

**Learning visit report  
Neighbours in Poplar (NiP) 12863**

<b>1.1 Date of visit:</b> 08/06/2018	<b>1.2 Name of visiting Funding Manager:</b> Geraldine Page	<b>1.3 People met with:</b> SCF, AA
<b>1.4 Programme Area &amp; Outcomes:</b> Older Londoners having increased awareness of benefits, finance, housing and other rights Older Londoners aged 75 years and over living more active and healthier lives		
<b>1.5 Purpose of the award:</b> £85,500 over 3 years towards a full-time Outreach Worker and associated running costs for a project working with isolated people aged 75+.		
<b>Grant start date:</b> 01/09/2016		<b>Grant end date:</b> 01/09/2019
<b>Project progress and difference made</b>		
<b>2.1 Project Outcome 1:</b> Less isolation and loneliness for service users  <b>Progress made:</b> NiP deliver a number of services to address loneliness, home visits, advice and support, befriending service, social events at the hall, lunch clubs, tea dance, chair exercise classes and workshops on wellbeing etc. Feedback is positive, and beneficiaries describe NiP as a life line for them.		
<b>2.2 Project Outcome 2:</b> Better joined up services across sectors  <b>Progress made:</b> NIP is a hub in the community and is well connected with other voluntary orgs and statutory services, GPs etc. It has also formed new partnerships such as West Ham FC community Team and elderly care homes to attract new clients.		
<b>2.3 Project Outcome 3:</b> Improved health outcomes for vulnerable service users  <b>Progress made:</b> It is clear older people using the service have seen positive changes to their lives, allowing them to get out and meet others and take part in different activities. The befriending services serves the most vulnerable clients because they often do not have any contact with anyone for long periods. It includes home and care centre visits and telephone chats.		
<b>2.4 Project Outcome 4:</b> Enhanced confidence in service users due to their introduction to IT.  <b>Progress made:</b> This is a small element of the service but very important vital and for those needing to use technology to remain connected to their families.		
<b>Impact and learning: Funding Manager comments</b>		
<b>1. Impact:</b> NiP is a long-established (almost 50 years) organisation in the heart of the community in Poplar, Hackney. CBT Funding paid for a full-time outreach worker to work with isolated older people 75+. The funding has enabled NIP to expand the services offered and develop new partnerships. It		

has been able to provide new programmes, have more referrals between services and provide a more holistic service in order to meet beneficiaries need.

Your officer met with the CBT funded outreach worker who is totally dedicated to his role and regularly goes above and beyond. He was popular and well-liked by the beneficiaries I met at the lunch club and they could not speak more highly of his work and that of his colleagues. The lunch club was well attended and described as 'vital' and a 'lifeline' by the many users I spoke to. For many it is the only chance they get to get out and meet others and engage in activities. The hall had a real buzz about it and the attendees were chatting happily with each other and having a good time.

2. **Learning:** Targeting the BME community continues to be a challenge. However, the Outreach worker is bilingual (Bengali) and older Bangladeshi people are starting to take assistance from him and connections are being made.
3. **Total assets:** We discussed new Bridging Divides Programme and that NiP are eligible to apply for continuation funding (subject to full assessment), NiP welcomed this change (to 5-year funding) and stated that they will apply when the time comes.