

# The City Bridge Trust

## Bridging Divides: Application for a grant



### About your organisation

#### Organisation Details

Name of your organisation: <b>Opening Doors London</b>	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? <b>Camden</b>	
Contact person: <b>Miss Alice Wallace</b>	Position: <b>Director</b>
Website: <b><a href="http://www.openingdoorslondon.org.uk">http://www.openingdoorslondon.org.uk</a></b>	Social Media Accounts: <b>@openingdoorsLdn</b>
What Quality Marks does your organisation currently hold? <b>ISO 9001</b>	

#### Legal Status

Legal status of organisation: <b>Registered Charity</b>			
Charity Number: <b>1167919</b>	Company Number: <b>1012367</b>	CIC Number:	Bencom Number:
When was your organisation established? <b>14/04/2016</b>			
<b>Aims of your organisation:</b> ODL is the largest provider in the UK of information and support to older people from LGBT+ communities, ensuring that older LGBT+ people live happy, healthy and independent lives that are free from loneliness, isolation, prejudice and discrimination. We aim to: ? reduce social isolation; ? improve social well-being and mental health; ? provide increased support for individuals to remain independent and live at home for longer; ? increase awareness of the needs of older LGBT+ people within other statutory and voluntary agencies.  We seek to work in partnership with other voluntary, private and statutory sector providers to deliver localised specialist services for the older LGBT+ community and to raise awareness of the specific needs of this community to ensure that mainstream services are designed and delivered to take account of these needs.			

**Main activities of your organisation:**

- ? A Befriending Service for more than 65 isolated members;
- ? 40+ per month locally based activities to enhance social networks and community e.g. group meals, pub nights and coffee mornings; mental and physical health activities e.g. health promotion events, counselling and walking groups; cultural activities e.g. LGBT+ history events, speakers and film nights;
- ? Specialist support groups e.g. Rainbow Memory Café / Prostate Cancer
- ? Monthly newsletter received by 1,800+ people;
- ? Regular Information events on topics relevant to older LGBT+ people;
- ? Volunteering opportunities promoting intergenerational engagement and skills sharing;
- ? Campaigning to influence change, share best practice and encourage services to consider the accessibility and appropriateness of activities, promoting the visibility of older LGBT+ people and campaigning for LGBT+ friendly services;
- ? Providing training, consultancy and resources for health and social care professionals to improve quality of care and support services for older LGBT+ people and providing Pride in Care, a recognised quality standard for service providers.

**Your Staff & Volunteers**

Full-time:	Part-time:	Trustee/Board members:	Active volunteers:
<b>3</b>	<b>5</b>	<b>9</b>	<b>250</b>

Do you have a Safeguarding policy? **Yes**

**Are the following people in your organisation subject to DBS checks?**

Paid Staff	Volunteers	Trustees / Management Committee Members
<b>Yes</b>	<b>Yes</b>	<b>No</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>Rented</b>	<b>July 2020</b>

**Environmental Impact**

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

We -

1. work in a building which is energy managed including - double-glazed anti-solar film windows, daylight sensitive hi frequency ballast lighting system, comfort cooling/heating, entrance system with seasonal variation controls, mega-flow hot water system, A-rated appliances.
2. have a waste management system to stream waste into recyclables and landfill.
3. provide bike storage facilities for all staff and visitors.
4. ensure redundant furniture is re-used, refurbished or recycled.
5. encourage all staff and volunteers to utilize shared public transport in the implementation of their roles and responsibilities.
6. minimize the use of printed materials and actively encourage members to access information on services digitally.

The majority of our activities take place in off-site locations not owned or operated by ODL, limiting our opportunities for implementation of environmental policies. However, we take all reasonable steps to minimize our environmental impact in the operation of all our activities.

## Finance Details

### Organisation Finances

	Year of most recent audited / examined accounts	Current financial year forecast	Next financial year budget
End of financial year date	31/03/2018	31/03/2019	
Grants & donations:	£331,364	£410,000	£0
Earned income:	£1,900	£21,500	£0
Other income:	£5,675	£0	£0
<b>Total income:</b>	<b>338,939</b>	<b>£431,500</b>	<b>£0</b>
Charitable activity costs:	£266,053	£367,621	£0
Cost of raising funds:	£13,983	£14,200	£0
Other costs:	£35,682	£36,400	£0
<b>Total expenditure:</b>	<b>£315,718</b>	<b>£418,221</b>	<b>£0</b>
Free unrestricted reserves held at year end:	£20,822	£34,101	£0
<b>What is your organisation's reserves policy?</b>			
Having considered risks and contingency planning trustees seek to increase reserves to three months of turnover, in line with many charities, for which the main costs are staff and premises. This would give an appropriate cushion for such contingencies. Additionally, because ODL has wider objects in terms of its area of benefit than its parent charity (Age Concern Camden trading as Age UK Camden), there are limitations to the parent being able to subsidise the subsidiary. Finally, three months reserves would be an important prerequisite to a decision on becoming a fully independent charity.			
For your most recent financial year, what % of your income was from statutory sources? <b>11-20%</b>			

### Organisational changes

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

**None**

## Grant Request

Which of the Trust's programmes and priority areas will your application deliver?  
**Connecting the Capital**

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

**Connecting the Capital/Londoners experiencing inequality or disadvantage are better heard and represented leading to better decision-making**  
**Connecting the Capital/Londoners experiencing inequality or disadvantage have greater wellbeing and independence through improved access to arts, sports and other community facilities and services**

Please describe the purpose of your funding request in one sentence.  
**Support members of the older LGBT+ community to act as Ambassadors raising awareness of the needs of their community and influencing the design and delivery of mainstream services across London.**

When will the funding be required? **01/01/2019**

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

City Bridge Trust?

Another funder? (if so which)

**No**

How much funding are you requesting?

Year 1:  
**£59,926**

Year 2:  
**£59,855**

Year 3:  
**£59,975**

Year 4:  
**£60,003**

Year 5:  
**£59,998**

**Total Requested: £299,757**

**What 3 main differences or outcomes do you want to achieve through your funding proposal?**

The needs and views of older LGBT+ Londoners are better heard and represented in local and regional policy-making processes, leading to better decision making.

Health and social care providers are more effective at meeting the needs of the older LGBT+ community in London.

Older LGBT+ Londoners experience improved wellbeing and capacity to remain independent through improved access to appropriate services.

**What are the main activities or outputs you will deliver to achieve these differences?**

15 Ambassadors per annum are recruited and supported to engage at a local and regional level with commissioners and designers or health and social care services to inform policy design.

Older LGBT+ people are consulted on their needs and experiences of daily life in order to enhance the evidence base of existing research into community need.

ODL staff and volunteers work in partnership with providers of health and social care provision to improve the design and increase the delivery of services to support and promote engagement of isolated members of the older LGBT+ community.

## You and your grant request

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

Appoint Ambassador Support and Research/Policy Officers to:

1. Support existing and recruit and train new Ambassadors (ensuring diversity)
3. Support Ambassadors do media interviews and support delivery of ODL training and quality standard.
4. Develop links with London based mainstream health and social care organisations to discuss:
  - ? Needs and experiences of older LGBT+ people
  - ? Existing support for older LGBT+ people
  - ? Collaborative opportunities to improve access to services
  - ? Ensure awareness of relevant conferences / events Ambassadors could attend
  - \* Attendance at community-based/local events to promote ODL to more people from the older LGBT+ communities
5. Provide briefings for Ambassadors including ? regional, national health and social care policy, local context; issues based (e.g: older LGBT+ people and mental health / end of life care / bereavement etc).
6. Enhance our evidence base and wider policy influence by participation in external research and analysis of existing data.

### **How will the project described achieve your stated outcomes?**

1. Improved decision-making processes of health and social care providers across all sectors in London that take account of the specific barriers and needs of the older LGBT+ community.
2. Improved appropriateness of services and the confidence of the older LGBT+ community to engage with support services free from prejudice and providing relevant social and emotional support networks. Consequently, vulnerable and isolated older LGBT+ people who fear seeking support when it is most required, thereby suffering from increased risk of declining wellbeing, will get the support they need at the time they need.
3. Increased range and diversity of LGBT+ specific older peoples wellbeing activities delivered in London, by ODL and relevant partners, providing comprehensive geographical and demographical access - including meeting needs of underserved communities with activities relevant to all sections of the LGBT+ community e.g. Trans and culturally appropriate activities for BME communities e.g. Muslim, Black African.

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

Demand for our services has continued to expand, highlighting the unmet need and greater opportunities for partnership working with mainstream organisations.

In addition to impact of ageing, older LGBT+ people face increased risk of loneliness and isolation, including more likely to live alone, be single and less likely to have children (Stonewall). Experiences of discrimination throughout their lives increase worries whilst accessing support and day to day experiences of many continues to be one of discrimination and prejudice (GALOP Hate Crime Report 2016). Older LGBT+ people continue to face extra disadvantage due to the prejudice of their peers, who are less likely to hold socially liberal views (BSA Survey 2017).

Lack of understanding of challenges faced by older LGBT+ people means mainstream services often fail to meet their needs, they are more likely to have less access to preventative services or community support and be reliant on formal care services.

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

Research/Policy and Ambassador Support Officers will:

- ? Map key health/social care organisations and current policy Initiatives
- ? Research, identify and make connections with relevant contacts.
- ? Recruit/support volunteer Ambassadors to develop policy, campaigning and training capacity including briefings and Q&As.
- ? Establish and maintain positive relationships with decision/policy makers, and appropriate infrastructure organisations, including GLA, London Councils, Skills for Care, Care England HEAR Network etc., ensuring awareness of disadvantages faced by older LGBT+ people in service provision and policy making.
- ? Develop online evaluation/feedback tools to measure impact of Ambassador Programme.
- ? Work with other staff to develop appropriate marketing materials, including social media campaigns and support/train Ambassadors in media engagement.
- ? Produce organisational materials e.g. briefings, case studies, reports, statistics to evidence work undertaken by ODL.
- ? Organise, convene or participate in older LGBT+ campaigning/research related activities, conferences and consultation and promote participation in consultations by other key agencies.

### **Why are you the right organisation to do this work?**

ODL is widely recognised as the go-to organisation in relation to issues affecting the older LGBT+ community by the wider voluntary, statutory and private health and social care sector. Over our thirteen-year history, we have established a reputation as a well-respected and informed user-led organisation that is representative of all sections of the older LGBT+ community. We work with local authorities, housing associations and voluntary sector providers across the capital delivering local community-based activities; have strong working links with other LGBT+ organisations, such as Stonewall, Tonic Housing, LGBT+ BME and Faith groups and the LGBT Consortium; a current membership of over 1,800 older LGBT+ people across all London boroughs, provide cross-sector support in consultation relevant to the older LGBT+ community, training and Pride in Care quality standard assessment and have established links with LGBT+ staff networks from across private and academic sectors.

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

Our approach to developing support and services for older LGBT+ people is to work in collaboration and partnership with other local/regional/national organisations, whether LGBT+ or mainstream providers. This ensures that we have both local knowledge and contacts to enhance rather than duplicate services and have the support of mainstream providers to promote engagement of isolated older LGBT+ people within existing community activities and in supporting the development of local opportunities.

There are an estimated 3 million+ lesbian, gay, bisexual and trans+ people in Britain and over 100,000 older LGBT+ people in London (ONS). Despite this sizeable population, there is a significant lack of statistical data on their specific needs and of the issues that impact their daily lives. Consequently, mainstream providers rely on ODL and LGBT+ organisations to help inform policy and promote community engagement to best meet the needs of this population.

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

The project is specifically designed to enhance the organisations capacity to both - represent the views and needs of the disadvantaged older LGBT+ community by supporting the recruitment, training and support of user Ambassadors to engage with mainstream policymakers and campaign to represent their community; and increasing the knowledge and evidence base of the issues affecting the disadvantaged older LGBT+ community through increased user engagement and consultation in order to inform policy design and service delivery by ODL and mainstream providers.

The project will directly fund staff posts with the specific remit to identify and represent the views of the older LGBT+ community and to provide support to older LGBT+ people to actively engage in networks, forums, local or regional opportunities to have an effective voice in influencing health and social care design and relevant policy initiatives.

**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?**

ODL is committed to empowering members of the older LGBT+ community to live happy, healthy and independent lives that are free from loneliness, isolation, prejudice and discrimination, promoting Independence and self-help rather than dependence on support services. Services are designed to engage members of the community in coming together in safe supportive environments whereby they can develop social networks and community support structures that enable them to live openly as LGBT+ without fear of discrimination. We are seeking to enhance our knowledge and evidence of community needs and empower members to act as Ambassadors raising awareness amongst the wider community of the older LGBT+ communities specific needs and daily challenges in order to influence mainstream policy, as well as promote and encourage engagement in ODL delivered activities by members of the older LGBT+ community suffering from isolation or a fear of accessing services due to lifetimes of discrimination or prejudice.

**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?**

Identifiable need includes:

Discrimination older LGBT+ people have experienced leads to a lack of confidence or fear of support services, leading to increased isolation and poorer health outcomes.

? 45% of older LGBT+ people have felt discriminated against when accessing social services

? 73% of older LGBT+ people are anxious about disclosing their sexuality to care staff.

Mainstream providers often make assumptions about people's sexuality or gender identify ? assuming everyone is heterosexual. Many older LGBT+ people fearing disclosure of their sexuality do not access preventative services.

There is also often assumptions about family structures/support, whilst many older LGBT+ people lack the reassurance of family support, being twice as likely as their straight peers to expect to rely on external services as they get older. In addition, many LGBT+ people have developed what they refer to as ?families of choice?, whose involvement can be a challenge to care providers.

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

The focus of this project is on enhancing the capacity of ODL to effectively encourage and empower members of the older LGBT+ community to work with mainstream providers and policymakers to ensure the needs of their community are met by the design and delivery of health and social care services. As such, the project will seek to work closely with a range of voluntary and statutory providers to influence future services or policy design and to raise awareness of the issues faced by the older LGBT+ community. This will include health and social care commissioners and Cabinet members across all London boroughs, clinical commissioning groups, housing providers members of the Age UK network in London and other voluntary sector providers of older peoples services, and a range of LGBT+ focussed organisations, such as the LGBT Consortium, Stonewall, local LGBT networks/forums and Tonic Housing.

**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?**

The project will work directly with older LGBT+ people who are adapting to the impact of ageing and the need to access support networks, both formal and informal in order to remain independent and maintain mental, emotional or physical health and wellbeing. The majority of our volunteer ambassadors will be at a stage of recognising the impact of ageing, declining health and limited availability of appropriate support networks available to them within the LGBT+ community and who are seeking to be proactive in ensuring that their current and future needs are met in order for them to thrive in old age.

More vulnerable and isolated members of the older LGBT+ community who currently do not access support services required in order to maintain their health and well-being will be supported to move from coping alone to adapting to the need to access support that is appropriate to their needs.

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

By increasing our knowledge and evidence base of the needs of the older LGBT+ community, enhancing the limited national research and evidence base that mainstream providers rely on in the design of services and policy decision making, we aim to influence the delivery of local health and social care provision. Engaging Ambassadors in raising awareness locally of community need, encouraging and supporting isolated older LGBT+ people to access provision and promoting an increase in localised activities for the community will enable older LGBT+ people to access health and social care within their own locality. Removing the need for members to travel across boroughs to access safe and supportive services or activities will consequently reduce the environmental footprint of individual members.



## Funding required for the project

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

Expenditure heading	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Policy Officer staff costs (21 hrs per week inclusive of NI)	23,416	23,885	24,363	24,850	25,398	121,911
Ambassador Support Officer (21 hrs per week inclusive of NI)	23,416	23,885	24,363	24,850	25,398	121,911
Volunteer training, induction and expenses	5,000	5,000	5,000	5,000	5,000	25,000
Line management	11,555	11,915	12,459	12,708	12,962	61,600
Venue hire and refreshments (training and meetings)	2,000	2,100	2,200	2,300	2,400	11,000
Administration and set up	3,000	1,050	1,100	1,150	1,200	7,500
Marketing and communications	500	500	500	500	500	2,500
Contribution to core (13%)	8,955	8,883	9,098	9,277	9,471	45,685
<b>TOTAL:</b>	<b>77,843</b>	<b>77,218</b>	<b>79,082</b>	<b>80,635</b>	<b>82,329</b>	<b>397,106</b>

### What income has already been raised?

Source	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Earned Income	2,061	1,547	16,907	18,331	19,931	58,779
Big Lottery Reaching Communities	11,555	11,915	0	0	0	23,470
Henry Smith Foundation	2,300	1,800	0	0	0	4,100
In Kind	2,000	2,100	2,200	2,300	2,400	11,000
<b>TOTAL:</b>	<b>17,916</b>	<b>17,363</b>	<b>19,107</b>	<b>20,632</b>	<b>22,331</b>	<b>97,349</b>

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

Source	Year 1	Year 2	Year 3	Year 4	Year 5	Total
	0	0	0	0	0	0
<b>TOTAL:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### How much is requested from the Trust?

<b>Expenditure heading</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Total</b>
Policy Officer staff costs (21 hrs per week Inclusive of NI)	23,416	23,885	24,363	24,850	25,398	121,911
Ambassador Support Officer (21 hrs per week Inclusive of NI)	23,416	23,885	24,363	24,850	25,398	121,911
Volunteer training, Induction and expenses	2,700	3,200	3,300	24,850	25,398	13,200
Venue hire and refreshments (training and meetings)	0	500	0	0	0	500
Administration and set up	3,000	1,000	550	450	400	5,400
Marketing and communications	500	500	500	450	400	2,350
Contribution to core (13%)	6,894	6,886	6,900	6,903	6,902	34,485
<b>TOTAL:</b>	<b>59,926</b>	<b>59,855</b>	<b>59,975</b>	<b>60,003</b>	<b>59,998</b>	<b>299,757</b>

## Who will benefit?

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

**215**

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?

**Yes - please enter details below**

This project will specifically work with the following age groups:

**65-74,75 and over**

This project will specifically work with the following gender groups:

This project will specifically work with the following ethnic groups:

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:

**Yes**

This project will specifically work with other groups or communities:

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

**ODL is the largest existing provider of services for the older LGBT+ community, with a membership of over 1,800 and established partnerships with a wide range of LGBT and older peoples networks.**

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

**Yes - please specify**

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

**Asian/ Asian British and Black/ African/ Caribbean/ Black British - due to existing cultural barriers and lack of LGBT+ visibility within these ethnic groups additional barriers exist for older LGBT+ people to feel safe and supported to access health and social care services.**

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

**ODL works in partnership with a wide range of LGBT BME and faith groups to ensure our services are targeted and appropriate to the needs of these communities.**

### **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: **Alice Wallace**

Role within Organisation: **Director**