

# The City Bridge Trust

## Investing In Londoners: Application for a grant



### About your organisation

Name of your organisation: <b>Carers FIRST</b>	
If your organisation is part of a larger organisation, what is its name? <b>n/a</b>	
In which London Borough is your organisation based? <b>Outside London</b>	
Contact person: <b>Mrs Karen Johnson</b>	Position: <b>Trusts and Foundations Fundraiser</b>
Website: <b><a href="http://www.carersfirst.org.uk/">http://www.carersfirst.org.uk/</a></b>	
Legal status of organisation: <b>Registered Charity</b>	Charity, Charitable Incorporated Company or company number: <b>1085430</b>
When was your organisation established? <b>01/04/1991</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>Carers aged 65 years and over better able to access support, advice and respite People living with Alzheimer's and other forms of dementia having a better quality of life</b>		
Please describe the purpose of your funding request in one sentence. <b>Two years salary and activity costs towards a Carer's Support Co-ordinator supporting unpaid older carers and carers of people with dementia, confusion and memory loss.</b>		
When will the funding be required? <b>01/11/2018</b>		
How much funding are you requesting?		
Year 1: <b>£40,723</b>	Year 2: <b>£39,658</b>	Year 3: <b>£0</b>
<b>Total: £80,381</b>		

**Aims of your organisation:**

Carers FIRST is a not for profit organisation established in 1991 by carers who wanted to help others in a similar situation. Our aim is to support people who look after a relative or friend who due to ill health, physical or mental illness, disability, frailty, or addiction cannot manage without their support. We provide information, advice, guidance, emotional support, training and activities, giving carers an opportunity to have a break from their caring role and help them to get the support they need, we also strive to advance the public awareness of the needs of carers and their families. In order, to meet the needs of carers we may work with those that they care for. When we do so we will respect their needs and provide a positive experience. We will be the trusted provider of high quality, tailored, localised support to carers and their families so they are empowered, respected and valued for what they do.

**Main activities of your organisation:**

We provide information, advice, guidance, emotional support, carers assessments, training, trips and activities to over 23,400 young and adult carers aged 5-105yrs. We provide community based support with 1) a hospital discharge service 2) staff based in several hospitals supporting and providing carers when the person they care for is in hospital or when they are a patient themselves, 3) a young adult carer service running social activities and peer support groups 4) a young carer project (5-18yrs) offering them support, breaks from their caring role and social opportunities 5) carers benefits advice service providing general and personalised advice on carer rights 6) employment projects working with carers to support them around employment and delivering employability workshops 7) a pharmacy and health project; supporting pharmacy staff and GPs respectively to better identify and support carers within their community and referring into specialist support 8) care navigators based in GP surgeries 9) telephone befriending service 10) an active volunteering programme.

**Number of staff**

Full-time:	Part-time:	Management committee members:	Active volunteers:
<b>88</b>	<b>55</b>	<b>7</b>	<b>56</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>8 1/2 years left on our lease</b>

## Summary of grant request

Funding will employ a Dementia Hub Community Support and Assessment Co-ordinator (CSAC) for two years to work with older carers and carers of people with dementia, confusion and memory loss across Waltham Forest (WF). A hub and spoke model will enhance outreach support to carers. The CSAC will hot desk from three hubs, with a base at a new Dementia Hub, owned and managed by London Borough Waltham Forest (LBWF). This one-stop-shop will offer ongoing inclusive, integrated and targeted information, advice, guidance, group and peer-to-peer support. In addition, the project will deliver a carers training programme, carers social activities, information sessions and awareness presentations to professionals and the community. It will identify and engage those carers who are hard to reach and provide a point of access to improve their health and well-being and coping mechanisms with positive outcomes for both older carers and the person they care for.

Carers FIRST (CF) currently support >23,400 unpaid carers across six localities and are currently contracted by LBWF to provide 'The Provision of Well-being and Independence Services for Carers'. We support 907 unpaid carers in the Borough, 243 who look after a person with dementia and 306 aged 65+ (these numbers are predicted to rise considerably between 2017-2035). Within WF there are 1,305 people aged 65+ with a dementia diagnosis and estimated 562 aged 65+ who haven't been diagnosed. Carers have cited a lack of carers support with the Borough.

Using the Carers Outcome Star, 50% of carers scored low for 'health', 71% 'time for self' and 63% on 'how I feel'. CF identified a gap in provision as Alzheimer's Society only support people who have been diagnosed with dementia, whilst often getting this formal diagnosis can take more than a year. CF would support any carer supporting a person with/without a diagnosis.

LBWF invited CF to be an active partner offering services from their Dementia Hub, given our track record, reputation and quality service delivery. We employ 3 CSACs across the Borough, who directly support carers and have built up established and trusted relationships with local and national public, private and community sector agencies. Our CSACs come from a diverse background; reflecting the diversity of the Borough. CF have an Equality and Diversity that outlines how we value diversity; training and compliance is mandatory for all staff. This new post would increase our capacity so we can provide more services to carers new to the caring role and those in need of early interventions.

The project addresses priorities in numerous local and national strategies including WF's Health and Well-being Strategy, WF Adult Social Care Strategy and the Prime Ministers Challenge on Dementia. LBWF believe that CF can have an established role within their new dementia care pathway and with additional CF resources, can help lead on engagement for a new dementia strategy and empower the Dementia Action Alliance. A dedicated resource co-located in a dementia service provision would lead to joined-up working and maximise carers support.

We have an active and expanding volunteering programme. 56 volunteers add value to our paid staff. 37% of our Trustee Board have experience of caring. Several members of paid staff began as volunteers. Volunteers will be encouraged as part of this project.

Older carers will be represented on a project group, support groups will be carer led and activities/training offered will be shaped and reviewed by carers for carers in direct response to their needs and aspirations.

CF is committed to playing its part in helping to reduce waste and creating a more sustainable future for the environment and has an 'Environment and Social Policy'.

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?

**Carers FIRST holds the following: ISO 9001 (we switched from PQASSO and Investors In People to ISO 9001 as this incorporated both organisation and staff), Cyber Essentials Certificate, Carers Trust Quality Mark and Care Quality Commission.**

### **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.

**48 monthly, bi-monthly and quarterly positive, social, cultural and leisure activities (e.g. chair-based exercises, yoga, mindfulness, gardening, memory groups, singing and a dementia café) in a safe, fun environment offering carers a break from their caring roles and responsibilities**

**Ongoing community-based services (as part of a community hub and spoke model) and support interventions for 120 carers which helps them out of crisis or prevents them from reaching crisis point including information, advice, guidance, support groups, signposting to partner agencies, workshops, 1-2-1 support, peer-to-peer support and drop in sessions**

**Increase awareness to local professionals and the community through 24 presentations and workshops around the impact of dementia, raising understanding of the characteristics and behaviours of a person with dementia and the physical and emotional effect it has on unpaid carers and their families**

**Training for 60 older carers including delivery of our in-house 4 week Caring Confidently course, Dementia Friends Information sessions and bespoke topics (relevant to carers and/or agencies e.g. Importance of hydration identified by the CCG) to support them in their caring roles**

**Deliver twelve information sessions within the hubs on issues requested by carers e.g. carers bereavement, end of life planning, financial benefit entitlements/rights entitlements, first aid, manual handling and diet/nutrition.**

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 physical, mental and psychological health and well-being of carers accessing support services within their community**

**Carers reporting reduced feelings of stress, anxiety and depression and increased self-esteem and confidence as a result of accessing early group and peer-to-peer support, information, advice, guidance and social activities**

**More vulnerable carers having the opportunity to have regular social contact and developing friendships and connections with their community, combatting isolation and reducing feelings of loneliness**

**Increased resilience and coping mechanisms through early interventions allowing carers to access group and peer-to-peer support, advice and respite opportunities before they reach crisis point**

**More support agencies in receipt of presentations and workshops having increased knowledge and understanding of dementia, resulting in more carers feeling recognised, encouraged and supported in their caring role**

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?

**Carers FIRST have been commissioned by Waltham Forest Borough Council to provide support services to unpaid carers. At the end of this two-year project if we can demonstrate it works, its success and impact we will lobby the commissioners to include it in their carers tender specification.**

# Who will benefit?

## About your beneficiaries

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

**132**

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

**Waltham Forest (100%)**

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**

**White (including English/ Welsh/ Scottish/ Northern Irish/ British; Irish; Any other White background)**

**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**

**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
Staff salaries and travel	25,321	26,009	0	51,330
IT set up costs and ongoing telephony/IT costs	2,140	840	0	2,980
Staff recruitment and training	500	150	0	650
Volunteer costs and refreshments	690	690	0	1,380
Training for carers	5,000	5,000	0	10,000
Venue hire	9,860	9,860	0	19,720
Promotional material	1,000	1,000	0	2,000
Project management	2,683	2,719	0	5,402
Organisational costs	7,079	6,940	0	14,019
<b>TOTAL:</b>	<b>54,273</b>	<b>53,208</b>	<b>0</b>	<b>107,481</b>

### What income has already been raised?

Source	Year 1	Year 2	Year 3	Total
Carers FIRST (training for carers, promotional materials, refreshments, volunteer costs)	3,690	3,690	0	7,380
London Borough Waltham Forest - venue hire	9,860	9,860	0	19,720
	0	0	0	0
	0	0	0	0
<b>TOTAL:</b>	<b>13,550</b>	<b>13,550</b>	<b>0</b>	<b>27,100</b>

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

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
<b>TOTAL:</b>	<b>0</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
Staff salaries and travel	25,321	26,009	0	51,330
IT set up costs and ongoing telephony/IT costs	2,140	840	0	2,980
Staff recruitment and training	500	150	0	650
Training for carers	3,000	3,000	0	6,000
Project management	2,683	2,719	0	5,402
Organisational costs	7,079	6,940	0	14,019
<b>TOTAL:</b>	<b>40,723</b>	<b>39,658</b>	<b>0</b>	<b>80,381</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	170,628
Activities for generating funds	0
Investment income	30,630
Income from charitable activities	2,887,284
Other sources	0
<b>Total Income:</b>	<b>3,088,542</b>

Expenditure:	£
Charitable activities	3,082,349
Governance costs	0
Cost of generating funds	4,885
Other	0
<b>Total Expenditure:</b>	<b>3,087,234</b>
<b>Net (deficit)/surplus:</b>	<b>1,308</b>
<b>Other Recognised Gains/(Losses):</b>	<b>95,653</b>
<b>Net Movement in Funds:</b>	<b>96,961</b>

Asset position at year end	£
Fixed assets	75,276
Investments	846,020
Net current assets	606,743
Long-term liabilities	
<b>*Total Assets (A):</b>	<b>1,528,039</b>

Reserves at year end	£
Restricted funds	183,157
Endowment Funds	0
Unrestricted funds	1,344,882
<b>*Total Reserves (B):</b>	<b>1,528,039</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? 91-100%
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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: From 1st March 2018 Carers FIRST has been delivering the Carers Service for adults in Haringey and from 1st April 2018 Carers FIRST has been commissioned to deliver the county wide Essex Carers Service. This involves increasing staffing by approximately 29 FTE staff through TUPE or recruitment across the 2 areas.
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## 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	0	0	87,000
London Councils	0	0	0
Health Authorities	0	0	122,448
Central Government departments	0	0	0
Other statutory bodies	1,612,391	1,853,439	2,463,422

## 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>
Children In Need	13,574	13,574	31,800
Kent Community Foundation	12,495	22,960	13,844
Carers Trust	2,925	20,825	26,269
Henry Smith	0	0	27,500
Colyer Fergusson	0	0	20,155

## 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: **Karen Johnson**

Role within                      **Trusts and Foundations Fundraiser**  
Organisation: