

MEETING 03/10/2013

Ref: 11662

ASSESSMENT CATEGORY - Strengthening the Third Sector

Kingston Voluntary Action

Adv: Jenny Field

Amount requested: £225,907

Base: Kingston

Benefit: Several London boroughs

Amount recommended: £195,000

Purpose of grant request: To support voluntary and community organisations to use information communication technology strategically to improve monitoring & evaluation of service delivery & communicate impact more effectively.

Background

Kingston Voluntary Action is the Council for Voluntary Service (CVS) serving the Royal Borough of Kingston. However, this application is from a consortium of six CVSs operating in the boroughs of Richmond, Sutton, Croydon, Merton and Bromley as well as Kingston. Kingston Voluntary Action is acting as the lead body for this application. Therefore the information provided in Questions 1-14 pertains to Kingston Voluntary Action as the accountable body, whilst the information in Question 15 onwards relates to the proposal before you.

Funding History

You have funded Kingston Voluntary Action on several occasions, the most recent being a grant of £140,000 over three years approved in July 2011, towards a Capacity Building Manager. This grant is in its second year. However, as the application before you today is a consortium bid, KVA is eligible to submit the bid as the lead agency. You have also supported the Superhighways project before with a grant of £135,000 over three years. This grant ended in March 2009 and has been satisfactorily monitored. As more than three years have elapsed since the previous grant ended, your policies allow you to consider an application for the same purpose.

Current Application

You are asked to support Superhighways, an ICT project hosted by Kingston Voluntary Action that has supported the voluntary and community groups in these six boroughs since 1998. It works closely with the Development Workers at each of the CVSs and is strategically linked to the South London CVS partnership. Many voluntary and community organisations, especially smaller ones, struggle with ICT and the purpose of this project is to help build their capacity around ICT through a range of services including ICT health checks; on-site help and remote access technical support; and a helpdesk to support trouble-shooting and procurement advice.

The project will deliver a mix of intensive one-to-one support for voluntary organisations combined with information and awareness raising about how ICT can help the voluntary and community sector be more efficient, for example with monitoring and evaluation systems. Online training and webinars will also be provided. Where possible, the project will work with other strategic projects at the borough level, for example, in Croydon by linking with Croydon Voluntary Action's Charities Evaluation Services Outcomes Champion and PQASSO mentor (PQASSO is one of the most widely used quality assurance system used by the sector).

Financial Observations

Audited accounts for year ended 31 March 2012 show a surplus of £323,607 (22% of turnover), comprising a surplus of £29,563 on unrestricted funds and £294,044 on restricted funds.

The reserves policy of KVA's trustees is to aim to hold three months' of working capital which it calculates as £200,000. At 31 March 2012, free unrestricted reserves amounted to £52,093 equivalent to 13.4 days' worth of expenditure in 2012/13, which is considerably short of the target figure. The policy acknowledges the difficulties of building free reserves when the majority of its funding is in the form of restricted funds.

Draft accounts for 2012/13 show an overall deficit of £174,570 (14% of turnover), comprising a deficit of £216,109 on restricted funds, partially off-set by a surplus of £41,539 on unrestricted funds, increasing the level of free reserves to £103,506, 1.1 months' worth of current year expenditure.

The budget for 2013/14 shows a surplus of £19,287 (1.6% of turnover), comprising a surplus of £20,189 on restricted funds and a small deficit of £902 on unrestricted funds. Total income is anticipated to be £1,169,910 of which £866,097 (74%) has been confirmed.

Officer's Appraisal

We have often reported to you that ICT is an area that the voluntary and community sector finds challenging, and many organisations lack the technical, managerial and strategic capacity to develop their ICT systems. The Superhighways project offers a strategic approach to meeting this need. The level of grant recommended is relatively high given your usual patterns of grant-making but it needs to be borne in mind that this is a consortium bid that will benefit the constituents of six councils of voluntary service in South London.

Recommendation

£195,000 over three years (3 x £65,000) towards Superhighways, an ICT project supporting voluntary and community organisations in six boroughs in South London.



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)

11662

Date Received:

20/02/13

Programme
Area:

7

1. About your organisation

Name of organisation applying for grant: Kingston Voluntary Action	
If the organisation is part of a larger organisation, what is its name? n/a	
Address for correspondence Siddeley House, 50 Canbury Park Road, Kingston upon Thames, Surrey	
Postcode: KT2 6LX Is this your home address? No	
Contact person: Ms Kate White	Position: Superhighways Manager
Phone: 0208 255 8040	Fax:
E-mail: katewhite@superhighways.org.uk	
Website: www.kva.org.uk	
Legal status of organisation: Registered Charity	
If registered, please give charity number: 257551	
Year and month organisation established: May 1968	

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THE CITY BRIDGE TRUST
20 FEB 2013
Box

2. Request for funds

Under which of the Trust's themes are you applying (see our website or brochure for further details)? <p style="text-align: center;">Strengthening the Third Sector</p>
Purpose for which funds are requested: (25 words maximum) To support voluntary and community organisations to use information communication technology strategically to improve monitoring & evaluation of service delivery & communicate impact more effectively.
How much funding is requested? Year 1: £77,319 Year 2: £73,719 Year 3: £74,869 Total: £225,907

3. Aims of your organisation

Kingston Voluntary Action's (KVA) purposes, as set out in the objects contained in the Constitution, are to benefit the public by leading community engagement, creating opportunities for organisations and individuals to empower themselves to reach their full potential so that they make a difference to their communities.

The aims of our charity are to:

1. Build Community Engagement
2. Provide Capacity Building Services
3. Establish and Promote Partnerships within the community

As the local Council for Voluntary Service and the only infrastructure support organisation in the borough, KVA as a member of National Association of Voluntary and Community Action, works with voluntary organisations and community groups from all sections of the community, particularly those that are disadvantaged and hard to reach.

4. Main activities of your organisation

As a membership organisation, Kingston Voluntary Action (KVA) has three strategic objectives:

1. To improve the capacity of the voluntary and community sector
2. To strengthen community representation and engagement
3. To ensure sustainability of KVA.

KVA's areas of activity include:

Support and development services including:

liaison, capacity building, community engagement;
representation and partnership working;

ICT technical support, planning and training;

advice on funding sources;

subsidised training;

co-ordinates projects including: volunteer centre, community furniture and eco-op project.

5. Number of staff

Full-time	Part-time	Management committee members	Active volunteers
15	15	10	30 +

6. How do you support your volunteers?

Go Kingston Volunteering has Investing in Volunteers Award ensuring all volunteers have agreements/role descriptions; supervisions; out-of-pocket expenses; access to adapted office equipment and bespoke support for special needs/disabled volunteers

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?
Leased	1 - moving to a new build

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	
Activities for generating funds	
Investment income	198
Income from charitable activities	1447,473
Other sources	
Total Income	1,447,671

Expenditure:	£
Charitable activities	1119,444
Governance costs	4620
Cost of generating funds	
Other	
Total Expenditure	1124,064
(Deficit)/surplus for the year:	323,607

Asset position at year end	£
Fixed assets	21,462
Investments	1
Net current assets	491,785
Long-term liabilities	(80,000)
*Total A	411,785

Reserves at year end	£
Endowment funds	
Restricted funds	338,230
Unrestricted funds	73,555
*Total B	411,785

* 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?
57%

10. Material changes

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

* CBT funding Capacity Building Officer role for £140,000 awarded in 2011 for 3 years - unable to give date in section 11 due to usual restrictions on applying for additional grants.

11. Previous applications to the Trust

Have you applied to the Trust before? If so, please give details:					<input checked="" type="checkbox"/>
Month/Year: Oct	/ -	Ref: 10644	Grant received: £140,000	OR application rejected	<input type="checkbox"/>
Month/Year: Jan	/ 2006	Ref: 6559	Grant received: £135,000	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) Royal Borough of Kingston	425,854	480854	486632
(ii) Children's Workforce Dev Fund			10000
(iii) London Councils Repatriation F			105300
(iv) Kingston Workstart	14334		2206
(v) London Councils	50000	50000	50000
(vi) NHS Kingston		110612	130342

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
BIG Transforming Local Infrastruc		366267
Big Lottery Fund	102173	286486
Thames Community Foundation	3420	
Fulham Football Foundation	4000	
Sport England	11500	11500
UK Online Centres	5000	5000

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

Kingston Voluntary Action (KVA) is committed to good environmental practice and has developed a environment policy which includes directives for reducing our carbon footprint.

KVA has an office based recycling scheme which has been adopted by other tenants occupying office space in Siddeley House.

KVA has a Furniture Reuse Scheme (Kingston Community Furniture) & Superhighways is a Microsoft Registered Refurbisher.

In addition, KVA has signed-up to the Kingston Green Pledge and our chief executive is co-chair actively promoting local organisations to sign-up to the pledge and an overview is included on our webiste. It supports local organisations in reducing their negative environmental impacts. It provides manageable goals, ideas, support, and recognition for their positive environmental actions, existing and new.

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.

Introduction: In September 2012, Jenny Field, City Bridge Trust, confirmed Kingston Voluntary Action (KVA) could make an additional funding application as the lead agency to deliver a strategic ICT project across six CVS's in South London. This strategic project will focus on improving monitoring and evaluation and benefit over 1000 voluntary and community organisations (VCOs), over a three year period. Superhighways, an experienced and highly regarded income generating ICT project of KVA since 1998, has a strong track record of delivering quality ICT services throughout London to enable the sector to fully harness the benefits that ICT can bring.

The need for the project: Working closely with development workers of the south London CVS's research indicates there is a need for a new and strategic ICT project to consolidate, integrate and build on the learning of VCOs to date. VCOs need to use technology to improve monitoring and evaluation of the services they deliver and better communicate outcomes to attract funding, volunteers and additional beneficiaries. Feedback from VCOs shows that they face barriers including lack of knowledge; awareness of digital tools; lack of skills; money and time, and that intense one to one support is needed. In January, London Advice Services Alliance (LASA) issued a report on a survey of charitable organisations' confirming the need for more support in this area.

Superhighways' 2012 member survey echoed this feedback. 'Organisations want to be efficient but don't have the time or knowledge to see which systems could be improved using technology.' Feedback from CVS development workers in Merton, Sutton, Richmond, Bromley, Croydon and Kingston evidence that this issue is particularly important as commissioning comes on board and organisations need to diversify their funding. Superhighways is uniquely placed to work closely with development workers at six CVS's and is strategically linked to the South London CVS Partnership to influence take-up of support and investment in the future delivery of ICT related services.

The project: The project fits the Strengthening the Third Sector programme and the new and strategic use of ICT and improving the quality of evaluation themes. The project has three objectives 1. Intensive Support (60%), Awareness Raising (30%) and Management, Planning and Development of Service (10%). 3 qualified project workers will be recruited to deliver the outreach project, across the six CVSs supported by 12 volunteers, who will receive an induction, training and appropriate support. Working with CVS development workers will provide the ICT project workers support and access to identify, assess and plan a bespoke programme of intense support for 12 VCOs per year to achieve specific strategic ICT outcomes. In addition, it is anticipated that over 600 organisations will benefit from access to awareness-raising sessions; the annual events (providing opportunities to engage with appropriate database providers e.g. Lamplight & Social Impact Tracker as well as guest speakers covering topics such as Digital Story Telling and using mobile devices); training; one to one support and regular updates and articles. An online toolkit including case studies will also be developed and promoted as an online learning option for those unable to attend sessions. Learning subjects covered will include: video and audio capture to demonstrate outcomes and promote work via websites and social networks, and using ICT as a tool for better capturing, storing, retrieving and presenting output and outcomes information to improve efficiencies and enable better analysis of trends and needs to inform future service development. By using this outreach model of working with CVS development workers, Superhighways can monitor and embed the use of ICT tools within current CVS support services, processes and initiatives and therefore it will not be seen in isolation.

KVA and Superhighways meet the Trusts principles of good practice including continuously collecting feedback; valuing and promoting diversity and sharing learning. KVA has an Environmental policy which governs how we reduce our carbon footprint including promoting more environmental practices using online/cloud tools.

An investment of £229,856 over a three year period is requested to provide the required level of expertise and support to ensure VCOs utilise appropriate ICT tools to maximise their impact for the benefit of their local communities. (A fuller proposal is attached, as requested).

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

We will develop an outcomes framework for the project (please see additional information sheet for further details of intended outcomes) and a project plan for each year of the project with milestones and target deliverables.

We would then ensure that we use ICT for capture, storage, retrieval, analysis and the presentation / communication of outcomes both of the project and of the programme - strengthening the third sector. This way we would be leading by example and would keep a blog to capture what was working well. This would include customisation of our database to track outcomes and report effectively as well as implementing tools we will be promoting to other organisations - online surveys for benchmarking, pre and post training evaluations, audio and video to capture and present feedback and case studies highlighting for example the impact of implementing a new system.

Targets set out in the project plan and outcomes framework including outcomes indicators will be monitored monthly in project meetings and supervision sessions. An annual review session with all involved staff will look at feedback received and use this to inform any changes necessary to improve the outcomes of the project.

Participating CVS development workers will also be involved in this process and project progress and outcomes will also be feedback to the CVS CEOs and the South London CVS Partnership.

17. Beneficiaries

How many people will benefit from the grant per year? 1000+			
In which local authority is your organisation based? Kingston upon Thames			
Which borough(s) of Greater London will benefit from this grant? (if more than one, please give % for each) Each of the following London boroughs will benefit from 20% of project delivery - Kingston; Richmond; Bromley; Croydon, Sutton and Merton			
At what address will the activity be located? Managed from Kingston delivered in 6 London boroughs through outreach			
What age group will benefit?			
What will the ethnic grouping(s) of the beneficiaries be?			
	%		%
White - British		Black - Caribbean	
White - Irish		Black - African	
White - Other (please describe)		Black - Other (please describe)	
Asian - Indian		Black - British	
Asian - Pakistani		Chinese	
Asian - Bangladeshi			
Asian - Other (please describe)		Other (please describe)	
Open to everyone			999
What proportion of the beneficiaries will be disabled people? 5%			

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 £
Superhighways Manager (0.4 FTE)	17799	17799	17799	62297
Project Workers (0.8 FTE)	29600	29600	29600	88800
Technical consultancy	3320	3320	3320	9960
Monitoring & Evaluation consultancy	7400	7400	7400	22200
Travel	1500	1650	1800	4950
Volunteer expenses	500	600	700	1800
Training & conferences	1200	1000	800	3000
Training room hire & refreshments	1500	1600	1700	4800
Event costs	1500	1600	1700	4800
Capital equipment	1500	1000	750	3250
Recruitment costs	2500			2500
M & E including website / database costs	2000	1000	2000	5000
KVA overheads inc rent, utilities, finan	7000	7150	7300	21500
TOTAL	77319	73719	74869	225907

What income has already been raised?

(List amounts and main sources)

Source	Year 1 £	Year 2 £	Year 3 £	Total £
TOTAL				

What other funders are currently considering the proposal?

None

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 £
Superhighways Manager (0.4 FTE)	17799	17799	17799	53397
Project Workers (0.8 FTE)	29600	29600	29600	88800
Technical consultancy	3320	3320	3320	9960
Monitoring & Evaluation consultancy	7400	7400	7400	22200
Travel	1500	1650	1800	4950
Volunteer expenses	500	600	700	1800
Training & conferences	1200	1000	800	3000
Training rm hire, refresh & event costs	3000	3200	3400	9600
Capital equipment	1500	1000	750	3250
Recruitment costs	2500			2500
M & E including website / database costs	2000	1000	2000	5000
KVA overheads inc rent, utilities, finan	7000	7150	7300	21450
TOTAL	77319	73719	74869	225907

20. Funding requested from the Trust (continued)

When will the funding be required? **June / July 2013**

Is the activity to continue beyond the period for which funding is requested?

If so, how will it be resourced? **One of the outcomes of the project will be to create a legacy for the project e.g. the online course and toolkit. The Superhighways Manager's role will also be to embed this work within CVS development worker delivery to sustain the approach to strategic use of ICT. Superhighways will also continue to deliver charged services as part of their income generation strategy to sustain services.**

If any planning or other statutory consents are required for the project to proceed, what stage have the applications reached? **n/a**

Declaration on behalf of applicant organisation

I, **Kate White** (your name)

am an authorised representative of

Kingston Voluntary Action (your organisation)

within which I am **Superhighways Manager** (your position)

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

Signature



Date

15/2/13

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