

MEETING 30/10/2019

Ref: 15446

**ASSESSMENT CATEGORY: Bridging Divides - Connecting the Capital**

Toynbee Hall

**Adv: Geraldine Page**  
**Base: Tower Hamlets**  
**Benefit: Tower Hamlets**

**Amount requested: £161,372****Amount recommended: £161,400****The Applicant**

Toynbee Hall (TH) established in 1884 was the first social action settlement in the UK. It is a multi-purpose community centre and social welfare charity with a wide portfolio of projects that seek to tackle both the causes and effects of poverty, inequality and injustice. These include community development activities, advice services, dedicated services for younger and older people.

**The Application**

The application seeks three years continuation funding to contribute to the Centre for Wellbeing project initially funded by you in September 2017. With the initial two year funding TH increased the opening times of its Wellbeing Centre, located in Tower Hamlets, from three to seven days a week, and expanded its holistic programme of community support, learning and social activities to meet an ever-growing need in the community. Your continued funding will help maintain this and the holistic approach TH takes to ensure that it is able to support older people beyond the core health and wellbeing agenda and address direct needs uncovered through a joined-up approach with other services and local partners.

**The Recommendation**

TH has a very strong track record and expertise working with older people and is in a strong position to continue to offer an expanded service to older people in Tower Hamlets. The project is well planned and factors in improvements from learning during the first two years and in accordance with your priorities have only requested funding for the proportion of the project directed at those over 65 which is 70%. The remaining balance of the project costs will be met by match funding.

***£161,400 over three further and final years (£60,600, £61,200, £39,600) towards the salary costs of the P/T Wellbeing Centre & Volunteer Coordinator (3dpw) and associated running costs for the Centre for Wellbeing project.***

**Funding History**

Meeting Date	Decision
28/11/2019	£9,700 to deliver Toynbee Hall's proposed programme to develop the resilience of its frontline staff.
14/11/2018	£30,040 to contribute towards the costs of a pilot year to develop an Innovation Hub,
15/06/2017	£98,600 over 2 years (£49,100; £49,500) to contribute to the salary costs of the P/T Wellbeing Centre and Volunteer Coordinator (3dpw) and associated running costs for the Centre for Wellbeing project.
24/05/2016	Application withdrawn
27/11/2014	£4,998 to commission an access audit and consultancy.

### **Background and detail of proposal**

Over the past two years, the wellbeing work has become more relational as the older people TH support have built the skills and confidence to shape and drive it forward. Beginning as a consultation exercise, the User Steering Group has evolved to become a mobilised and self-organising body. Your continuation funding would enable TH to not only sustain its vital physical exercise and health provision, but also draw on the successes of its coproduction work which has evolved to deliver an outreach project designed and led by older people. This initiative builds on some key learnings from the previous grant:

- TH has co-designed a new IT intergenerational Buddy Scheme to replace purely instructive classes, which will pair isolated students and older people and teach practical IT skills for maintaining contact with family and friends.
- The Buddy Scheme will reduce isolation for those who are not accessing support services at all by providing them with social contacts in their own homes and tools to break down barriers stopping them connecting with their community.

Co-production and co-delivery make older people feel valued and builds connections through volunteering. Since the original proposal TH expanded the ways in which users contribute to and shape the service, including not only the User Steering Group but a growing number of user-led activities and a peer-research project – all of which have impacted users' confidence to contribute within their community. Its new outreach work is co-designed with service users and will be led by them, with older people acting as 'Peer Connectors' to link up others with the services they need.

### **Financial Information**

The low free reserves figures for 2018/19 and 2019/20 reflect the recent investment in TH through its 5-year major redevelopment. The historic halls re-opened in June 2018 and are now a prestigious and profitable event venue for voluntary, public and private sector organisations. The new building 28 Commercial Street opened in June 2019 and now houses TH wellbeing support to the community as well as the delivery of advice and legal services. Trustees expect to see a significant return on its redevelopment investment in terms of unrestricted income over the next few years, free reserves are expected to be replenished in the next 2 years.

Overall expenditure is increasing as there are now two building to maintain, but there is a decrease in unrestricted expenditure from 2019 to 2020. This is because it does not include support and governance costs relating to projects as these are now shown under restricted.

The figure for unrestricted reserves in the table below does not include fixed assets of £3,547,000 (2018 audited accounts), relating to the value of the property they own. In the case of real financial need it is possible that these could be released though selling the property or for borrowing against it.

<b>Year end as at 31 March</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
	<b>Audited Accounts</b>	<b>Audited Accounts</b>	<b>Budget</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Income &amp; expenditure:</b>			
Income	9,079,000	7,860,000	8,195,881
- % of Income confirmed as at 8/7/19	N/A	100%	94%
Expenditure	(7,658,000)	(7,828,000)	(8,344,912)
Gains & Losses	(4,000)	2,194,000	0
Total surplus/(deficit)	1,417,000	2,226,000	(149,031)
Split between:			
- Restricted surplus/(deficit)	1,774,000	(1,606,000)	(686,082)
- Unrestricted surplus/(deficit)	(357,000)	3,832,000	537,051
	1,417,000	2,226,000	(149,031)
<b>Cost of Raising Funds</b>	567,000	531,000	146,697
- % of income	6.2%	6.8%	1.8%
Operating expenditure (unrestricted funds)	959,000	1,008,000	488,771
<b>Free unrestricted reserves:</b>			
Free unrestricted reserves held at year end	347,000	79,000	(70,000)
No of months of operating expenditure	4.3	0.9	-1.7
Reserves policy target	550,000	560,000	560,000
No of months of operating expenditure	6.9	6.7	13.7
Free reserves over/(under) target	(203,000)	(481,000)	(630,000)