

ASSESSMENT CATEGORY - Bridging Communities

Doctors of the World UK

Ref: 11606

Amount requested: £50,000

Adv: Stewart Goshawk

Base: Tower Hamlets

Amount recommended: £50,000

Benefit: London-wide

Purpose of grant request: Bridging the gap between socially excluded groups who cannot access healthcare with mainstream health services, through registration with a G.P.

Background

Doctors of the World UK (DoW) is the British arm of the internationally renowned organisation Mediciens du Monde, which provides both emergency and long term medical care in some of the poorest and most war-ravaged parts of the world. It currently operates in over 60 countries across the globe, literally saving the lives of thousands of people. Mediciens du Monde is itself an offshoot of Mediciens Sans Frontiers, when some of its members wished not only to provide medical support services but also to use their collective experience to advocate for change and improvements to the provision of healthcare services around the world. Mediciens du Monde has offices in 16 of the most developed countries, including the UK, operating as DoW. What sets these organisations apart is, in addition to raising funds and volunteers for the international work, each office undertakes a health-related project within its own country, seeking to address health inequalities.

Funding History

The Trust has funded DoW once before in December 2010 with a grant of £25,000 for a first year's support for its London work. That award has been satisfactorily signed off.

Current Application

'Project:London' is working to ensure that those people most marginalised in society have access to good quality primary healthcare. The legal position is mired in confusion, with a myriad of changes to legislation making even those in the profession unclear about who has access to what - let alone the chance of an individual in need understanding their rights. The current position is actually that each GP can choose who they treat, regardless of status, documentation or lack of address.

Project:London therefore operates at two levels. Firstly, offering an emergency primary healthcare service to people who have no access to a GP service. This presently operates three times a week out of premises occupied by Praxis, in the East End (an organisation you have supported several times, and which has an excellent reputation for its work with migrants and refugees).

Outreach sessions have also been held in locations such as Providence Row's Dellow Centre and the 999 Club in Deptford (both also grant recipients of yours), as well as sessions organised through the Roma and Chinese communities and with local synagogues. Healthcare services are provided by volunteer GPs and other healthcare professionals. The client group is varied but includes migrant and domestic workers, women in the sex industry, homeless people and others who are destitute. The clinics see over 1,000 people a year, each of whom DoW seeks to secure more long term GP care. Perhaps most worryingly, the project has helped over 100 pregnant women who had no access to any healthcare and a number of unaccompanied minors, alone in the UK and outside 'the system'.

DoW's second, vital, role is working with GPs, practice managers and local PCTs to ensure that all those working at the sharp end are clear about what the legal position is with regard to primary healthcare and to forge better links between the 800+ community groups on DoW's database and local GP services. Mystery shopping has proved that the advice being given out by PCTs is contradictory and confusing. Many GPs would be willing to offer a service but are wary of falling foul of regulation.

Financial Observations

The audited accounts for the year ended 31st December 2012 record an overall surplus of £25,706 (2.5% of turnover), which comprises a surplus on unrestricted activity of £35,309, partially offset by a deficit on restricted funds of £9,603. The charity's reserves policy states the aim is to hold free reserves equivalent to 3 months' running costs to ensure that core activity could continue during unforeseen difficulties. Based on current year forecast expenditure, that gives a target reserve of £150k, which compares to an actual holding of unrestricted free reserves of £61k as at 31st December 2012.

The current year budget for 2013 shows total income of £1.9m, of which £1.7m (90%) is secured at the time of writing. After total expenditure of £1.9m, which includes grant payments of £1.4m, a break-even position is anticipated across all funds.

Officer's Appraisal

Project:London is providing primary healthcare to many people in extreme need who cannot access statutory care. The significant level of professional voluntary input is vital to the success of the service and is bringing together the NHS, voluntary and community groups and individuals in need in a unique and valuable partnership.

Recommendation

£50,000 over two further years (2 x £25,000) towards the costs of Project:London, providing emergency primary healthcare for people unable to access statutory services.



The City Bridge Trust

Charity Registration Number: 1035628

Working with Londoners: Application for a grant

Please read the guidance notes before completing this form

Reference:
(office use only)

11606

Date Received:

07/01/2013

Programme
Area:

02

1. About your organisation

Name of organisation applying for grant: Doctors of the World UK	
If the organisation is part of a larger organisation, what is its name?	
Address for correspondence: 6th Floor, One Canada Square London	
Postcode: E14 5AA Is this your home address? No	
Contact person: Miss Melissa Ernest	Position: Fundraising Manager
Phone: 020 7 515 7534	Fax: 020 7 515 7560
E-mail: mernest@doctorsoftheworld.org.uk	
Website: http://www.doctorsoftheworld.org.uk	
Legal status of organisation: Registered Charity	
If registered, please give charity number: 1067406	
Date organisation established: 13/01/1998	

2. Request for funds

Under which of the Trust's themes are you applying (see our website or brochure for further details)? Bridging Communities
Purpose for which funds are requested: (25 words maximum) Bridging the gap between socially excluded groups who cannot access healthcare with mainstream health services, through registration with a G.P.
How much funding is requested? Year 1: £25,000 Year 2: £25,000 Year 3: £0 Total: £50,000

3. Aims of your organisation

Doctors of the World UK are part of the Médecins du Monde network, an international humanitarian organisation that has been providing healthcare to vulnerable populations for over 30 years. We run emergency, long-term international, and domestic programmes in over 60 countries, including our own countries. We always aim to strengthen national health systems, in order to improve access to healthcare for all. As an impartial, non-governmental organisation, Doctors of the World advocates for access to healthcare for all, especially for those whom the world is forgetting.

4. Main activities of your organisation

Our remit is to reach out and help the most vulnerable people in need of medical care and support around the world. Our work falls into three main categories:

- **Emergency:** responding to humanitarian crises, natural disasters and wars/ conflict situations.
- **Post-emergency and rehabilitation:** helping local people to restore their health care system in the aftermath of emergencies by reconstructing clinics and hospitals, providing medical supplies and training local healthcare workers. Our projects also help with the physical and psychological recovery of people affected by disasters.
- **Long-term development:** these projects aim to bring lasting and sustainable solutions by tackling the long-term effects of poverty and exclusion from healthcare. This involves supporting local health systems with prevention techniques, promoting health education and training local healthcare workers re: transferable skills.

The project for which we are seeking funding is our London based healthcare and advocacy project.

5. Number of staff

Full-time	Part-time	Management committee members	Active volunteers
6	1	6	145

6. How do you support your volunteers?

Step by step support systems in place for volunteers include: Induction; Training; Supervision meetings and appraisals; Peer orientated meetings with fellow volunteers to share best practice. We also reimburse expenses.

7. Property occupied by your organisation

Is the main property owned or leased/rented by your organisation?	If leased/rented, how long is the outstanding lease/rental agreement?
Rented	yearly renewal

8. Finance

From your most recent audited or independently examined accounts, complete the following:

Financial year ended -

Month: **December**

Year: **2012**

Income received from:	£
Voluntary income	422,963
Activities for generating funds	0
Investment income	0
Income from charitable activities	598,737
Other sources	0
Total Incoming Resources	1,021,700

Expenditure:	£
Charitable activities	918,146
Governance costs	459
Cost of generating funds	77,389
Other	0
Total Resources Expended	995,994
Net (Deficit)/Surplus:	25,706
Other Recognised Gains/(Losses)	0
Net Movement in Funds	25,706

Asset position at year end	£
Fixed assets	10,736
Investments	0
Net current assets/(liabilities)	93,100
Long-term liabilities	0
*Total A	103,836

Reserves at year end	£
Unrestricted funds	71,531
Restricted funds	32,305
Endowment funds	0
*Total B	103,836

9. Statutory funding

For the financial year above, what % of your income was from statutory sources?
30% +

10. Material changes

Describe any material changes to the organisation's activities, structure or financial position since the date of the most recent accounts:

11. Previous applications to the Trust

Have you applied to the Trust before? If so, please give details:

Month/Year:	Aug10	Ref:	0	Grant received:	£25,000	OR application rejected?	No
Month/Year:		Ref:		Grant received:		OR application rejected?	
Month/Year:		Ref:		Grant received:		OR application rejected?	

12. Previous funding received

Funding received by your organisation from the following sources during the last **THREE** years:
(i) City of London (other than the City Bridge Trust) **(ii)** London boroughs **(iii)** London Councils (formerly ALG)
(iv) Health authorities **(v)** Central government departments **(vi)** Other statutory bodies (e.g. Housing Corporation, Arts Council) - List source, years and annual amounts:

	Year: 2010	Year: 2011	Year: 2012
(i)			
(ii)			
(iii)			
(iv)			
(v) DfID; Department of Health	£592,454	£229,030	£648,712
(vi) Big Lottery; Comic Relief	£10,000	£16,000	£16,000

13. Previous grants received

Grants received by your organisation from charitable trusts and foundations (other than the City Bridge Trust) during the last **TWO** years. List source, years and annual amounts:

	Year: 2011	Year: 2012
Tudor Trust	£25,000	£15,000
Trust for London (City Parochial)	£17,700	
Barrow Cadbury Trust	£19,000	

14. What steps is your organisation taking to reduce its carbon footprint?

We understand that good environmental management is an essential part of good practice in the sector, and are committed to mitigating our environmental impact. We are committed to the following:

- Energy and waste reduction
- Prevention of pollution
- Compliance with all environmental legislation

As part of our international work, we help minimise the impact of natural disasters by building disaster resilience programmes. Health structures in disaster-prone regions are often very unstable, making populations in the aftermath susceptible to epidemics, contagious disease and malnutrition. Our initiatives rehabilitate health structures and disease surveillance systems to increase their readiness for disasters. We use a participatory approach in empowering communities to reduce losses in lives and in social, economic and environmental assets.

15. Purpose

Complete this section whatever the amount of grant requested. **In addition**, if the request is for £25,000 or more in total, a fuller proposal should be sent with this form. Also, if your application is for all or part of new or existing post(s), please enclose a copy of the relevant job description(s) including the salary level.

In order to provide the right information, please refer to guidance note 15 before completing this section.

Doctors of the World undertook a needs assessment in Tower Hamlets in 2005 to find out if there were any obstacles to accessing health care and the health needs for excluded groups. The needs assessment found that there was a significant group who were not able to access healthcare, including: refugees and asylum seekers, people suffering from homelessness and sex workers and undocumented migrants.

Located in Bethnal Green, Project;London has been set up. Here, a number of activities take place, including advocacy: those who cannot register with a doctor undertake a social consultation with one of our support workers to understand their health needs and social situation so we can actively seek to get the service user registered with a GP. Our support workers work with GP surgeries to ensure they are clear about the British Medical Association guidelines on access to health care. As registration with a GP can be a lengthy process, in the interim, medical care is provided on the premises through seeing a doctor or nurse who complete a medical consultation with the service user. The only way to create lasting change is to share what we have seen and learnt. To this end, we collect data and case studies in the clinic to share with policymakers.

Our aim is to ensure that those who have medical needs are given the medical attention they need through access to mainstream services. Therefore, we work with G.P surgeries and healthcare providers, highlighting the barriers to, and inconsistencies in, mainstream health services. In the interim, we see ourselves as a vital intermediary for vulnerable people who are not clear on how to access, and also distrustful of, mainstream services and support them to grow in confidence to take up these services. Furthermore, we work to ensure healthcare policy in the UK reflects the needs of all members of society and provide a voice for those who are marginalised, sharing our findings on the subject of access to healthcare.

Since our inception in 2006, we have provided immediate medical support and health advocacy for over 7,000 people and, in 2011, we saw a record breaking 2,127 people access our services, signifying the high level of trust that we have built with the vulnerable communities that we support, and also a worrying change in access to primary healthcare. Our robust data and expertise in this area has enabled us to be recognised as the leading voice on migrant health; submitting evidence on key government consultations, including the recent Health and Social Care bill as well as sharing our unique viewpoint on a number of working groups.

Project;London does more than deliver healthcare; it supports, and advocates on behalf of our service users and ensure that they have access to mainstream services. Rather than being an alternative to the NHS; we also highlight the barriers to, and inconsistencies in, existing services and work with G.P surgeries to redress any barriers. Therefore, by acting as a bridge between vulnerable groups and the NHS, we facilitate improvements in the service, ensuring that it meets the needs of all members of society and is also cost effective, in the long term, for the NHS. Service users are involved in the running of the project through the Steering Committee, Service Users Forum and feedback forms. Our services are open to all; and we undertake outreach work to engage with isolated communities as well as build like minded partnerships to deliver services on their premises. Volunteers are pivotal to the service that we provide; we rely on our dedicated medical doctors, nurses and support workers to deliver P;L.

16. Explain how you will monitor and evaluate both your own outcomes and those of the programme under which you are applying.

Monitoring of the work takes place at five integral stages of a service users journey with Project;London: (1). Initial social and medical consultation; (2).Throughout service users journey with Project;London; (3). Follow up 12-18 months after registration with a G.P;(4).Support workers health advocacy activities on service user's behalf with G.P surgeries; (5). On registration with a G.P, a service user satisfaction form is completed to ensure that we have delivered the highest quality of service to meet our service users needs. Evaluation takes place at an operational level; the Project;London team and Director review the data on a monthly basis to identify any variations or peaks that require action; the Steering Committee that has been specifically set up to provide advice and expertise to Project;London, and includes a service user representative, also monitor and review operations; and finally, the Board of Trustees provide critical oversight of P;L on a quarterly basis.

17. Beneficiaries

How many people will benefit from the grant per year? 1700			
In which local authority is your organisation based? Tower Hamlets			
Which borough(s) of Greater London will benefit from this grant? (if more than one, please give % for each) We have no catchment area but 5 key boroughs are Tower Hamlets, Newham, Hackney, Brent, Haringey			
At what address will the activity be located? Project London is located in Praxis, a community centre based in Tower Hamlets, supporting displaced people.			
What age group will benefit? All			
What will the ethnic grouping(s) of the beneficiaries be?			
	%		%
White - British	5	Black - Caribbean	5
White - Irish	5	Black - African	20
White - Other (please describe)		Black - Other (please describe)	
Asian - Indian	10	Black - British	
Asian - Pakistani	15	Chinese	10
Asian - Bangladeshi	30		
Asian - Other (please describe)		Other (please describe)	
Open to everyone			YES
What proportion of the beneficiaries will be disabled people? 10%			

18. Funding required for the project

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

(List main expenditure headings and amounts)

Expenditure heading	Year 1 £	Year 2 £	Year 3 £	Total £
Clinic running costs	25,006	28,386		53,392
Programme costs	37,850	41,410		79,260
Staff costs	98,796	102,748		201,544
Compliance with Care Quality Commission	8,401	8,681		17,082
Overheads and contingency (12%)	23,139	24,570		47,709
TOTAL	193,192	205,795		398,987

What income has already been raised? (List amounts and main sources)

Source	Year 1 £	Year 2 £	Year 3 £	Total £
Doctors of the World	50,000	50,000		100,000
Department of Health	50,000			50,000
Comic Relief	16,000			16,000
Tudor Trust	15,000			15,000
TOTAL	131,000	50,000		181,000

What other funders are currently considering the proposal?

Funder	£
J Paul Getty Jnr Trust	30,000
Sir Halley Stewart Trust	20,000
Esmee Fairbairn Foundation	20,000
TOTAL	70,000

19. Funding requested from the Trust


How much is requested from the Trust? (List main expenditure headings and amounts)

Expenditure heading	Year 1 £	Year 2 £	Year 3 £	Total £
Running costs	10,000	10,000		20,000
Programme costs	15,000	15,000		30,000
TOTAL	25,000	25,000		50,000

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20. Funding requested from the Trust (continued)

When will the funding be required? 08/07/2013
Is the activity to continue beyond the period for which funding is requested? If so, how will it be resourced? The Fundraising strategy currently focuses on raising funds through trusts and foundations; commissioning; and partnership opportunities. We are also working towards building our unrestricted funds, through individual donor development, that will also go towards sustaining the work of Project;London.
If any planning or other statutory consents are required for the project to proceed, what stage have the applications reached? N/A. We are registered with the Care Quality Commission as a private healthcare provider.

Declaration on behalf of applicant organisation

I, <u>MELISSA ERNEST</u> (your name)
am an authorised representative of <u>DOCTORS OF THE WORLD UK</u> (your organisation)
within which I am <u>FUNDRAISING MANAGER</u> (your position)
To the best of my knowledge, all the information that I have provided in this application form is correct
Signature <u></u> Date <u>08.01.13.</u>

Return the completed form to: The City Bridge Trust
City of London
PO Box 270
Guildhall
London EC2P 2EJ

- Please
- **do not send this application by fax or e-mail** – unless applying online, applications must be posted to the Trust
 - **do send the information in the checklist** – if items are missing, your application will be returned to you
 - **do send only the information in the checklist** – if further information is required, we will contact you
 - **do ensure you have signed and dated this form** – we cannot accept forms which have not been signed and dated
 - **do use the correct postage** – the completed form and additional materials are likely to exceed 100g in weight