

The City Bridge Trust

Investing In Londoners: Application for a grant



About your organisation

Name of your organisation: Lewisham Multilingual Advice Service (LMLAS)	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? Lewisham	
Contact person: Mrs Liz Yilmaz	Position: Service Manager
Website: http://www.lmlas.co.uk	
Legal status of organisation: Registered Charity	Charity, Charitable Incorporated Company or company number: 1094541
When was your organisation established? 22/12/2002	

Grant Request

Under which of City Bridge Trust's programmes are you applying? Reducing Poverty
Which of the programme outcome(s) does your application aim to achieve? More Londoners with improved economic circumstances More people accessing debt and legal services
Please describe the purpose of your funding request in one sentence. To develop our face to face advice services to improve access to mainstream services and participation in the wider community to BME groups.
When will the funding be required? 01/01/2017
How much funding are you requesting? Year 1: £37,624 Year 2: £36,370 Year 3: £36,960 Total: £110,954

Aims of your organisation:

LMLAS aims to improve access to services for people in greatest need from BAMER communities in Lewisham, and surrounding boroughs especially where English isn't their first language.

To support users to take control of their lives, improve their chances of finding work and to become independent and contributing local citizens and so reduce their dependency on public resources.

To provide a unique service by providing face to face access to high quality, impartial and culturally sensitive legal advice, advocacy and information services to users in 11 community languages.

To provide a free confidential , non judgmental service.

Main activities of your organisation:

- **Advocacy** - As advocates we act as intermediaries with social services, schools, local authorities and health professionals to help get the best results for our service users and their families.
- **Legal advice** -- we deliver legal advice on welfare benefits, housing, employment and debt ,increasing access to justice, rights & entitlements to decision makers.
We have Advice Quality Standard Casework level 2 award
- **Supported referral and interpretation service:** when necessary we provide our users with interpreters to enable them full access to specialist legal advice e.g. housing / immigration level 3.
- **The on-line HUB** -- is an ICT service for service users who are unable to navigate computers and on line systems. This service supports with uploading essential evidence for their housing, welfare benefits , job search and or other advice claims on-line. This service also provides an employability support service. This grant will help us grow and develop our employability & I.T workshop service.

Number of staff

Full-time:	Part-time:	Management committee members:	Active volunteers:
1	7	6	4

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	a new licence is in review

Summary of grant request

A need for our project is shown by

- Cuts to LBL main grants funding and their requirement in changes to focus more on telephone advice means there is a need to find other funding for face 2 face which is a priority need for our users. 15/16 statistics show telephone 248 contacts - F 2F- 2,505 contacts.
- Researching the need for the project by looking at the use of our existing services, evaluating the demographics of the local community and analysing this through-our statistics since 2014 show there has been an increase in the complexity of cases and in the number of issues
- 2013/14 - 14/15 51% more users with 52% more issues
- 15/16 Quarterly telephone surveys with users showed 74% had improved health/ lowered stress levels and 84% had more confidence after using our services. There is an increased need for advocacy support and to provide a more holistic service.
- 75% of our users report their desire to improve their circumstances and life chances. However they lack the knowledge and support to do this. We will provide them with this support so urgently needed through our new post for digital inclusion / employment worker. We are the only organisation in the borough that provides a service in 10 languages delivered by an experienced advisor speaking in their mother tongue. Project aim to relief of poverty and isolation, advance service users education, to improve social integration to all ethnic groups
- Through advocacy -our service users are better supported, reducing isolation
- Legal Advice --users will have increased access to justice and better knowledge to their rights and entitlements leading to increased financial gain leads to better quality of life lowering stress levels.
- Online Hub - through this service they will also gain knowledge of I.T skills therefore increasing chances of gaining employment
- Supported referrals -- improved service from external referrals because the user has a knowledgeable person with them who speaks their language and has an understanding of the problem.
- Volunteer co-ordination --recruitment, training and supervision of volunteers from all ethnic backgrounds to work as part of our team
- Overall increase of confidence in using services , good level of mental health and well being, reducing poverty levels, better life chances in gaining employment , improved home environment, confidence and life skills.
- Community languages increases access to other services and support

Service users will have support to chart and monitor their personal achievements against the goals set, enabling them to become more independent, avoiding descent into poverty and destitution. Some of the most vulnerable members of our community will have the support they need to manage their daily affairs.

We are the best organisation to provide this service because we are a known and trusted locally, have been active for 17 years, have good relationships with service users who recommend us to their friends and family as a trusted service.

We have good relationships with other voluntary & statutory bodies, local social services, health providers and schools. Our membership with the Advice Lewisham Consortium also encourages referrals into the project.

How we meet trusts programme outcomes-

Trusts Good Practice -We recruit our volunteers from our service users and involve them in the running of the project through various roles- Administration / reception / I.T support / trainee advice workers (improving their skills and confidence, and future opportunities). We also have service users sitting on our Trustee Board giving them a role in the management of the project. Our volunteers also play a major role in planning and organising our AGM.

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?

AQS Advice & Guidance Advice with casework

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.

The project is delivered by providing culturally sensitive face to face general advice and casework in their own language from trained advisers knowledgeable of user's culture both on site and at external outreach locations

Service users receive advice on single issues and services users with multiple issues receive complex casework. This raises morale of those who feel disempowered because their English is not yet good enough to be able to communicate effectively

volunteers recruited from service users will be given necessary support and training aiming at the areas of reception/ clerical assistants and governance

volunteer advisers recruited from service users trained to interpret & advise members of their community

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.

1,900 service users receiving face to face contact in their mother tongue provides immediate reassurance because of the understanding of their cultural background and is more cost effective than using external interpreters. This leads to reducing dependency on state welfare benefits

1,000 service users with single issues will report direct improvement within 3 months and 900 with multiple issues will report in one year leading to increased knowledge of self navigation of UK systems, increased confidence in using other services, improved family life and better mental health leading to greater integration

15 volunteers will have improved skills in customer services/ IT / office procedures and governance leading to improved self esteem and greater chances of employment

3 volunteer adviser trained to interpret & advise members of their community leading to increased self esteem and employment opportunities. Also raise morale and confidence of the service user

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?

Yes we plan to continue - this period of requested funding will give us a chance to seek funding from other sources . We are also considering a merger with another local organisation which should make for stronger more sustainable funding in the future

Who will benefit?

About your beneficiaries

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

640

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

Lewisham (90%)

Greenwich (3%)

Bromley (7%)

What age group(s) will benefit?

16-24

25-44

45-64

65-74

What gender will beneficiaries be?

All

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

A range of ethnic groups

Mixed / Multiple ethnic groups

Asian/ Asian British (including Indian; Pakistani; Bangladeshi; Chinese; Any other Asian background)

Black/ African/ Caribbean/ Black British (including African; Caribbean; Any other Black/ African/ Caribbean background)

Other ethnic group

If Other ethnic group, please give details: **European migrants**

What proportion of the beneficiaries will be disabled people?

11-20%

Funding required for the project

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

Expenditure heading	Year 1	Year 2	Year 3	Total
Governance	4,250	2,250	2,250	8,750
office & Premises	17,529	17,529	17,529	52,587
Financial	6,090	6,149	7,209	19,448
Staff costs	153,500	155,920	157,807	467,227
Capital Cost ?	4,500	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
TOTAL:	185,870	181,848	184,795	552,513

What income has already been raised?

Source	Year 1	Year 2	Year 3	Total
London Borough of Lewisham	18,137	18,185	18,480	54,802
	0	0	0	0
	0	0	0	0
	0	0	0	0
TOTAL:	18,137	18,185	18,480	54,802

What other funders are currently considering the proposal?

Source	Year 1	Year 2	Year 3	Total
Big Lottery Fund	130,108	127,293	129,356	386,757
	0	0	0	0
	0	0	0	0
	0	0	0	0
TOTAL:	0	0	0	0

How much is requested from the Trust?

Expenditure heading	Year 1	Year 2	Year 3	Total
Governance	850	450	450	1,750
Office & Premises	3,506	3,506	3,506	10,518
Financial	1,218	1,230	1,442	3,890
Staff Costs	30,700	31,184	31,562	93,446
Capital Cost	1,350	0	0	1,350
	0	0	0	0
TOTAL:	37,624	36,370	36,960	110,954

Finance details

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

Financial year ended:	Month: March	Year: 2015
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Income received from:	£
Voluntary income	0
Activities for generating funds	0
Investment income	0
Income from charitable activities	112,674
Other sources	0
Total Income:	112,674

Expenditure:	£
Charitable activities	75,823
Governance costs	2,673
Cost of generating funds	986
Other	0
Total Expenditure:	79,482
Net (deficit)/surplus:	33,192
Other Recognised Gains/(Losses):	0
Net Movement in Funds:	0

Asset position at year end	£
Fixed assets	3,198
Investments	0
Net current assets	79,941
Long-term liabilities	17,456
*Total Assets (A):	65,685

Reserves at year end	£
Restricted funds	19,122
Endowment Funds	0
Unrestricted funds	46,564
*Total Reserves (B):	65,685

* 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?
11-20%

Organisational changes

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

We will be moving office early 2017. Our BLF funding ended December 2015 - we are currently at 2nd stage of new BLF funding bid. LBL funding with some of our reserves have supported us through 2016. From 2017 funding from LBL for face 2 face amount will be greatly reduced as they want it to be used to their new project "telephone advice helpline"

Previous funding received

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

	Year 3 £	Year 2 £	Most recent £
City of London (except City Bridge Trust)	0	0	0
London Local Authorities	25,200	25,200	37,000
London Councils	0	0	0
Health Authorities	0	0	0
Central Government departments	0	0	0
Other statutory bodies	0	0	0

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		Year 3 £	Year 2 £	Most recent £
Big Lottery Fund	58,029	59,590	61,181	
ASFT - CAB	0	27,486	5,618	
	0	0	0	
	0	0	0	
	0	0	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: **Elizabeth Yilmaz**

Role within **Service Manager**
Organisation: