

# The City Bridge Trust

## Investing In Londoners: Application for a grant



### About your organisation

Name of your organisation: <b>Age UK Redbridge</b>	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? <b>Barking &amp; Dagenham</b>	
Contact person: <b>Mr Andy Petty</b>	Position: <b>Chief Executive</b>
Website: <a href="http://https://www.ageuk.org.uk/redbridgebarkinghavering">http://https://www.ageuk.org.uk/redbridgebarkinghavering</a>	
Legal status of organisation: <b>First Contact</b>	Charity, Charitable Incorporated Company or company number: <b>1088435</b>
When was your organisation established? <b>04/01/1994</b>	

### Grant Request

Under which of City Bridge Trust's programmes are you applying? <b>Older Londoners</b>
Which of the programme outcome(s) does your application aim to achieve? <b>Older Londoners aged 75 years and over living more active and healthier lives Fewer older Londoners aged over 75 years with depression and more reporting improved well-being</b>
Please describe the purpose of your funding request in one sentence. <b>Support older people with long-term and life-limiting health conditions living in Redbridge and Barking and Dagenham to maintain wellbeing, tackle isolation and access community services.</b>
When will the funding be required? <b>29/03/2019</b>
How much funding are you requesting? Year 1: <b>£42,378</b> Year 2: <b>£41,851</b> Year 3: <b>£42,228</b>  <b>Total: £126,457</b>

**Aims of your organisation:**

Age UK Redbridge, Barking and Havering (Age UK RBH) aims to improve quality of life for older people living in the three boroughs by:

- 1) supporting them until the end of life to remain as healthy, independent and socially active as possible
- 2) Being a source of advice and help for older people and families/carers including supporting them to maximise the income they are entitled to
- 3) Ensuring that older people have dignity, respect, choice and their voices are heard in the services they receive.

There are over 97,815 people aged 65+ in all three boroughs, and a key focus for the charity is to reach out to support more older people in need of our help, and to develop a greater variety of services across the area. We are currently in contact with over 12,000 older people every year and the need for our services is increasing. Our beneficiaries are ethnically diverse and from all socio-economic backgrounds.

**Main activities of your organisation:**

For 25+ years we have been supporting older people through person-centred holistic services, many preventative and designed to empower and maintain independence. We provide:

- ? Information and advice ? (yielded £1.4m in allowances/benefits in 2015/16).
- ? Befriending for those isolated or lonely ? supported 333 older people last year
- ? A café and activity centre in Wanstead supporting 300 older people
- ? A social network of activities for 5,000+ older people
- ? Our Care Navigation Service (the focus of this application) working with the NHS to improve wellbeing for the most vulnerable
- ? Help at home after a hospital stay (263 beneficiaries last year).
- ? Falls prevention services to avoid unnecessary hospital admissions (assessed 212 older people for risk of falls and 220 were involved in exercise groups).
- ? Support and information for 1,000+ people with dementia and carers.
- ? End of life advance care planning support to 140+ beneficiaries each year
- ? Home support service to 96 older people

**Number of staff**

Full-time:	Part-time:	Management committee members:	Active volunteers:
<b>8</b>	<b>22</b>	<b>5</b>	<b>160</b>

**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>Leased</b>	<b>6 years</b>

## Summary of grant request

High numbers of older people in the boroughs are living with long-term health conditions and face issues i.e.: loss of independence and a diminished social circle and lack of social opportunities leading to loneliness and isolation; significant changes to their life situation - loss of a partner/bereavement; and are struggling on low incomes.

Our Care Navigation Team will work with health and social care services to identify local older people with two+ long-term health conditions/nearing end of life.

The team will work with the older person to enable ways to improve their wellbeing. Initially they visit the older person at home/hospital to discuss their needs, aspirations for the future, and concerns. They will put a co-produced plan in place to address obstacles to support the older person's wellbeing.

This often involves practical help to engage with activities and opportunities that increase social networks and promote wellbeing, e.g. one of our beneficiaries with multiple health conditions was interested in fishing. Our Care Navigators organised several fishing trips which were attended by him and his son. The patient's GP commented that his health and wellbeing had improved following the intervention. For older people who are nearing the end of their lives we will enable them to live well in their remaining time, and to die well. The service commenced as a pilot multi-disciplinary Complex Care practice working with people with 5+ health conditions. To further test the model we expanded the pilot to work with people within 12 months of end of life. The evaluation of our programme has demonstrated a 20% increase in older people's wellbeing and significant reductions in social isolation.

We have now been commissioned by the London Borough of Havering to support people through this programme in Havering and need funding to enable us to support 300 of the most vulnerable older people in Redbridge and Barking and Dagenham over the next 3 years.

Our programme aims to shift the older person's focus from their health and/or life limiting condition to enjoying life ? joining in activities and meeting new people. Our support continues for 3 months, but according to need may last longer to achieve the best outcomes for older people.

Our aim is to ensure that the older people will:

? Feel empowered to make choices about their own care and have tailor-made support around their personal needs, resulting in them being able to manage long-term conditions more effectively and help maintain independent living.

? Increase their participation in social activities and networks to reduce loneliness and isolation and improve their physical and mental wellbeing.

We have a strong track record of partnership work in the boroughs and a great reputation for providing quality assured services for 25 years that respond to local needs, and a successful track record of managing projects funded by the Local Authority, the NHS, Age UK and funders, such as CBT.

The project will support people over 65, with a particular focus on those aged 75+ and their carers. Our programme supports City Bridge's key outcomes for older people: feeling better informed, more confident and able to exercise choice in accessing services; and reporting improvements in their health and wellbeing.

*Continues overleaf*

*Continued from previous*

We ensure that older people are at the heart of service design and delivery through participation in steering groups and regular feedback mechanisms. We have a specific user involvement programme (?Voices of Experience?), and regular consultation events ensure that our services are a priority for older people, appropriate, fit for purpose and provided in a sensitive and approachable manner.

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?

**CQC, AQS (Advice Quality Standard ? Casework (Older People), Age UK Organisational Quality Standard**

### **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.

**Working with at least 12 NHS local services (GP practices, palliative care teams and LA social work teams) to take on referrals from Redbridge, Barking and Dagenham throughout the 3 years, (a minimum of three months support for each older person, based on needs and circumstances).**

**Care Navigators to work with each older person individually at home/In hospital to have a ?guided conversation? about their needs/hopes/concerns and then complete a co-produced plan of support with the aim of improving wellbeing and tackling loneliness.**

**Care Navigators work with the older person to meet the goals they have set ? Includes full support to the older person to meet goals and attend social activities of importance to them, and increase their social networks by meeting others involved in the activities.**

**Promoting volunteering opportunities to older people on the programme and encouraging and monitoring their take up**

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.

**Improved general wellbeing for older people through having an opportunity to play an active role in managing their health, being supported to build confidence to attend activities to suit their needs.**

**Reduced isolation and loneliness? we expect up to 20% reduction seen via our monitoring (Loneliness Questionnaire and Short Edinburgh Warwick Mental Wellbeing Scale) alongside increased levels of self-confidence through older people re-engaging with their communities, having a social network and a small number engaging in volunteering opportunities.**

**We expect to see increased independence levels through older people being provided with emotional support to meet personal goals and discovering the choice of opportunities available from voluntary statutory and health services. Also from having opportunities to socialise.**

**Older people and their support network feel more informed about services available and know where to turn to for support if needed and has confidence in this meeting their needs.**

**We expect older people will have fewer A&E and GP attendances and hospital admissions. For example, the qualitative evaluation of our Care Navigation Programme has showed that older people were going into hospital less by being engaged in activities.**

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?

**We will continue to deliver this programme after the grant period ends. Support is crucial to improve the wellbeing of increasing numbers of older people, and to alleviate pressure from overstretched healthcare services. This grant will give us robust evidence to demonstrate the positive outcomes on health and wellbeing and seek investment from health and social care commissioners/other grant makers.**

## Who will benefit?

### About your beneficiaries

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

**100**

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

**Redbridge (65%)**

**Barking & Dagenham (35%)**

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?

**81-90%**

## Funding required for the project

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

Expenditure heading	Year 1	Year 2	Year 3	Total
Recruitment costs (for Care Navigator post)	400	0	0	400
Capital Costs (laptop)	500	0	0	500
Associate Director (Services) 0.2 FTE (basic £6,850 on costs NI & pension £1,230)	8,080	8,161	8,242	24,483
Care Navigator 1FTE Redbridge (basic £22,765, on costs £2,890)	25,655	25,912	26,171	77,737
Care Navigator 1FTE Barking and Dagenham (basic £22,765, on costs £2,890)	25,655	25,912	26,171	77,737
Care Navigator 1FTE Havering (basic £22,765, on costs £2,890) FULLY FUNDED	25,655	25,912	26,171	77,737
Operating and accommodation costs	19,485	19,680	19,877	59,042
Staff/volunteer training/expenses	3,300	3,333	3,366	9,999
Organisation overheads	12,600	12,600	12,600	37,800
<b>TOTAL:</b>	<b>121,330</b>	<b>121,508</b>	<b>122,597</b>	<b>365,436</b>

### What income has already been raised?

Source	Year 1	Year 2	Year 3	Total
London Borough of Havering	40,000	40,000	40,000	120,000
	0	0	0	0
	0	0	0	0
	0	0	0	0
<b>TOTAL:</b>	<b>40,000</b>	<b>40,000</b>	<b>40,000</b>	<b>120,000</b>

### What other funders are currently considering the proposal?

Source	Year 1	Year 2	Year 3	Total
Gwyneth Forrester Charitable trust	38,000	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
<b>TOTAL:</b>	<b>38,000</b>	<b>0</b>	<b>0</b>	<b>0</b>

## How much is requested from the Trust?

Expenditure heading	Year 1	Year 2	Year 3	Total
Recruitment costs (for Care Navigator post)	400	0	0	0
Capital Costs (laptop)	500	0	0	0
<del>Associate Director (Services) 0.2 FTE (basic £6,850 on costs NI &amp; pension £1,230)</del> <sup>MANAGEMENT COSTS</sup>	4,040	4,080	4,121	12,242
Care Navigator 1FTE Redbridge (basic £22,765, on costs £2,890) 0.5	12,828	12,956	13,085	38,869
Care Navigator 1FTE Barking and Dagenham (basic £22,765, on costs £2,890) 0.5	12,828	12,956	13,085	38,869
Operating Costs	2,647	2,674	2,701	8,022
Accommodation Costs (Rent/Service Charge/Electricity share for desk spaces)	3,841	3,880	3,918	11,639
Staff/volunteer training/expenses	1,099	1,110	1,121	3,330
Organisation overheads	4,196	4,196	4,196	12,587
<b>TOTAL:</b>	<b>42,378</b>	<b>41,851</b>	<b>42,228</b>	<b>126,457</b>



## Finance details

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

Financial year ended:	Month: <b>March</b>	Year: <b>2017</b>
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Income received from:	£
Voluntary income	856,754
Activities for generating funds	0
Investment income	1,152
Income from charitable activities	727,193
Other sources	24,488
<b>Total Income:</b>	<b>856,754</b>

Expenditure:	£
Charitable activities	55,127
Governance costs	34,586
Cost of generating funds	0
Other	0
<b>Total Expenditure:</b>	<b>729,078</b>
<b>Net (deficit)/surplus:</b>	<b>127,678</b>
<b>Other Recognised Gains/(Losses):</b>	<b>0</b>
<b>Net Movement in Funds:</b>	<b>321,700</b>

Asset position at year end	£
Fixed assets	29,477
Investments	6,673
Net current assets	419,901
Long-term liabilities	169,040
<b>*Total Assets (A):</b>	<b>449,378</b>

Reserves at year end	£
Restricted funds	133,587
Endowment Funds	0
Unrestricted funds	315,791
<b>*Total Reserves (B):</b>	<b>449,378</b>

\* 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?  
61-70%

### 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.

	<b>Year 3 £</b>	<b>Year 2 £</b>	<b>Most recent £</b>
City of London (except City Bridge Trust)	0	0	0
London Local Authorities	66,855	70,000	38,800
London Councils	0	0	0
Health Authorities	0	53,750	115,813
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.

<b>Name of Funder</b>	<b>Year 3 £</b>	<b>Year 2 £</b>	<b>Most recent £</b>
Age UK grant	59,850	74,150	13,100
Age UK London	28,235	19,747	20,611
Age UK Brand Partner Grant	15,000	7,500	7,500
Age UK Eon	14,145	15,600	0
Big Lottery advice transition fund	0	0	12,829

### 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: **Andy Petty**

Role within                      **Chief Executive**  
Organisation: