

The City Bridge Trust

Bridging Divides: Application for a grant



About your organisation

Organisation Details

Name of your organisation: New Horizon Youth Centre	
If your organisation is part of a larger organisation, what is its name? NA	
In which London Borough is your organisation based? Camden	
Contact person: Ms Stella Howe	Position: Project Development Co-ordinator
Website: http://www.nhyouthcentre.org.uk	Social Media Accounts: https://www.facebook.com/nhyouthcentre; https://twitter.com/NHyouthcentre; https://www.youtube.com/user/NHYouthCentre
What Quality Marks does your organisation currently hold? The London Youth Silver Quality Mark, Investors in People Good Practice - Health and Wellbeing Award, Shortlisted for the Sustainable City Award (2013, 2014 & 2015)	

Legal Status

Legal status of organisation: Registered Charity			
Charity Number: 276943	Company Number: 1393561	CIC Number:	Bencom Number:
When was your organisation established? 01/10/1967			
Aims of your organisation: 1. To provide a holistic range of services to homeless or highly vulnerable 16 - 24 year olds through the provision of an open access day centre. Services include advice and guidance, employment and training, resettlement support and targeted outreach 2. To deliver innovative interventions that respond effectively to the ever changing needs of this disadvantaged group of young people, taking account of current good practice and statutory-led initiatives to ensure the best possible outcomes for those most needing support 3. To develop all projects in partnership with a wide range of stakeholders, ensuring that the needs and wishes of service users are central to our services and that young people are fully engaged in the planning process 4. To ensure disadvantaged homeless young people make a smooth transition into adulthood by enabling them to be healthy, enjoy and achieve, and stay safe.			

Main activities of your organisation:

New Horizon is a day centre for homeless and vulnerable young people aged 16 to 24, coming into King Cross from across London, the UK and beyond. Typically these people are suffering from emotional and mental health and/or physical health problems, and are at risk of offending. All are homeless or in unsecure accommodation and many are still sleeping rough on the streets. While their needs vary they share common histories that may have included abuse, deprivation, rejection, discrimination and living in poverty. We take a holistic approach in responding to the needs, interests and aspirations of each young person. The centre supports over 2,000 young people a year and is open seven days a week. It offers services including: advice and support into accommodation; accredited education and training programmes; medical & counselling services; a social enterprise programme; drugs advice and assessments; street outreach work and tenancy support services. We also provide hot food, laundry facilities, showers and clothes.

Your Staff & Volunteers

Full-time:	Part-time:	Trustee/Board members:	Active volunteers:
23	14	11	10
Do you have a Safeguarding policy? Yes			
Are the following people in your organisation subject to DBS checks?			
Paid Staff Yes	Volunteers Yes	Trustees / Management Committee Members Yes	

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?
Leased	17 years

Environmental Impact**What action have you taken in the past year to progress environmentally sustainability principles and practice?**

All staff are encouraged to become a part of the 'cycle to work' campaign and are offered an interest free loan to pay for a suitable bicycle. At least 3 employees have joined this scheme and are therefore cutting down on the use of public transport. We do not provide parking, thus none of our employees drives into work. We only print documents when absolutely necessary and recycle all materials used in our offices and kitchen. We train our young people on the correct way to recycle and offer accreditation in this. We accept donations of both fresh and tinned/dry food and use these to cut the cost of serving 60 nutritious meals a day in our centre. We use vegetables, herbs and fruit grown in our garden to support our kitchen and we are adept at making meals from ingredients available on the day rather than following set recipes.

Finance Details

Organisation Finances

	Year of most recent audited / examined accounts	Current financial year forecast	Next financial year budget
End of financial year date	31/03/2017	31/03/2019	
Grants & donations:	£1,555,332	£1,732,173	£0
Earned income:	£17,253	£114,000	£0
Other income:	£55,219	£15,772	£0
Total income:	1,627,804	£1,861,945	£0
Charitable activity costs:	£1,647,129	£1,766,737	£0
Cost of raising funds:	£12,604	£15,208	£0
Other costs:	£77,621	£80,000	£0
Total expenditure:	£1,737,354	£1,861,945	£0
Free unrestricted reserves held at year end:	£550,483	£636,089	£0
<p>What is your organisation's reserves policy? The Board of Trustees has not formally adopted a pre-set reserves policy. Notwithstanding, the significant level of restricted income enjoyed by the Centre, (which cannot be used to build reserves), the Centre's funding position at 31st March 2018 has been maintained to allow the Centre to carry reserves of over 3 months' reserves. Also, because of the Trustees' long association with the Centre and its funders, there is every confidence that the Board can access the resources required to keep the Centre at its current level of activity and level of reserves moving forward.</p>			
<p>For your most recent financial year, what % of your income was from statutory sources? 11-20%</p>			

Organisational changes

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

Yes, our Chief Executive, Shelagh O'Connor left us in March 2018. Shelagh went back to her home country of Ireland for personal reasons. Phil Kerry has now joined us as the new Chief Executive on 4th June and he brings a wealth of experience to the role from previous senior level roles within the youth sector.

Grant Request

Under which of City Bridge Trust's programmes are you applying?

Advice and Support/Assistance for Individuals in relation to: benefits; debt & money; employment problems; housing; or Immigration status

Which of the programme outcome(s) does your application aim to achieve?

Advice & Support/More Londoners have improved economic circumstances

Advice & Support/More people access debt and legal services for support before they hit crisis point

Please describe the purpose of your funding request in one sentence.

A full time Advice & Support Worker, working with the most vulnerable young homeless people coming into London.

When will the funding be required? **10/01/2018**

Is this request to continue work that is currently funded or has been funded in the last year by:

City Bridge Trust?

No

Another funder? (if so which)

London Councils

How much funding are you requesting?

Year 1:

£50,000

Year 2:

£50,000

Year 3:

£50,000

Year 4:

£0

Year 5:

£0

Total Requested: £150,000

You and your grant request

What, specifically, are you applying for (your project)?

We are applying for a grant to support a full time Advice & Support Worker who will annually work with 150 of the most vulnerable and marginalised young people coming into London. The majority of these project beneficiaries will be suffering from trauma and will have emotional and physical ill health. This worker will operate within the non-judgemental and supportive environment of New Horizon Youth Centre and young people will be referred to and from day centre colleagues to provide the best possible package of care for each young person. The worker will offer specialist Advice Sessions and from these will take the appropriate action necessary to allow each young person to thrive.

What are the changes you hope to achieve?

Many of the young people accessing the Advice Team will be suffering from trauma and need a high quality service delivered within the non judgemental and welcoming environment of the daycentre. Within this 'one stop shop' they will be offered a wrap around bespoke package of care to help them move on to positive futures.

Through a comprehensive package of one to one support, the Advice & Support Worker will enable a case load of 150 of the most vulnerable and marginalised young people to move away from worklessness, away from debt and address their trauma. Of these, 50 of the young people they support will given such advice and support so that they can be housed in sustainable and appropriate accommodation, while being supported with their emotional and physical health and wellbeing.

How do you know there's a need for this work?

New Horizon Youth Centre has been successfully supporting the most vulnerable and marginalised young people coming into London for over 50 years. Our considerable experience has shown us that the number one issue for this group of people is the lack of affordable accommodation in the Capital and as such many find themselves experiencing homelessness.

Every year over 2,000 young people access our services and the hook for most young people attending is the offer of the specialist housing advice that our team offers. As such we have a queue of young people outside the centre each day, many waiting for appointments with our team. Each Advice Team member sees 16 young people through appointments each week and support many more over the phone and via email. There is always more demand for the service than we can meet with as many as 10 young people turned away daily.

How will the work be delivered - specifically, what will you do?

The work will be delivered by an Advice & Support Worker at New Horizon Youth Centre, a day centre for vulnerable 16 - 24 year olds who are homeless and or vulnerable and marginalised. They will work within a 4 person Advice Team and will be mutually supported by New Horizon Youth Centre's Street and Prison Outreach Team, an Employment and Education Team, a Nurse, a Communication Skills Worker, a Weekend Team and a Youth Work Team.

This work will be delivered every week day and will involve referrals from New Horizon's Weekend Team working every Saturday and Sunday.

This worker will give an average of 16 in depth advice sessions weekly covering benefit claims, immigration advice, care status and priority need for housing. When disclosures happen the team will also work closely with local authorities and statutory services. Each advice worker typically makes over 120 housing referrals a year.

Why are you the right organisation to do this work?

We know we are the best organisation to do this work - over 50 years of evaluating and monitoring our interventions has shown us what works best to meet our beneficiaries' individual needs and we know that our model of working is that which meets the particular challenges our young people face. When a young person first visits the Advice & Support Worker, they will be street homeless, sofa surfing or living in woefully inadequate accommodation. The Worker will ensure that person takes the first step towards their own positive future by supporting them into sustainable accommodation, helping them resolve their debt, welfare benefits and immigration issues and emotional and physical health needs. New Horizon Youth Centre's 'one stop shop' approach ensures that each young person can work on their other issues (e.g. employment, physical and mental health) while being supported by the Advice & Support Worker.

How does your work complement and not duplicate other services within your area?

The success of the Advice Team at New Horizon Youth Centre over its 50 years in operation is in part due to its effective partnerships and its model of working which ensures it complements other services across the Capital. The Advice & Support Worker is able to share information on individual young people where appropriate with other organisations across London (e.g. via the London Youth Gateway Project which is led by New Horizon) to ensure work is not being duplicated. More fundamental to the success of this work, New Horizon is the only day centre in London which accepts young people with no recourse to public funds and with no connection to any London borough. Therefore, the Advice Worker usually sees each young person at a point of crisis, when all other avenues of support have been exhausted and for whom no other support option is available.

How will this proposal meet the Programme Outcome(s) under which you are applying?

We are applying for funding under the below outcomes:

1. More Londoners will have Improved economic circumstances
2. More people access debt and legal advice for support before they hit crisis point

We are confident that the Advice & Support Worker will help 150 of the most vulnerable, homeless young people to achieve both these outcomes by a mixture of 1 to 1 work and targeted internal and external referrals. As a result of these interventions, as many as 50 young person will be securely housed and moving towards a debt free life, away from dependence on welfare benefits and towards sustainable employment and a fulfilling and happy future.

Additionally, we have qualitative and quantitative evidence of the Advice Team's successes (e.g. in the last reporting period 1,150 of the most vulnerable Londoners were housed through NHYC's work and via the London Youth Gateway partnership).

How will you ensure that your project will hear and represent the views and needs of disadvantaged people and/or diverse communities?

We ensure that we hear and represent the needs of all the disadvantaged young people we serve in a number of ways: via our monthly Youth Forum where subjects chosen by the young people are brought for discussion; by involving young people in the development and planning of this and all other projects via our workshops and user questionnaires and by involving young people in the recruitment of key staff.

Additionally, we are open to all young people regardless of their background and we actively seek to reach the most marginalised young people by our outreach work in prisons and on the streets of London. For example, a young person may be met by New Horizon staff in prison or while sleeping rough on the streets and be referred to the Advice & Support Worker on release from custody or the next day in the case of a rough sleeper.

How does your project engage and empower individuals and/or communities to come together on this issue? Will you be working with people who are particularly excluded?

Yes this worker specifically and New Horizon Youth Centre in general works with those who are the most excluded, marginalised and hard to reach in London. The Advice & Support Worker, with the internal and external support mentioned elsewhere in this application, will engage and empower these individuals to move from a crisis point in their young lives to a happy, healthy future. The worker will also refer young people to New Horizon's Youth Forum and into specific workshops within the centre where young people can engage with their peers to discuss homelessness and how to address the effects of this on their communities. For example in previous years, young people have worked with New Horizon staff to produce a 'Young Person's Manifesto' during election year and have worked with the National Portrait Gallery and the Wellcome Collection on exhibitions around how not having a home affects young people's lives.

Is the focus of your project meeting an already identifiable need (acute or otherwise) or are there elements which are preventative and/or incorporate early action?

Yes, this work meets an acute and identifiable need and also, by using best practise in empowering and engaging with each young person, prevents that person becoming homeless and/or getting into debt in the future.

Additionally, by working with people at a young age, this work prevents entrenched homelessness and sustained rough sleeping. It also works on physical and emotional health at an early stage, so preventing chronic conditions wherever possible.

Who might you need to work closely with in delivering this project - whether before, during or afterwards?

The Advice & Support Worker will work closely with other staff within New Horizon Youth Centre to achieve the best possible outcomes for each young person. This may entail liaising with the Nurse on a young person's physical health or the Counsellor to work on a young person's previous traumatic experiences. They will also work with the accommodation projects managed by New Horizon's Private Rented Scheme (PRS) and for whom NH and its partners have sole referral rights to ensure each young person is appropriately housed. These projects include three 10 bed properties in Camden, Islington and Haringey as well as access to places on the Property Guardians scheme. Before each young person is housed in any of the above schemes, they attend a number of Independent Living Workshops within the daycentre, this ensures that they are ready to take on the challenge of living in shared accommodation.

Our aim as a funder is to help people move positively between any of the four stages of Surviving, Coping, Adapting and Thriving. For your project at which of these stages will most people begin their journey?

We believe that many of the young people for whom this work is applicable will be at the 'surviving' stage when they first make contact with the Advice and Support Worker. Many will be suffering trauma and will have poor physical and emotional health. However, with the correct support and care, each young person will be able to move on to the 'coping' stage and then on to the 'adapting' and 'thriving' stages. One of the unique qualities of the support package each young person is offered is that they will be helped to make the lifestyle changes necessary to move them from vulnerability and homelessness to being housed, productive and happy members of their communities

Will there be any elements of this project that will help you or your beneficiaries to reduce your environmental footprint?

Yes, there are elements of this work which reduce environmental impact. For example, all the properties to which the Advice & Support Worker refers young people are shared, hence resources are used efficiently and kitchens and living areas are used to full capacity. There are rarely if ever voids in these properties. Also, the daycentre accepts second hand furniture, bedding and kitchen appliances which are used to help its previously homeless young people and ensure nothing is wasted. Our many supporters also donate items such as toiletries and good quality new clothes for our young people which would otherwise be discarded

What are the main activities or outputs you want to deliver?

Advice sessions will be given to 150 of the most vulnerable young people, supporting them with accommodation, welfare benefits, immigration status and physical/emotional health issues

120 Young people will be referred to emergency accommodation, so preventing them from sleeping rough

The Advice & Support Worker will advocate and represent clients in crisis management situations to support tenancy sustainment, ensuring evictions are minimal. This will include attending Case Conferences and escorting clients to external services where appropriate.

What 3 main differences or outcomes do you hope the activities you have described above will achieve?

To assist 150 vulnerable young people to resolve their housing and welfare benefits issues and to have a better understanding of how to remain debt free moving forward

To prevent 50 vulnerable young people from sleeping rough by accessing them into emergency accommodation

To source sustainable and appropriate accommodation for 50 young vulnerable people

Who will benefit?

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

150

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

London-wide

Does this project specifically target any groups or communities?

Young homeless or vulnerably housed people who are multi disadvantaged

This project will specifically work with the following age groups:

16-24

This project will specifically work with the following gender groups:

Male, Female, Transgender or other gender identity

This project will specifically work with the following ethnic groups:

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

If Other ethnic group, please give details:

This project will specifically work with Deaf and disabled people:

No

This project will specifically work with LGBTQI groups:

No

This project will specifically work with other groups or communities:
Young homeless or vulnerably housed people who are multi disadvantaged

How will you target the groups/communities you have identified? What is your expertise in providing services for these groups?

We have over 50 years' experience of providing services to this group of vulnerable young people and we will target them via our Outreach Team, internal and external referrals.

Are there any groups or communities you think your organisation will find hard to include through this project?

No

If yes, please specify which groups or communities? Where possible using the categories listed above.

n/a

If yes, what steps will you take to make your services accessible to and meet the needs of the groups/communities you have identified?

n/a

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: **Stella Elizabeth Howe**

Role within **Project Development Manager**
Organisation: