

CITY BRIDGE TRUST – Delegated Authority (Requests up to £250k)

ASSESSMENT CATEGORY: Bridging Divides - Advice and Support\Provision of advice and support

City & Hackney Carers Centre

Ref: 16031

Amount requested: £140,924

Adv: Lily Brandhorst

Base: Hackney

Benefit: Hackney

Amount recommended: £140,900

Purpose of grant request: To provide a specialist advice service for unpaid carers and the people they care for in the City and London Borough of Hackney.

The Applicant

City and Hackney Carers Centre (CHCC) is a charitable company originally founded in 1996 by a group of carers who were struggling to find support. The 2011 UK census counted 18,000 unpaid carers who live or support someone living in Hackney and 576 in the City of London. CHCC works with carers to develop and deliver a range of needs-led support services. It has longstanding relationships with other local providers, London borough of Hackney and Hackney CCG, and is part of the Hackney Advice Partnership.

Background and detail of proposal

CHCC seeks funding for a part time Specialist Bilingual Adviser/Project Manager and a part time Bilingual Advice Officer, to provide an advice service to carers and the people they care for in the City and Hackney. The service will be delivered through two weekly advice clinics at GP surgeries and other community venues; a four hour weekly virtual drop-in session; and a telephone/remote access advice service operating one day a week for carers unable to access the drop-in. Advice will cover a range of relevant topics including housing, debt, welfare benefits and carers' entitlements; will be offered in English, Hindi, Urdu and Bengali; and will include follow-up caseworking as needed. The intended outcomes of this service are that more carers will: access the benefits and other support to which they are entitled; be able to manage their money better, avoiding further problems linked to debt/low income; and experience reduced stress and better choice and control in their lives.

While Covid-19 measures remain in place the service will be delivered completely remotely, with a view to returning to the delivery of in-person services once appropriate. CHCC has been developing remote services for carers for several years and is in a good position to deliver the work in this way.

Financial Information

In 2020 CHCC's loss of a longstanding contract to deliver services for LB Hackney resulted in diminished income and expenditure. The organisation is bouncing back from this substantial change and has seen significant success in fundraising from trusts and foundations during the period that followed. Free reserves are at a healthy level.

Year end as at 31st March	2020	2021	2022
	Signed Accounts	Forecast	Budget
	£	£	£
Income & expenditure:			
Income	313,989	263,874	178,244
- % of Income confirmed as at 5/2/2021	N/A	86%	39%
Expenditure	(317,170)	(214,653)	(224,541)
Total surplus/(deficit)	(3,181)	49,221	(46,297)
Split between:			
- Restricted surplus/(deficit)	12,110	60,768	(27,884)
- Unrestricted surplus/(deficit)	(15,291)	(11,547)	(18,413)
	(3,181)	49,221	(46,297)
Operating expenditure	317,170	207,120	223,071
Free unrestricted reserves:			
Free unrestricted reserves held at year end	107,747	96,200	77,787
No of months of operating expenditure	4.1	5.6	4.2
Reserves policy target	79,293	51,780	55,768
No of months of operating expenditure	3.0	3.0	3.0
Free reserves over/(under) target	28,455	44,420	22,019

Funding History

ID	Type	Meeting Date	Decision
15301	Bridging Divides	25/07/2019	Withdrawal as the organisation currently does not hold a relevant advice quality mark or management qualification required for your Advice and Support priority.
10670	Working with Londoners	28/07/2011	£110,800 over three years (£36,800; £36,900; £37,100) for the salary of a full-time advice worker and some on-costs for a project supporting older carers.
10480	Working with Londoners	17/02/2011	Application for a very similar project which is not eligible at this time. Following discussion with your officer, the organisation has withdrawn.

Recommendation

CHCC is an organisation with many years' expertise in supporting carers in the City and Hackney and a good reputation with relevant local stakeholders. Users' needs are clearly at the heart of its work. At time of applying the organisation was working with Advice UK to secure the Advice Quality Standard. This process has been delayed by Covid-19 but it anticipates receiving the standard in March 2021. A grant is recommended as follows:

£140,900 over three years (£46,290; £46,840; £47,770) for the salary and on-costs of a 2 dpw Bilingual Adviser/Project Manager and a 3 dpw Bilingual Advice Officer and associated project costs of running a specialist advice service for carers in Hackney and the City of London. Release of the second year's funding is conditional on the organisation gaining an Advice Quality Standard.

Approved.....
Chief Grants Officer /
Deputy CGO

Approved.....
Chair

Approved.....
Deputy Chair

Date.....

Date.....

Date.....