

The City Bridge Trust

Investing In Londoners: Application for a grant



About your organisation

Name of your organisation: Saint Francis Hospice	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? Havering	
Contact person: Ms Laura Hill	Position: Grants Manager
Website: http://www.sfh.org.uk	
Legal status of organisation: Registered Charity	Charity, Charitable Incorporated Company or company number: 275913
When was your organisation established? 01/05/1978	

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? Carers aged 65 years and over better able to access support, advice and respite Older Londoners having increased awareness of benefits, finance, housing and other rights
Please describe the purpose of your funding request in one sentence. Buddies will provide face-to-face help and tailored support to carers who are lonely and socially isolated, or carers who recently bereaved, building resilience and independence.
When will the funding be required? 01/06/2018
How much funding are you requesting? Year 1: £37,181 Year 2: £38,297 Year 3: £0
Total: £75,478

Aims of your organisation:

Saint Francis Hospice is one of the largest hospices in the UK helping people living in the London Boroughs of Havering, Barking & Dagenham, and Redbridge. Care is provided to patients, their families and carers and continues throughout a patient's journey into bereavement support. We help anyone affected by a life limiting illness including a diagnosis of cancer, heart disease, respiratory disease, renal failure, diabetes and dementia. We help people of all faiths and no faith, any nationality or race, and hard to reach people due to special needs, poverty, culture or poor education. We strive to reach the most vulnerable and marginalised who are at risk of missing out on specialist care. Our holistic approach to palliative care makes Saint Francis Hospice a vital, unique local service.

Main activities of your organisation:

We have 19 Inpatient beds supporting people with complex specialist palliative care needs who require 24/7 Inpatient care. The hospice also has a range of community services to support people living at home and in care homes. Our expertise covers many life limiting illnesses - 74% of our patients suffer from cancer but we also support people suffering from neurodegenerative diseases, organ failure and dementia. Last year we helped 1,614 new referrals, Inpatient Unit had 373 new admissions, Day Therapy accepted 230 new referrals, Specialist Community and Crisis Support service supported 1,254 people, Hospice@Home supported 466 people, 1,145 people received Complementary Therapy, 2,226 people received Occupational Therapy, 2,743 people received Physiotherapy, 101 children received bereavement support, and 1,394 people received spiritual support.

Number of staff

Full-time:	Part-time:	Management committee members:	Active volunteers:
100	150	12	650

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

Unpaid family carers both pre and post bereavement often experienced feelings of acute social isolation through shrinking social circles, reduced time for personal activities, and emotional withdrawal of the patient due to illness progression. They sometimes felt guilty, resentful and angry, conflicting with the desire to provide care. They suffered from extreme stress, depression, lack of sleep and frequently felt at breaking point, leading to hospital or care home admission of the patient. They often found it difficult to talk to family, friends, medical and social professionals about their concerns, but had many questions about the processes and systems they are confronted with. Many worry what will happen to their loved one should they themselves become unwell. They worry about their own loss of identity as carer, the ending of this responsibility, and their daily routine changing greatly. They were often unaware of available benefits and frequently suffered financial hardship, and were concerned about practical responsibilities such as arranging the funeral. They often needed to learn many new skills that people need to run and maintain a household, and learn internet and social media skills to stay in touch with family and friends who do not live locally.

Lancaster University 'Supporting Family Carers' (October 2013) and Hospices UK 'Identifying Carers Needs in the Palliative Setting' (March 2009) highlighted specific needs of carers of palliative patients. A sudden diagnosis often means family take on a caring role with little time to consider what it involves. The patient's condition will change over time, and can be difficult to predict. These changes can affect the carers relationship with the patient. Carers face the emotional strain of knowing the patient will die sooner rather than later.

Carers' Trust highlight that 64% of carers never accessed any support, 59% indicated a negative impact on their working life, 58% indicated that their mental health had been affected, 27% said their physical and mental health had been affected through lack of support.

Sue Ryder (July 2015) highlighted that people who had people around them to talk felt better earlier following a loss, whereas those who did not have any support grieved on average for an additional eight months, three weeks and five days.

Volunteer Buddies will provide face-to-face help and tailored support to carers who are feeling lonely and socially isolated, or carers who have been recently bereaved. Some people will simply want a cuppa and a chat, whilst others will need to learn many new skills that will help them run and maintain a household. For example, anything to do with banking, how to use household appliances, how to do the weekly, use the internet or social media, or prepare and cook well for one, or help them keep active with exercises and walking, helping build resilience and confidence.

Volunteers have always made a vital contribution to our service delivery. Last year they contributed over 128,400 hours equating to equivalent of £1.5 million employed hours. 'Volunteering Vital to our Future' (2014) 'Volunteers: vital to the future of hospice care' (2012) highlights the importance of volunteers to palliative care. Volunteers are of all faiths and no faith, any nationality or race.

Saint Francis Hospice has 33 years experience delivering volunteer led projects for funders, including Department of Health, Children in Need, Henry Smith Charitable Trust, Rayne Foundation, Fidelity Foundation, Big Lottery Reaching Communities and Heritage Lottery. We are experienced in tracking our progress to ensure we are delivering successful projects and are making the differences intended. Older people contribute through service user groups, face-to-face feedback, and feedback questionnaires.

We comply with environmental standards for hospices.

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?

Quality Care Commission Outstanding

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.

Recruit and train 20 volunteers to act as Buddies in year one, and a further 20 in year two.

Buddies will help people feel less lonely and socially isolated by popping for a cuppa and a chat.

Buddies will help people learn new skills like how to pay a bill, cook well for one, use household appliances, do the weekly shop, or use the internet and social media.

Buddies will help carers keep active by helping them get out and about, and participate in gentle exercises.

Buddies will provide face-to-face help and tailored support to 150 carers who are lonely and socially isolated, or carers who are recently bereaved.

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.

More carers will feel better supported and less lonely and socially isolated

More carers will feel better able to access our formal bereavement therapy

More carers will be referred to other services, for example, OrangeLine telephone helpline and Friendly Faces monthly group.

More carers will be confident to learn new skills, for example, banking, household activities, and internet skills.

Buddy volunteers will benefit from having a sense of purpose, social interaction, being part of a team, enhanced well-being, and feeling of making a contribution to the community.

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?

A key business aim is to implement a Volunteering Hub to retain and recruit volunteers. Last year volunteers donated over 128,440 hours equating to £1.5 million of employed time. As the demand for services increase, and raising funds becomes harder, we now need to recruit and train more volunteers to sustain the quality and quantity of our service.

Who will benefit?

About your beneficiaries

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

150

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

Barking & Dagenham (25%)

Havering (60%)

Redbridge (15%)

What age group(s) will benefit?

65-74

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?

31-40%

Funding required for the project

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

Expenditure heading	Year 1	Year 2	Year 3	Total
Project Co-ordinator grade 5a	32,431	33,404	0	65,835
Volunteer recruitment costs	1,000	1,030	0	2,030
Promotional material	1,000	1,030	0	2,030
Volunteer training	1,500	1,545	0	3,045
Overhead costs, telephone, stationary	250	258	0	508
Volunteer expenses	1,000	1,030	0	2,030
	0	0	0	0
	0	0	0	0
	0	0	0	0
TOTAL:	37,181	38,297	0	75,478

What income has already been raised?

Source	Year 1	Year 2	Year 3	Total
None	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
TOTAL:	0	0	0	0

What other funders are currently considering the proposal?

Source	Year 1	Year 2	Year 3	Total
None	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
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Finance details

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

Financial year ended:	Month: March	Year: 2017
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Income received from:	£
Voluntary income	5,451
Activities for generating funds	2,418
Investment income	149
Income from charitable activities	3,106
Other sources	144
Total Income:	11,268

Expenditure:	£
Charitable activities	7,886
Governance costs	0
Cost of generating funds	3,183
Other	0
Total Expenditure:	11,069
Net (deficit)/surplus:	199
Other Recognised Gains/(Losses):	591
Net Movement In Funds:	790

Asset position at year end	£
Fixed assets	8,015
Investments	0
Net current assets	4,391
Long-term liabilities	0
*Total Assets (A):	12,406

Reserves at year end	£
Restricted funds	454
Endowment Funds	53
Unrestricted funds	11,899
*Total Reserves (B):	12,406

*** 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? 21-30%
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Organisational changes

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

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	0	0	0
London Councils	0	0	0
Health Authorities	3,072,920	2,905,504	2,900,340
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	135,548	113,864	117,280
Children In Need	0	41,904	43,400
The Hadley Trust	20,000	25,000	25,000
The February Foundation	5,000	5,000	5,000
The RUB White Charitable Trust	10,000	10,000	10,000

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: **Laura Hill**

Role within **Trusts and Grants Manager**
Organisation: