

The City Bridge Trust

Investing In Londoners: Application for a grant



About your organisation

Name of your organisation: Action on Hearing Loss	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? Islington	
Contact person: Miss Rime Hadri	Position: Development manager
Website: http://https://www.actiononhearingloss.org.uk	
Legal status of organisation: Registered Charity	Charity, Charitable Incorporated Company or company number: 207720
When was your organisation established? 06/09/1911	

Grant Request

Under which of City Bridge Trust's programmes are you applying? Older Londoners
Which of the programme outcome(s) does your application aim to achieve? Older Londoners aged 75 years and over living more active and healthier lives
Please describe the purpose of your funding request in one sentence. Information outreach for older Londoners. Supporting them to take action on their hearing loss, leading to healthier and active lifestyles.
When will the funding be required? 02/01/2017
How much funding are you requesting? Year 1: £25,774 Year 2: £29,100 Year 3: £30,399 Total: £85,273

Aims of your organisation:**Our vision**

A world where hearing loss doesn't limit or label people, where tinnitus is silenced -- and where people value and look after their hearing.

Our purpose

To help people confronting deafness, tinnitus and hearing loss to live the life they choose. We enable them to take control of their lives and remove the barriers in their way.

Our strategy

We provide people Support and Care, invest and support the development of ground breaking Technology and Treatments, as well as cures, and we campaign for Equality.

Main activities of your organisation:

Action On Hearing Loss is a national charity which has been providing services to people with hearing loss for over 100 years. Our core services use 'theory of change' as an operational planning tool to ensure our work is SMART outcomes focused, which includes:

- Specialist care and support provision for deaf people with additional or complex needs across the UK, including 43 supported housing.
- Hearing aid support delivered by volunteers in community settings.
- Befriending and peer-support services.
- Information on hearing loss via telephone information lines and through our face-to-face information provision in local communities.
- We manage assessment and rehabilitation services under contract to local authorities, including four joint sensory services
- We undertake social research to enable us to build a strong evidence base for services and support for people with hearing loss
- We fund biomedical research to help find treatments and cures for hearing loss and tinnitus
- We campaign for equality

Number of staff

Full-time:	Part-time:	Management committee members:	Active volunteers:
601	438	14	1,400

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	

Summary of grant request

Unaddressed hearing loss has a major impact on older people that can lead to communication difficulties, social isolation, loneliness, depression, reduced quality of life and loss of independence -- and evidence now suggests that hearing loss may increase the risk of developing dementia (National Council On Aging, 2000).

Older Londoners are the fastest growing population group in London. By 2041 there will be more than 1.65m people aged 65 and over -- 16% of total population in London (GLA, 2014). Hearing loss is the most common health problem which affects older Londoners, approximately 600,000, and 70% of people aged 70 and over have some form of hearing loss (POPPI, 2015).

From our own research and experience of delivering information services we know that many people with hearing loss do not know what support and services are available to them and/or are not appropriately signposted. A survey of our members showed that 79% of respondents, when fitted with hearing aids, did not receive any information about other services and potentially useful technology (Low, 2015). Using volunteers who have first-hand experience with hearing loss provides a person-centered approach, maximising the impact of information provision for older people (Impact, 2015).

We are currently successfully delivering a volunteer-led face-to-face information service in Northumberland, Devon and Cornwall, and Northern Ireland and operate a more limited service in other parts of the UK, including London. To date, our volunteer-led face-to-face information service in London has been limited due to a lack of resources. Our proposed project is to expand this service in London and to make it more strategic and targeted.

Delivered by Information Officers, managed by an Information Manager and supported by the Head of Service, this project provides face-to-face information in the heart of key identified communities. Information activities will be designed with older people in their local communities and will involve volunteers providing targeted information and support to older people in their local communities such as local libraries, GP surgeries, giving talks to local groups and providing information to organisations on making their services more accessible to people with hearing loss.

The unique aspect of the proposed project is the longitudinal monitoring and evaluation research, which will be managed by a Project Manager and coordinated by a Development Manager. Whilst we know our face-to-face service is well received we want to build strong evidence that our face-to-face hearing loss intervention encourages older people to take action on their hearing loss, and their health and well-being is improved which allows them to lead more connected lives, as well as to work with health, social care and voluntary organisations to enable them to better support older people with hearing loss.

Where possible we will also offer basic hearing screening and demonstrate assistive equipment such as personal listeners, amplified telephones and vibrating alarms in order to help people become more connected. Our ultimate aims are to ensure we remove a known major barrier and enable older people to be able to live active and healthier lives, as well as improve their well-being and ultimately prevent depression from loneliness and isolation.

We have successfully secured funding from the BIG lottery to expand this project in Scotland, London and South East and Northern Ireland. However, we have not secured all the funding we need and are now approaching other funders who we feel might be interested in supporting this exciting project over the next 3 years. We would like to ask the City Bridge Trust to support the expansion of our face-to-face information service only across London enabling a diverse reach of older people with a hearing loss.

If you need any planning or other statutory consents for the project to proceed, what stage have the applications reached?

Do you have a Vulnerable Adults policy? **Yes**

What Quality Marks does your organisation currently hold?

Corporate Member of Association of Sign Language Interpreters, Investors in People, Corporate Members British Safety Council, 'Member' of Charities Safety Group. Members of UK Council on Deafness, Two Ticks Mark "Positive About Disabled People" Body, British Institute of Learning Disabilities.

Outputs and outcomes

What are the main activities or outputs you want to deliver? Please include no more than 5. By activities or outputs we mean the services, products or facilities you plan to deliver. If you plan to deliver work over more than one year you should include activities over the full grant period requested. Try to be specific.

To deliver information outreach stands in various relevant community locations. We will carry out an initial mapping exercise to identify these locations to ensure the reach of diverse communities. We will record number and demographics of people accessing our information stands, including contact details for follow ups and feedback survey.

To deliver talks at local community groups as well as talks at events organised by the information manager. We will carry out a mapping exercise to identify key local community groups ensuring a reach of diverse communities. We will evaluate the impact of these activities.

As part of our information outreach service we will sign-post beneficiaries to local community services such as local deaf clubs, lip-reading classes and other relevant services that may be of benefit to them.

Recruit, train, support and maintain appropriate peer-volunteers according to the different locations across London. Record numbers and demographics of volunteers, maintain 1:1 regular supervision notes and feedback survey at the end of each year to ensure their needs are met, and they feel supported and valued.

What main differences or outcomes do you hope the activities you have described above will achieve? Please include no more than 5. By differences or outcomes we mean the changes, benefits, learning or other effects that result from the work your project would deliver. These might be for individuals, families, communities or the environment.

Older people from diverse backgrounds with addressed and unaddressed hearing loss will feel better informed, know their choices and rights about hearing loss and take action - leading to improved communication and healthier and more active lifestyles.

Local community groups will be better informed about hearing loss and with this knowledge they will be equipped to provide a more inclusive service for people with hearing loss. In addition older people with hearing loss will feel better supported- leading to improved communication, and healthier and more active lifestyles.

Older people from diverse backgrounds with addressed and unaddressed hearing loss report feeling more included, and better connected to their families, local communities and the world around them.

Volunteers will feel valued and supported, in turn this will empower older people with a hearing loss to take action, feel better supported and connected to the world around them.

Do you plan to continue the activity beyond the period for which you are requesting funding? If so, how do you intend to sustain it? If not, what is your exit strategy?

Information provision is one of our priority area. We plan to continue developing this service beyond the project period and the impact data from this project will underpin the evidence base of it's effectiveness to strengthen future funding proposals. We intend to fund this from trusts, and plan to approach the Big Lottery for continuation of funding.

Who will benefit?

About your beneficiaries

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

10,000

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

London-wide (100%)

What age group(s) will benefit?

75 and over

What gender will beneficiaries be?

All

What will the ethnic grouping(s) of the beneficiaries be?

A range of ethnic groups

If Other ethnic group, please give details:

What proportion of the beneficiaries will be disabled people?

21-30%

Funding required for the project

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

Expenditure heading	Year 1	Year 2	Year 3	Total
London Information Officer 1FTE & Regional Information Manager 0.6FTE	37,720	48,271	49,236	135,227
Administrator 0.3 FTE	5,744	5,859	5,976	17,579
Project Manager 0.2 FTE	6,956	7,095	7,237	21,288
Information Development Manager 0.2 FTE	5,566	0	0	5,566
Volunteer - recruitment, training, expenses	5,186	7,280	7,868	20,334
Communication Support (BSL)	900	3,600	3,600	8,100
Marketing and general running costs	17,321	14,150	15,215	46,686
Project Management & Support	3,338	3,405	3,473	10,216
M&E	7,000	7,000	7,000	21,000

TOTAL:	89,731	96,660	99,605	285,996
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What income has already been raised?

Source	Year 1	Year 2	Year 3	Total
Big Lottery Fund - Accelerated Ideas	64,139	67,559	69,206	200,904
	0	0	0	0
	0	0	0	0
	0	0	0	0

TOTAL:	0	0	0	0
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What other funders are currently considering the proposal?

Source	Year 1	Year 2	Year 3	Total
	0	0	0	0
	0	0	0	0

TOTAL:	0	0	0	0
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How much is requested from the Trust?

Expenditure heading	Year 1	Year 2	Year 3	Total
Total London project	89,913	96,659	99,605	286,177
Amount secured from Big Lottery (deduct)	64,139	67,559	69,206	200,904
	0	0	0	0
	0	0	0	0
	0	0	0	0

TOTAL:	25,774	29,100	30,399	85,273
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Finance details

Please complete using your most recent audited or independently examined accounts.

Financial year ended:	Month: March	Year: 2016
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Income received from:	£
Voluntary income	13,244,000
Activities for generating funds	0
Investment income	148,000
Income from charitable activities	24,440,000
Other sources	548,000
Total Income:	38,380,000

Expenditure:	£
Charitable activities	34,673,000
Governance costs	0
Cost of generating funds	4,183,000
Other	0
Total Expenditure:	38,856,000
Net (deficit)/surplus:	-476,000
Other Recognised Gains/(Losses):	113,000
Net Movement in Funds:	4,465,000

Asset position at year end	£
Fixed assets	12,689,000
Investments	3,387,000
Net current assets	6,265,000
Long-term liabilities	7,381,000
*Total Assets (A):	14,960,000

Reserves at year end	£
Restricted funds	2,326,000
Endowment Funds	68,000
Unrestricted funds	12,566,000
*Total Reserves (B):	14,960,000

* Please note that total Assets (A) and Total Reserves (B) should be the same.

Statutory funding

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

Organisational changes

Describe any significant changes to your structure, financial position or core activities since the date of your most recent accounts:
None.

Previous funding received

Please list the funding received by your organisation from the following statutory sources during the last THREE years.

	2012 £	2013 £	2014 £
City of London (except City Bridge Trust)	0	0	0
London Local Authorities	0	0	0
London Councils	0	0	0
Health Authorities	0	0	0
Central Government departments	0	0	0
Other statutory bodies	625,705	857,257	719,715

Previous grants received

Please list the grants received by your organisation from charitable trusts and foundations (other than City Bridge Trust) during the last THREE years. List source, years and annual amounts. Please include the 5 largest only.

Name of Funder	2012 £	2013 £	2014 £
Big Lottery Fund	516,495	564,139	272,364
The H B Allen Charitable Trust	50,000	0	0
The Charles Wolfson Charitable Trust	0	52,000	0
The Liz & Terry Bramall Charitable Foundation	0	35,000	35,000
The Haberdasher's Benevolent Foundation	0	30,000	0

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: **Rime Hadri**

Role within **Development manager**
Organisation: