

MEETING: 04/07/2013

Ref: 11675

ASSESSMENT CATEGORY - Older Londoners

Volunteer Bureau of Barking and Dagenham Adv: Joan Millbank

**Amount requested: £74,950
(Revised Request: £61,555)
Amount recommended: £61,200**

**Base: Barking &
Dagenham
Benefit: Barking &
Dagenham**

Purpose of grant request: To open a network of 'Get Togethers' across Barking and Dagenham for older people offering social, cultural, educational and friendship activities to improve wellbeing and support healthier lives.

Background

Set up in 1992 The Volunteer Bureau of Barking and Dagenham (VBBD) provides a wide range of volunteering opportunities for people of all ages, supported by accredited learning. The Young Persons Project places school children at risk of exclusion into work placements in childcare, hairdressing, mechanics and gardening as a stepping stone back into full time education. VBBD played a major role in training the Olympic Ambassadors. The bureau also acts as the borough administrator for the Disclosure and Barring Service processing applications on behalf of 300 voluntary organisations and community groups each year.

Funding History

You made a one-year grant in June 2009 towards the cost of providing support for volunteers, with a particular emphasis on the engagement of minority ethnic groups. The monitoring report was assessed as 'good'.

Current Application

VBBD is seeking your support to develop a network of groups to benefit older isolated people living in the borough. VBBD initiated research that found many older people aged 75 years and older living at home, isolated from family and friends, experiencing early dementia and with no obvious support system. It set up its first weekly 'Get Together' group in January 2012 in response to the closure of local authority day centres due to financial restrictions. User feedback found that participants reported an increased sense of wellbeing, feeling safer and healthier, and more likely to look after themselves. Records show that the activity has attracted a cross section of older users, reflecting the borough's diverse population.

VBBD is seeking to roll out the model across the borough and to set up 20 new groups over three years. A full-time post is needed to establish and initially co-ordinate each group with help from VBBD volunteers, while the long term intention is to make each group self-running. Costs will be kept low by utilising the skills and knowledge of the volunteers and group members, and free services available in the borough, for example, health

talks and fire safety demonstrations. Transport will be provided mainly through using volunteer drivers. Club activities will be enhanced with day trips and excursions, and an affordable hot meal will be provided where possible. Ten free venues have been identified to date including rooms in community centres and Churches, and sheltered housing lounges.

The primary beneficiaries will be older isolated people aged 75 years+ although any elder person in need of support will be able to join including those experiencing a physical and /or mental ill health problem. Users will self-refer or be referred by family or agencies. Benefits will include increased well-being, reduced social isolation, healthier lifestyles, active engagement including volunteering, and enhanced social interaction and cohesion. VBBD will use a Star Outcome model to monitor and assess difference made.

Financial Observations

Audited accounts for the year ended 31 March 2012 show a surplus of £2,500 (1.2% of turnover) all of which was on unrestricted funds. The charity does not have a written reserves policy, although trustees have stated that the organisation aims to hold in free unrestricted reserves a minimum of three months' operating costs, which based on current year expenditure equates to £51,100. At 31st March 2012 free unrestricted reserves stood at £9,527, equating to 0.5 months' worth of total expenditure.

Management accounts for the year ending 31st March 2013 show income of £224,890 and an end-of-year surplus of £3,193 (1.4% of turnover), which again was entirely on unrestricted funds. This will increase the free unrestricted reserves position to £12,720, 0.7 months' worth of total expenditure.

The current year 2013-14 budget shows a balanced position with projected income of £204,400. £136,000 (66.5%) is expected to be raised from fees and charges throughout the year as unrestricted income, with the balance of £68,400 (33.5%) expected from grants as restricted funds; of which £49,400 (72%) has been secured to date.

Officer's Appraisal

This application seeks to address all the outcomes under your Older Londoners programme. The delivery model is cost effective, is strong on user engagement and volunteering, and offers the potential for long term sustainability. The grant request has reduced to £61,555 following resubmission of project costs and inclusion of user fees omitted in error from the original application.

Recommendation

£61,200 over three years (£16,000; £23,000; £22,200) towards the salary and running costs of twenty Get Together groups.



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)

11675

Date Received:

25/02/13

Programme
Area:

5

1. About your organisation

Name of organisation applying for grant:

Barking and Dagenham Volunteer Bureau

If the organisation is part of a larger organisation, what is its name?

Address for correspondence

Ripple Centre, Ripple Road, Barking.

Postcode: **IG11 7FN**

Is this your home address? **No**

Contact person:

Mrs Joan Brandon

Position:

Chief Executive

Phone: **020 8532 7344**

Fax: **020 8532 7393**

E-mail: **bardagvb@hotmail.co.uk**

Website:

Legal status of organisation: **Charity**

If registered, please give charity number: **1007951**

Year and month organisation established: **Feb. 1992**

2. Request for funds

Under which of the Trust's themes are you applying (see our website or brochure for further details)?

Older Londoners

Purpose for which funds are requested: (25 words maximum)

Open a network of Get Togethers across Barking and Dagenham for older people (75+ offering social, cultural, educational, friendship activities improving and encouraging healthier lives.

How much funding is requested?

Year 1: £19000 Year 2: £28000 Year 3: £27950

Total: £74950

3. Aims of your organisation

To alleviate the effects of Isolation, Frailty, Disability, Culture and Faith by Volunteering.
To recruit, Train, Support, Place Volunteers.
To offer to the above and all residents the opportunity to Volunteer, receive the Help of Volunteers, to expand their Skills, To Learn New Skills.

To show how Volunteering improves the lives of all.
To offer a Brokerage Service re Volunteering

4. Main activities of your organisation

Recruiting, Training, Supporting, Placing Volunteers.
Care Project,
Volunteer Brokerage
Volunteer Plus Centres offering easy access to all who wish to Volunteer
Volunteer Programme offering assistance with Gardening, DIY, Shopping, Transport, Decorating or any need requested.
Professional Programme providing Qualified Workers who can complete Tasks requiring Qualified Operatives. i.e. Electricians, Plumbers, Carpenters.
DBS (CRB) Service to over 300 groups.
Wednesday Get Togethers for Isolated Older Residents
Young Persons Project working with Young People who are not in Formal Education.

5. Number of staff

Full-time	Part-time	Management committee members	Active volunteers
2	4	7	500

6. How do you support your volunteers?

Open door policy so Volunteers do not need appointment. Register of all Volunteers monitoring their placement regularly. Training, Accredited & Non Accredited. Ensure groups we place Volunteers with are working towards or have the London Charter.

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.

8. Finance

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

Financial year ended -

Month: **March**

Year: **2012**

Income received from:	£
Voluntary income	91641
Activities for generating funds	
Investment income	
Income from charitable activities	83797
Other sources	36436
Total Income	211874

Expenditure:	£
Charitable activities	195,846 <i>cp</i> 187467
Governance costs	8644
Cost of generating funds	4884
Other	0 8379 <i>cp</i>
Total Expenditure	209374
(Deficit)/surplus for the year:	2500

Asset position at year end	£
Fixed assets	0
Investments	0
Net current assets	9527
Long-term liabilities	0
*Total A	9527

Reserves at year end	£
Endowment funds	0
Restricted funds	0
Unrestricted funds	9527
*Total B	9527 <i>cp</i>

* Total A and Total B must be the same and should be taken from your balance sheet

9. Statutory funding

For the financial year above, what % of your income was from statutory sources?
33%

10. Material changes

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

none

11. Previous applications to the Trust

Have you applied to the Trust before? If so, please give details:					<input checked="" type="checkbox"/>
Month/Year: -	/ 2009	Ref: 9369	Grant received: £21300	OR application rejected	<input type="checkbox"/>
Month/Year: -	/ -	Ref:	Grant received: £	OR application rejected	<input type="checkbox"/>
Month/Year: -	/ -	Ref:	Grant received: £	OR application rejected	<input type="checkbox"/>

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) London Borough Barking & Dagen	18000	29500	64500
(ii)			
(iii)			
(iv)			
(v)			
(vi)			

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
Esmee Fairbairn		15000

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

Barking and Dagenham Volunteer Bureau re cycles all of our paper.
 We use any scrap paper for taking telephone messages.
 We print everything double sided.
 Use email rather than sending letters if possible.
 Use tap Water not Bottled water.
 Keep the blinds open to use daylight rather than Electric Lights.
 We have been commissioned by WRAP to promote Love Food Hate Waste across Barking and Dagenham, Havering, Redbridge and Newham
 Supply low energy to all our elderly users.
 Encourage staff to use public transport rather than cars.

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.

The need for the Project was identified in 2012 when we were part of a Warmer Homes Project which was aimed at reducing deaths in Older People due to the Cold weather. We delivered warm packs to over 300 homes. We quickly found that there was another underlying problem with many of our Older Residents which was Isolation, Loneliness, Culture, Frailty, Mobility and Fear, all causing them not to leave their homes. Initially we asked each person we went to how we could work with them to improve their lives. Overwhelmingly they said a club where they could come to to meet others with Transport to bring them and take them home safely. Due to the closure of Age Concern in Barking and Dagenham there were no facilities in place for these residents. The attendance has risen to over 20 which is about the right amount to ensure that every one is consulted, included and listened to. Ages range from 76- 96. We will open 10 new Get Togethers in the first year and 5 in each of the following 2 years.

Research tells us that the health of our older residents deteriorated due to the Problems mentioned above.

A Steering Group was put together to see how we could bring about the changes needed to improve the lives of our Older residents. In January 2012 we opened our Get Together in Ripple Centre, Barking. We recruited Volunteer Drivers and Volunteers to be at the Get Together. All were CRB checked and received Training. Invited 10 of our identified older residents to come along which was the start of a regular Wednesday Get Together. We asked Service Users if they would be willing to plan the Activities and Events. They quickly gave us a long list. The managers of Ripple Centre met with us and offered a permanent weekly let free of charge. We have identified other Venues across the borough who are happy to have Get Togethers in their Venues. Not all can be free of Charge.

The aim of the Project is to :_

Prevent health problems due to Isolation, Frailty, Culture, Loneliness, Mobility and Fear.

Promote Inclusion, Friendships, Build up Confidence, Use their Skills and encourage them to learn new skills. Promote Independence in decision making. Ensure that all have Benefit Advice, Home Safety Advice, Provide Exercise Classes suitable to keep them flexible and mobile.

Work to making the Get Togethers self funding, by recruiting, training and supporting Volunteers and Service Users to Manage them.

Monitoring & Evaluating throughout the project will be undertaken in many ways. A small 3 monthly questionnaire asking for relevant information re our aims and objectives. Informal chats to all service users and Volunteers around the differences made to their lives. Improvements will be noted for all Service users in their Confidence, Friendships, Mobility, Awareness of the help they can access. Look at the improvements Volunteers and Service Users make ensuring the future of Get Togethers.

We will also Monitor all attendances and how the need for Get Togethers increases or decreases. Barking and Dagenham Volunteer Bureau has been in the Borough since 1992. The borough has a large Older Population and a Large Multi Cultural Population which has led the Bureau to provide many Services designed to cover their needs. We offer daily telephone calls to isolated residents, Volunteer Befrienders, Volunteers to help with Gardening, Transport, Decorating, DIY, Benefit Checks, Home Safety Checks, 24 hour emergency telephone service, an open door policy, Support especially for those whose main language is not English in filling out forms, accredited Training and non accredited training. The Pilot Get Together has seen Service users and Volunteers from all ages, cultures and faiths working together to enrich their lives and has definitely reduced all the Myths that many had about Young People and Cultures. The Youngest Volunteer is 15 and the oldest Volunteer is 83 (teaches Chair Exercises). All the service users are between the ages of 76-96. Our service users have varying health needs such as Mobility, Cancer, Sight and Hearing, Dementia and Alzheimers. Older people choose the Activities and trips each week. Everybody is welcomed regardless of Backgrounds, Disability and Diversity is shared by all celebrating the different special cultural days. Volunteers are very much what we are about and we hold special Thankyou events. The training and support we give to Volunteers is designed to show how valuable their skills are and to show them they are able to work with Older People in managing their own Get Togethers.

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

Monitoring and Evaluation will be regularly completed.

Outcomes.

Increase of referrals to the Get Togethers to ensure we are accessing all who need the service and also that we are getting the message to those who would have details of those who need the services. i.e health professionals, Families, Social Workers. Increase in the Venues for Get Togethers and ensuring that the borough is covered so that Access to Get Togethers is near to Peoples Homes. Monitor the Diversity of Volunteers, Increase in New Volunteers Training and Working on the Projects.

Monitor the Diversity of Service Users attending the Get Togethers.

Attendance checking that people come regular to ensure they get the best outcomes.

Increase in Service users Health, Lifestyles, Mobility, Skills, Friendships, Confidence, Financial Incomes. Reduction in the feelings of Loneliness, Isolation and Fear of going out or of other Cultures. Increase in Volunteers Skills, Knowledge, Confidence and hopefully Employability.

Monitoring will be in many forms. Questionnaires, Star Outcomes Monitoring, Informal Chats, Group Discussions. We are used to working with The Older Peoples Star Outcomes Systems and have found they give the best insight into the changes Projects can make to peoples lives and also identify any gaps in provision. We will use the evaluations to improve the Get Togethers.

17. Beneficiaries

How many people will benefit from the grant per year? **225 older Residents + 50 Volunteers**

In which local authority is your organisation based?

Barking and Dagenham

Which borough(s) of Greater London will benefit from this grant?

(if more than one, please give % for each)

Barking and Dagenham

At what address will the activity be located? **Ripple Centre, Ripple Road, Barking, IG11 7FN plus various venues.**

What age group will benefit? **Service Users 70-100. Volunteers all Ages**

What will the ethnic grouping(s) of the beneficiaries be?

	%		%
White - British	74	Black - Caribbean	2
White - Irish	1	Black - African	4
White - Other (please describe) European/ Polish.	7	Black - Other (please describe)	
Asian - Indian	2	Black - British	4
Asian - Pakistani	1	Chinese	1
Asian - Bangladeshi	1		
Asian - Other (please describe)		Other (please describe)	3
Open to everyone			100

What proportion of the beneficiaries will be disabled people?

60

18. Funding required for the project

AS REVISED

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 £
Salary and ENIC	27500	27500	13750	68750
Volunteers Expenses	4000	8000	12000	24000
Transport	8000	16000	16000	40000
Publicity/Print/Stationery	400	200	200	800
Activity Costs	1000	1000	500	2500
Refreshments	2500	2500	2500	7500
Desk Space for Postholder	2500	2500	2500	7500
Management Charge (10%)	4590	5770	4745	15105
TOTAL	50490	63470	52195	166155

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

Source	Year 1 £	Year 2 £	Year 3 £	Total £
Lloyds TSB Foundation	19400	10200		29600
Users £3per session	15000	30000	30000	75000
TOTAL	34400	40200	30000	104600

What other funders are currently considering the proposal?

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 £
Salary and ENIC	6875	13750	13750	34375
Volunteers Expenses	5200	4000	3400	12600
Publicity/Print/Stationery	400	200	200	800
Activity Costs	70	0	0	70
Refreshments	0	0	0	0
Desk Space for Postholder	1250	2500	2500	6250
Management Charge (10%)	2295	2820	2345	7460
TOTAL	16090	23270	22195	61555

20. Funding requested from the Trust (continued)

When will the funding be required? **May 2013 - April 2016. The match Funding we have already confirmed starts in April 2013.**

Is the activity to continue beyond the period for which funding is requested?
If so, how will it be resourced? **Yes. The training we provide both Service users and Volunteers will ensure that there will be no need for Salaries. Service users will pay a small weekly fee to cover the costs of some activities and refreshments, venue Hire. Our experience has shown that donations of materials, Food, money will be available. Small grants from Barking and Dagenham Local Authority. The Bureau will continue to support.**

If any planning or other statutory consents are required for the project to proceed, what stage have the applications reached? **None**

Declaration on behalf of applicant organisation

I, **Joan Brandon** (your name)

am an authorised representative of

Barking and Dagenham Volunteer Bureau (your organisation)

within which I am **Chief Executive** (your position)

To the best of my knowledge, all the information that I have provided in this application form is correct

Signature



Date

22.02.2013

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