. There will also be a reduction in risk factors, including suicide and self-harm. Results from our previous work highlights 70% improvements in anxiety, depression and symptoms of trauma and over 85% reduction of suicide risk.

As a result of these improvements, users will be better able to cope with education and training (including learning English), and obtaining and retaining employment which will help towards financial independence and integrating into society.

For referrals who are traumatised or severely depressed, 18 weeks' counselling is the beginning of their journey to well-being. For these referrals the initial outcome we expect is that there is no longer acute risk (suicide, self-harm) or the risk is reduced from severe to mild.

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

The Multi-Ethnic Counselling Service (MECS) was established in response to high demand for counselling in mother-tongue languages from the large number of refugees and asylum seekers living in the area. Research from the South London and Maudsley NHS Trust evidenced lack of access to specialist services frequently resulted in suicide attempts and more severe mental illness (2001).

MECS continues to manage our waiting list for assessment and counselling in the referrals mother tongue. The demand is high for our services because of the challenges referrals face, such as hostile policy changes and reductions in statutory and other services, particularly in immigration and lack of access to housing.

Furthermore evidence shows that refugees and asylum seekers are five times more likely to have mental health needs than the general population and more than 61% will experience mental distress, which is compounded by poverty, housing, extreme insecurity around immigration, isolation and discrimination.

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

We will provide individual mother-tongue counselling to refugees and asylum seekers. Currently we offer counselling in 27 languages and supplement this with any other language requests through additional language counsellors and/or interpreters. Most individuals will be offered 18 weekly sessions of counselling, but with flexibility to offer few weeks (minimum of 8) or more, according to the needs of the individual. Prior to the counselling, individuals will have an in-depth assessment with a senior counsellor who will explain the counselling process and also assess for any risk factors (suicide and self-harm). The individual will then be matched to a counsellor based on their needs, culture and language.

The project will also offer individuals advice on a range of issues including homelessness support, volunteering, education and training opportunities and refugee and asylum issues. This will be delivered through our partner organisations.

Some users may benefit from joining our therapeutic group work.

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

We have been providing counselling for over 25 years. Our language counselling has been running for 15 years and within that time has gained referrals from approximately 300 organisations.

We are highly regarded by GP's and other statutory organisations who provide 70% of our referrals. MECS has also been successful in delivering services as part of winning tenders headed up by local NHS organisations. This highlights not only the importance of our work, but also the professional quality of our work.

We are the only service in London able to provide counselling in virtually every language requested. We have an excellent project team with a wealth of language, counselling, psychotherapy and supervision skills.

Our evaluation results for the last few years show the reductions in our users' mental distress. Between 70% and 89% of clients had shown improvement in trauma, depression, anxiety, risk of suicide and risk of self-harm.

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

For many refugees and asylum seekers we are the only place they can obtain appropriate help because it is the only dedicated pan-London mother-tongue counselling. Asylum seekers have no recourse to public funds, meaning they are excluded from statutory services and only entitled to access a GP through primary care. We therefore offer services which an individual may be refused by statutory services or could not afford to access.

The little provision which existed has been reduced over the years, with the Refugee Council closing services in South London, the Maudsley Hospital closing its trauma clinic and the Minster Centre closing its mother-tongue counselling service. We were approached to take over the large grants to deliver the Minster Centre services. We have continued to deliver this provision, extending our reach to North London. As a result we continue to collaborate with the Minster Centre and the Big Lottery Fund.

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

Our assessment meetings are used to discuss with the user their expectations for counselling and these are then reviewed over the course of the counselling sessions. In our experience placing users at the centre of designing services is integral in finding methods of helping our users to rebuild their trust in others and to stabilise in managing their emotional difficulties and to feel more empowered in their external reality.

We also collect feedback evaluations from users at the end of their counselling contract. This forms an important part of our monitoring process as it enables us to listen to and understand the experiences of our users and to understand their needs.

When developing new elements of our services, such as group work, we consult our users through questionnaires. This enables us to design the group work in a way that will effectively meet the needs of individuals.

**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 will continue to provide group work to help those users who are particularly isolated and have complex needs. Our MECS Craft Club will continue to meet monthly, providing therapeutic activities and the opportunity to practice English in a supportive atmosphere. The group is led by an Iraqi Refugee who can empathise with the users, but is also an example of how a refugee has integrated and settled in the UK. The group makes regular outings in London which also helps to increase confidence in getting around in London.

We are also looking to run another drama therapy group, based on the success of our Turkish Women's Drama Therapy group in 2016. The group will be facilitated by a Farsi-speaking drama therapy student. The group will help users to address and work through their issues, as well as to bond with other group members.

**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 users are refugees and asylum seekers who have seen their families killed and have been tortured, raped and terrorised. Evidence shows that primary issues affecting this group are: a high prevalence and severity of emotional and psychological distress; needs that are mainly unmet by statutory provision because of problems of language and cultural sensitivity and lack of specialist services; pragmatic factors affecting living standards of poverty, extreme insecurity, isolation and discrimination.

Our previous analysis shows that over 80% of refugees and asylum seekers have complex mental health needs, half are at risk of suicide, 60% present with trauma and many have a pre-existing mental health diagnosis including depression, trauma, PTSD anxiety and physical health problems and diagnosis.

We will facilitate improvements in users' presenting symptoms of mental illness and declining health and well-being. Interventions by individual and group counselling will support users in preventing risk factors (i.e. suicide).



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

Many of our users are referred by GP's or other organisations, who we work with to obtain referral notes that will provide us with an overview of users' backgrounds and enhance their counselling experience.

We work with a wide range of high quality counselling/therapy training bodies such as Birkbeck, Regents College, City University, Goldsmiths University and Roehampton University which value our placements for students and our client work.

Many of our users have complex practical difficulties, which must be addressed before users' outcomes can improve. Through our partnerships with Advising Communities and the Legal Advice Service at Waterloo Action Centre, users can obtain mother-tongue advice on a range of issues including homelessness, benefits and refugee issues. We will continue to partner with The Oasis Food Bank in providing food vouchers to significant numbers of our clients. We will also refer educational and training opportunities, such as learning English through ESOL.

**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?**

Many of our users will have experienced war, persecution and inter-communal conflict. They are survivors of physical abuse, multiple bereavements, torture, sexual abuse and other traumatic incidents. The majority are so severely traumatised that their ability to trust other people has been damaged. Finding ways to help them rebuild their trust in others is central to our efforts to help them overcome their mental distress and find other ways to support each other, which can transition them to coping and adapting better to their current situations.

In order to 'thrive' many need to address the pressing practical difficulties that they are experiencing, such as homelessness and difficulties claiming asylum and obtaining benefits. We refer users to partner organisations who can help with these practical issues. Trust is also an integral part in helping users to obtain further support with these issues during and after completion of their counselling sessions.

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

N/A

## Funding required for the project

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

<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>
Project Salaries	112,348	115,156	0	0	0	227,504
Sessional Counsellors	36,365	37,274	0	0	0	73,639
Interpreters	5,504	5,641	0	0	0	11,145
Supervision	18,698	19,165	0	0	0	37,863
Overheads	94,914	97,287	0	0	0	192,201
Group Work	2,500	2,563	0	0	0	5,063
Assessments	9,035	9,261	0	0	0	18,296
Travel Support	13,116	13,443	0	0	0	26,559
Childcare Support	5,000	5,125	0	0	0	10,125

<b>TOTAL:</b>	<b>297,480</b>	<b>304,915</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>602,395</b>
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### What income has already been raised?

<b>Source</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Total</b>
Lambeth PCT	21,668	21,668	0	0	0	43,336
Southwark PCT	66,300	66,300	0	0	0	132,600
Blg Lottery Fund	44,356	0	0	0	0	44,356
Supervision Fees	10,800	11,340	0	0	0	22,140

<b>TOTAL:</b>	<b>143,124</b>	<b>99,308</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>242,432</b>
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### What other funders are currently considering the proposal?

<b>Source</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Total</b>
Henry Smith Charly (Continuation Funding)	35,000	35,000	0	0	0	70,000
Tudor Trust	35,000	35,000	0	0	0	70,000
Lloyds Bank Foundation	30,000	30,000	0	0	0	60,000
Trust for London	20,000	20,000	0	0	0	40,000

<b>TOTAL:</b>	<b>120,000</b>	<b>120,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>240,000</b>
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as J.D.s

**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>
Project Salaries	13,482	13,482	0	0	0	26,964
Sessional Counsellors	4,358	4,358	0	0	0	8,716
Interpreters	660	660	0	0	0	1,320
Supervision	2,244	2,244	0	0	0	4,488
Overheads	11,298	11,298	0	0	0	22,596
Group Work	300	300	0	0	0	600
Assessments	1,084	1,084	0	0	0	2,168
Travel Support	1,574	1,574	0	0	0	3,148
<b>TOTAL:</b>	<b>35,000</b>	<b>35,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>70,000</b>

rent, utilities, key staff.

## Who will benefit?

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

**135**

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?

**Yes - please enter details below**

This project will specifically work with the following age groups:

**16-24/25-44/45-64**

This project will specifically work with the following gender groups:

**Male**

**Female**

This project will specifically work with the following ethnic groups:

**Refugees and asylum seekers**

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?

**We have over ten years experience in delivering multi-ethnic counselling services to ethnic minorities and refugees and asylum seekers in their mother-tongue. Within this time we have gained referrals from nearly 300 organisations**

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: **Emma-Louise Singh**

Role within                      **Fundraiser**  
Organisation: