

The City Bridge Trust

Bridging Divides: Application for a grant



About your organisation

Organisation Details

Name of your organisation: Evolve Housing + Support	
If your organisation is part of a larger organisation, what is its name? n/a	
In which London Borough is your organisation based? Merton	
Contact person: Mr Matt Robinson	Position: Senior Fundraising Officer
Website: http://www.evolvehousing.org.uk	Social Media Accounts:
What Quality Marks does your organisation currently hold?	

Legal Status

Legal status of organisation: Registered Charity			
Charity Number: 1099051	Company Number:	CIC Number:	Bencom Number:
When was your organisation established? 12/06/2003			
Aims of your organisation: The primary objects of Evolve are: - to provide, improve and manage houses or hostels providing residential accommodation and associated amenities, facilities and services for people of all ages who are in need, hardship or distress by reason of their social, physical or economic circumstances; - to relieve or assist in the relief of people of all ages who are in need, hardship or distress by reason of their social, physical or economic circumstances. The organisation's aims are to reduce the levels of homelessness within the boroughs in which we work through the provision of supported accommodation and to support our customers to develop the skills and/or insight needed to live independently to the benefit of local communities. Our aims fully reflect the purposes that the organisation was set up to further.			

Main activities of your organisation:

We provide a range of high quality, supported accommodation for homeless people of all ages in London. Our range of accommodation based services includes specialist hostels for young people leaving care, a project for those recovering from alcohol and drug abuse, a project for people with long term mental health conditions leaving hospital and moving back in to the community, and a teenage lone parents service. Amongst the resettlement work we offer, we coordinate and promote educational, cultural and sporting activities throughout all of our services. The work that we do is holistic in helping customers move towards Independent living.

We run a range of community based projects including: Health + Wellbeing programme; Work + Learning project enhancing employability; Customer Employment Partnership offering jobs within the housing sector to people with lived experience of homelessness; Peer Circles, supporting severely disadvantaged people to overcome multiple barriers; homelessness prevention through campaigning; mentoring for school-aged children; and the provision of volunteering opportunities.

Your Staff & Volunteers

Full-time:	Part-time:	Trustee/Board members:	Active volunteers:
180	40	9	24

Do you have a Safeguarding policy? **No**

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

Paid Staff No	Volunteers Yes	Trustees / Management Committee Members No
-------------------------	--------------------------	--

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?
Owned	

Environmental Impact

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

We recognise the importance of environmental sustainability and we are currently implementing our first Environmental Sustainability policy (available on request) which outlines our aims in using resources:

- Minimise expenditure and environmental impact
- Minimise waste
- Maintain health and safety standards
- Maintain an acceptable level of comfort for customers, volunteers and staff

Our environmental sustainability performance is tracked quarterly against relevant Key Performance Indicators in our Business Plan Review.

Following completion of our £29m redevelopment programme in March 2015 all our new buildings have been constructed to good practice standards and in compliance with energy efficient guidelines, all meeting BREEAM Excellent Standard (equivalent to EcoHomes level 4). This includes all rooms having energy efficient systems, including motion sensor lighting, energy efficient light bulbs and operating feed-in tariffs and solar panels to generate electricity. As a result of the redevelopment programme, our energy use has decreased by 65%.

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:	£369,057	£369,057	£0
Earned Income:	£12,229,804	£12,229,804	£0
Other income:	£278,129	£278,129	£0
Total income:	12,876,990	£12,876,990	£0
Charitable activity costs:	£9,620,566	£9,620,566	£0
Cost of raising funds:	£220,077	£220,077	£0
Other costs:	£316,054	£316,054	£0
Total expenditure:	£9,945,564	£9,945,564	£0
Free unrestricted reserves held at year end:	£6,623,261	£6,623,261	£0

What is your organisation's reserves policy?

To provide a buffer for uninterrupted services, a general reserve representing between 3-6 months' unrestricted expenditure should be maintained. This would provide sufficient funds for the maintenance of the current activities of the organisation in the event of a significant drop in funding and also provide time to allow the Directors to consider changes in activities or new sources of funding. However it must be remembered that the majority of these reserves are held as fixed assets and could not be readily converted to cash. During the year reserves increased as a result of our merger and modest surplus recorded.

For your most recent financial year, what % of your income was from statutory sources?
21-30%

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?
Positive Transitions/Children & young people

Which of the programme outcome(s) does your application aim to achieve?
Positive Transitions/Londoners experiencing inequality or disadvantage are supported to become more independent
Positive Transitions/Specialist support services are better able to meet the needs of vulnerable and disadvantaged Londoners

Please describe the purpose of your funding request in one sentence.
To provide accessible health and wellbeing support to homeless people in 5 boroughs, measurably improving the mental health of highly disadvantaged Londoners through counselling, H&W workshops and complimentary therapies.

When will the funding be required? **01/02/2019**

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)

Yes

How much funding are you requesting?

Year 1:	Year 2:	Year 3:	Year 4:	Year 5:
£34,986	£34,032	£0	£0	£0

Total Requested: £69,018

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

Through 1:1 person-centred therapy, customers will improve their access to mental health support and develop solution-focused techniques to be better able to cope with their mental health issues, adapt to using new coping techniques and begin to thrive in independence.

Through workshop co-production and participation customers will feel more empowered and improve their understanding of mental health and wellbeing and thus their ability to cope with issues arising in these areas. By adapting to improve their wellbeing, they will also enhance their employability, relationships, self-care and management of finances.

Customers will benefit from an accessible, accountable and evidence-based specialist service from trainee counsellors who are supported by the HWC and Clinical Supervisor on their way to achieving the contact hours required by their counselling course.

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

12 trainee counsellors per year will deliver counselling benefiting 300 homeless people. This will be delivered from services in Lambeth, Croydon, Bromley, Merton and Kensington and Chelsea. As a British Association of Counselling and Psychotherapy (BACP) member, the counselling we provide will be evidence-based.

The Health&Wellbeing Coordinator (HWC), customers and external partners will deliver 24 health and wellbeing workshops benefiting 250 homeless people. These workshops will cover a range of wellbeing issues such as anger management, sexual and emotional health in relationships, improving confidence and self-esteem and managing self-harming ideation.

12 trainee counsellors per year will receive ongoing management supervision from the HWC and monthly clinical supervision to BACP standards from an external clinical supervisor. This will ensure our trainees are valued, their personal health and wellbeing maintained, and the service benefits both customers and helps them achieve their qualifications.

You and your grant request

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

We are applying for 2 years of continuation funding for our Health & Wellbeing Programme, which has operated between May 2015 to the present with support mainly from City Bridge Trust.

The programme consists of the provision of health and wellbeing support for homeless people (known as customers) in 5 London boroughs. This support takes the form of 1:1 counselling, complementary therapies and wellbeing workshops. The programme will be coordinated by the Health&Wellbeing Coordinator (HWC).

Counselling

Volunteer trainee counsellors will deliver person-centred therapeutic counselling to customers referred to the programme by their support worker, those who self-refer, and those individuals referred from the community by our partners.

Complementary Therapies & Wellbeing Workshops

We will coordinate the delivery of complimentary therapies by new and existing partners. Workshops co-produced with customers will focus on wellbeing issues such as anger management, sexual and emotional health in relationships, improving confidence and managing self-harming ideation.

How will the project described achieve your stated outcomes?

A significant improvement in access to counselling for disadvantaged homeless people in London. Free to access and with an initial assessment completed within one week from referral, the programme will fill a gap in provision in the boroughs where we work.

1:1 person-centred therapy delivered over 3, 6 or 12 sessions will enable customers to better manage their emotions and develop solution-focused techniques as coping strategies. Their mental health will improve measurably.

In the longer term, access to evidence-based therapeutic support will prevent disadvantaged Londoners' mental health needs from spiralling out of control and contributing to them falling back into the cycle of homelessness. Rather it will support their transition to independence and contribute to a reduction in inequality through better life chances.

While delivering the key programme aim of providing specialist support to vulnerable, disadvantaged Londoners, added value is achieved through trainee counsellors being supported to achieve BACP-accredited qualifications.

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

In a 2014 HomelessLink survey, 80% of homeless people at 'surviving'/'coping' stages reported a mental health concern. In our 2018 Summer health needs audit, 66% of our customers at 'adaptation' stage reported a mental health issue. In our recent research report, 'HurtToHomeless', 80% of customers surveyed disclosed suffering a childhood trauma, some of whom cited this as the primary cause of their homelessness. On top of this, homelessness in itself is traumatic and leads to compounded mental health issues, which can slow or halt the transition to independent living.

Our customers affected often lack the resources to manage their anger, relate to others, deal with problems in a constructive way and seek help with health problems. We have found that those with mental health needs are also less likely to engage with mainstream services. Their subsequent health crises can also have a knock-on effect on their fellow hostel residents.

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

Counselling

Recruitment of 12 trainee counsellors from educational institutions who we have built relationships with. Trainees will access: Evolve's core training programme, clinical supervision to British Association for Counselling and Psychotherapy minimum standards, ongoing support from the HWC as and when needed, and travel expenses.

On referral to the programme, customers will be given an initial assessment by the HWC which gauges their mental health needs. This is a crucial step in confirming their suitability for this type of support.

Individual progress over 3, 6 or 12 weeks will be measured and evaluated using the recognised Clinical Outcomes Routine Evaluation Management System.

Complimentary Therapies and Workshops

The HWC will coordinate the delivery of complimentary therapies e.g yoga and head massage. Workshops co-produced by the HWC and customers will cover a range of wellbeing issues e.g anger management, sexual and emotional health in relationships, improving confidence and managing self-harming ideation.

Why are you the right organisation to do this work?

Delivering this programme in-house has multiple benefits including:

- *by delivering at customers' place of residence and removing barriers to support (e.g travel to external services), engagement with this support service is maximised;
- *our frontline staff have already built trusting relationships with customers;
- *safeguarding concerns arising from therapy can be managed more effectively given that we already have a good background understanding of customers and we have staff based at their address.

We have delivered this programme with solid outcomes which have improved year on year:

- *waiting time for initial assessment reduced from 43 days from referral in Y1, to 27 days in Y2 and down to 12 days last year;
- *80% of customers reported better mental health after accessing the programme.

CBT Grants Officer's appraisal: It's encouraging to see how much progress has been made since Evolve first launched this service. I'm glad City Bridge Trust was able to support (2018).

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

?Sustaining this programme is vital for the wellbeing of a significant number of Croydon?s homeless people? Far from duplicating other services, this project fills a gap which exists in the provision of accessible counselling not out of their financial reach.? ?Rebecca Clews, Communities and Vulnerable People, LB Croydon.

Although some mental health services do exist in the boroughs we work in, these are often heavily oversubscribed (MindInCroydon ? 4-6wks for initial assessment; 18wks for counselling) and do not offer targeted individual support. Free psychological therapies can be inflexible and rarely cater for people with:

- *dual needs diagnosis
- *substance misuse
- *no GP registration
- *significant trauma.

Our H&W programme addresses this inequitable provision by recognising that some of our customers require a flexible approach to support which understands their complex needs to overcome barriers.

More accessible private counselling is prohibitively expensive and therefore not an option for homeless people (rates of £40-100/hour).

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

The increasingly unmet needs of homeless people led us to deliver a pilot project, and then in 2015 apply successfully to City Bridge Trust to scale up the project. Our routine health audits prove the need now is as great as ever.

Customers will give feedback around the 1:1 counselling service in their 'End of Counselling form'. Our value of customer feedback is demonstrated by including customer satisfaction as a project outcome.

The way we measure the programme's key outcome 'customer health and wellbeing' puts customers at the heart of the project. Rather than being sub-ordinates in their relationships with counsellors, customers will self-report their progress.

In our recent annual customer survey, 'Health+fitness' was the second most popular workshop theme requested from a choice of sixteen. Workshops will focus on sub-themes which customers tell us are important to them, fed back to us at quarterly 'BeInvolved' meetings.

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?

Customers will be empowered and remain at the centre of the project by co-designing and co-producing health and wellbeing workshops. Co-production is a key component of all our support programmes; being involved in an element of the H&W Programme may lead to co-production in another area of the organisation.

By recruiting and supporting the professional development of trainees from institutions based in our boroughs 'on an unpaid basis' we are encouraging the community to come together to improve the mental health of highly disadvantaged Londoners to better their chances of making a successful transition from homelessness to independent living.

Homeless people are among the most excluded in society and worst affected by inequality, particularly where access to health is concerned. Despite guidance provided to surgeries to mitigate against this issue, homeless people still face barriers to registering with GPs, which is in turn a significant barrier to accessing free counselling.

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?

The programme supports homeless people in need. We seek to identify mental health needs at the earliest possible stage, both formally at quarterly 'Staying Safe Plan' reviews which include SWEMWBS (Short Warwick Edinburgh Mental Wellbeing Scale) scale self-reporting, and informally during day-to-day contact with customers from support staff.

Our new support plan approach requires we begin to support homeless people at an even earlier stage 'as they are referred and prior to them moving in to our supported accommodation. If their referral suggests they have mental health needs which are not being treated, they will be offered the service on entry to our accommodation.

This is a preventative service: it works with disadvantaged people who are ready to address underlying issues before they reach crisis stage. The programme works to prevent customers visiting emergency services (e.g. A&E) by intervening and improving their mental health at an earlier stage.

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

6x colleges providing stream of trainees;

Community referral partners e.g Crisis Croydon, Hestia, LiveWell/JustBe, Peer Circles Project;

Social services (where safeguarding concerns arise);

Evolve's sister H&W Programme staff, including 2x Psychological Wellbeing Practitioners (see monitoring report submitted to City Bridge Trust in May 2018 for more detail);

Complimentary therapy partners;

Workshop delivery partners;

Engaged customers in workshop co-production.

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?

For most of our customers, they will be at the stage of 'adapting'. They have progressed through the 'surviving' and 'coping' stages following a period of homelessness possibly including rough sleeping and a stay in temporary accommodation, after which they were recognised as needing statutory support and referred to our supported accommodation.

Our key objective is to support homeless people into independent living i.e to thrive. We do this by adopting an asset-based approach to support which requires customers to be responsible for their own support plan, and asks them to look at their strengths rather than their deficits. Comprising of four pillars (Community, Living, Wellbeing and Aspiration), the H&W Programme falls into the wellbeing area. This and other support programmes enable individuals to adapt to taking positive steps towards opportunities which will later enable them to 'thrive' in independence e.g taking up education, training or employment opportunities.

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

We encourage the trainee counsellors we recruit to use public transport on their commute. We do this by budgeting for their travel expenses.

We eliminate travel needs for customers by offering the programme at their service, in dedicated health and wellbeing spaces situated mainly in new buildings which have been constructed to good practice standards and in compliance with energy efficient guidelines, all meeting BREEAM Excellent Standard (equivalent to EcoHomes level 4). This includes all rooms having energy efficient systems, including motion sensor lighting, energy efficient light bulbs and operating feed-in tariffs and solar panels to generate electricity. As a result of our recent redevelopment programme, our energy use has decreased by 65%.

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
Health & Wellbeing Coordinator Salary, NI & Pension	33,105	33,436	0	0	0	66,541
HWC travel and mobile costs	510	360	0	0	0	870
Clinical supervision	5,265	5,265	0	0	0	10,530
Volunteer costs (DBS, travel etc)	1,464	1,464	0	0	0	2,928
Workshop costs	500	500	0	0	0	1,000
BACP membership fee of £290/annum	0	0	0	0	0	0
Overheads @ 12%	3,748	3,748	0	0	0	7,394
TOTAL:	44,592	44,671	0	0	0	89,263

What income has already been raised?

Source	Year 1	Year 2	Year 3	Year 4	Year 5	Total
StreetSmart (2018/19 project grant)	1,726	0	0	0	0	1,726
Evolve unrestricted income	7,881	10,369	0	0	0	18,250
TOTAL:	9,607	10,369	0	0	0	19,976

What other funders are currently considering the proposal?

Source	Year 1	Year 2	Year 3	Year 4	Year 5	Total
None	0	0	0	0	0	0
TOTAL:	0	0	0	0	0	0

How much is requested from the Trust?

Expenditure heading	Year 1	Year 2	Year 3	Year 4	Year 5	Total
(share of) HWC Salary, Pension, NI	23,498	22,797	0	0	0	46,295
HWC travel and mobile costs	510	360	0	0	0	870
Clinical supervision	5,265	5,265	0	0	0	10,530
Volunteer costs (DBS, travel etc)	1,464	1,464	0	0	0	2,928
Workshop costs	500	500	0	0	0	1,000
Overheads @ 12%	3,748	3,646	0	0	0	7,394
TOTAL:	34,986	34,032	0	0	0	69,018

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?

Croydon

Bromley

Merton

Lambeth

Kensington & Chelsea

Does this project specifically target any groups or communities?

Yes - please enter details below

This project will specifically work with the following age groups:

16-24/25-44/45-64

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:

No

This project will specifically work with other groups or communities:
Beneficiaries will be homeless with mental health needs as a minimum. We also cater for care leavers; survivors of DVA, sexual abuse, trafficking, hate crime; migrants, refugees; and ex-offenders. Young people account for over two thirds of our customers.

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

Over the previous 3 years of delivering the H+W programme, we have catered for all the above and achieved solid outcomes. We have adapted the approach to increase engagement of young people, for instance.

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.

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

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: **Matthew Robinson**

Role within Organisation: **Senior Fundraising Officer**