

MEETING: 28/11/2013

Ref: 11978

ASSESSMENT CATEGORY - Bridging Communities

NOVA new opportunities

Amount requested: £51,210

Amount recommended: £51,300

**Adv: Ciaran Rafferty
Base: Kensington &
Chelsea
Benefit: Kensington &
Chelsea and neighbouring
boroughs**

Purpose of grant request: NOVA is seeking funding for an ESOL Coordinator to teach ESOL and to manage a programme linking up our services and facilitating access to volunteering.

Background

NOVA New Opportunities, based in North Kensington, was set up in 1983 to provide a range of online and on-site training courses to local people in subjects such as IT, literacy, numeracy and English for Speakers of Other Languages (ESOL). Its focus is on increasing the basic skills of disadvantaged communities and individuals so that they may take a fuller part in society and secure and sustain employment and/or further education.

Funding History

You have funded NOVA once before, in November 2007, when a grant of £24,000 was awarded over three years to provide IT training to small community organisations. This project was successfully monitored.

Current Application

The provision of Pre-entry and Level 1 ESOL has long been an important component of NOVA's programme of services. Sustaining such courses is becoming increasingly difficult for organisations as there is very little funding available from statutory sources for the lower level courses as funding is concentrated on supporting higher-level training and that which directly leads to employment. Your focus on supporting Pre-entry and Level 1 ESOL is aimed at helping those, particularly women, who need basic language skills in order to play a more meaningful part in their community; reduce their isolation; and better support their families, especially their children.

This proposal is for funding for a part-time (3dpw) ESOL Co-ordinator – a post which NOVA sees as being fundamental to underpinning the successful delivery of the lower-level courses. As the organisation is planning to provide more activities in satellite, community, locations (to better reach more people in more neighbourhoods) the Co-ordinator will manage this wider geographical spread of provision.

Financial Observations

Audited accounts for the year ended 31st March 2012 show a deficit of £55,561 (13.7% of turnover) of which £43,381 was on unrestricted funds. This followed a deficit of £82,917 in the previous year.

Draft accounts for 2012/13 indicate a further deficit of £45,314 (10% of turnover) the majority of which is on unrestricted funds. This would leave free unrestricted reserves at 31st March 2013 of £66,386, equivalent to 2 months' worth of 2013/14 budgeted expenditure. This is compared to a reserves policy target to hold six months' worth of expenditure which would equate to £194,490 based on current year expenditure.

The budget for 2013/14 shows total income of £398,576 of which £326,576 (82%) has been confirmed as at 31 August. After expenditure of £388,986 a surplus of £9,590 is anticipated, all on unrestricted funds.

The organisation explains that the pattern of overspending prior to the current year was the result of several factors. In 2009/10 the Board took a decision to move offices to larger more expensive premises to support a programme of expansion, which was to be funded from its free reserves which were then quite healthy. At the same time another Senior Manager post was created as part of the desire to expand. Unfortunately this preceded a period of contraction amongst funders hence the additional income hoped-for failed to materialise. Around the same time the organisation also decided to become a co-provider in the government's Work Programme though, in three years, it has not had a single referral from the lead agency. The potential to attract funding from statutory sources has also been reduced as much of this is awarded on a payments-by-results basis where the result is determined as being sustained employment, which is not the key driver of some of NOVA's work (e.g. on its lower-level ESOL work).

NOVA explains that it is now addressing the pattern of deficits through reducing its expenditure. It is moving this month (November) to smaller and more affordable premises which should reduce its annual rent from £100,000 to less than £40,000. The additional Senior Manager post has been made redundant and the charity explains that there is more effective and determined management in place to ensure that expenditure is reduced accordingly if fundraising income is not achieved.

Officer's Appraisal

NOVA has both a very good track record and a high status within its North Kensington/North Westminster area for delivering effective programmes addressing clear need. It works in an area where up to 60% of the population lives in social housing and where up to 70% of children live in workless households. There is a very high level of need for Pre-entry and Level 1 ESOL, particularly amongst women. In this regard this project would clearly meet your criteria for support as it will enable the organisation to benefit more people across more communities.

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Recommendation

£51,300 over three years (3 x £17,100) for the salary of a part-time (3dpw) ESOL Co-ordinator to oversee the delivery of Pre-entry and Level 1 ESOL courses.



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)

11978

Date Received:

05/07/2013

Programme
Area:

02

1. About your organisation

Name of organisation applying for grant: NOVA new opportunities	
If the organisation is part of a larger organisation, what is its name? N/A	
Address for correspondence: 2 Acklam Road London	
Postcode: W10 5QZ	
Is this your home address? No	
Contact person: Ms Lizzie Cho	Position: Director
Phone: 020 8960 2488	Fax:
E-mail: lizzie.cho@novanew.org.uk	
Website: http://www.novanew.org.uk	
Legal status of organisation: Registered Charity	
If registered, please give charity number: 1118890	
Date organisation established: 01/04/1983	

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22 JUL 2013
MH

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) NOVA is seeking funding for a ESOL Coordinator to teach ESOL and to manage a programme linking up our services and facilitating access to volunteering.
How much funding is requested? Year 1: £17,070 Year 2: £17,070 Year 3: £17,070 Total: £51,210

3. Aims of your organisation

NOVA is a prominent community hub in Golborne, North Kensington, one of the poorest wards in the country. It provides a range of educational, employment and pastoral services, having developed organically from its origins as a computer training organisation. NOVA aims to help those living on the margins of society who find it difficult to make a go of their lives. NOVA is a stepping stone for locals from disadvantaged backgrounds to gain the skills and confidence to improve their life chances, and progress on to further education, training, volunteering and employment. NOVA targets people who have missed out on educational opportunities, women returning to work, long-term unemployed, minority ethnic groups and migrant and refugee communities. NOVA is a place where users from different social and ethnic backgrounds can come together to learn and develop themselves, to enhance their employment prospects and become better integrated, more independent and better able to help themselves and their families.

4. Main activities of your organisation

NOVA works with a wide range of ethnic groups. Our learners typically have low levels of educational attainment, do not speak English as a first language, and have difficulty accessing mainstream services. In 2012/13 NOVA had over 1400 users: nearly 90% from BME communities and European migrants; 10% white British. We collaborate closely with over 30 local organisations. NOVA offers a flexible mix of classes (English, maths and family learning), Information, Advice and Guidance (IAG), and volunteer placements. We work with around 80 volunteers each year; recruited both internally (learners) and externally. We also run a community café with training and employment opportunities. Our team is deeply committed to our work; 65% of our staff are former learners and volunteers who have progressed through the organisation. NOVA takes a holistic approach to developing individuals. Learning is supplemented with regular trips and visits; in 2013 including the local library, London Assembly and Tate Modern. Learning is celebrated with events and awards. NOVA's provides a friendly, non-judgemental and positive atmosphere, in which individuals can achieve their goals and provide mutual support.

5. Number of staff

Full-time	Part-time	Management committee members	Active volunteers
5	18	7	45

6. How do you support your volunteers?

Volunteers have:

- Full induction
- Structured support programme
- A named line manager offering ongoing support
- Training appropriate and specific to role
- Inclusion in staff meetings and training
- Recognition through awards
- Access to our accredited information, advice and guidance service

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	8 months

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	56,755
Activities for generating funds	11,363
Investment income	55
Income from charitable activities	337,740
Other sources	0
Total Income	405,913

Expenditure:	£
Charitable activities	444,399
Governance costs	8,278
Cost of generating funds	8,797
Other	0
Total Expenditure:	461,474
(Deficit)/surplus for the year:	(55,561)

Asset position at year end:	£
Fixed assets	17,367
Investments	0
Net current assets (liabilities)	96,299
Long-term liabilities	0
*Total A:	113,666

Reserves at year end:	£
Endowment funds	0
Restricted funds	919
Unrestricted funds	112,747
*Total B:	113,666

* 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?

70%

10. Material changes

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

'Cafe Nova', our community cafe was opened May 2012. NOVA's previous Director moved into the new role of Community Liaison Coordinator (3 days per week) on July 1st 2013. She will continue this role, which focusses primarily on Cafe Nova, until her retirement in December 2013. The Deputy Director, who has progressed through the organisation since 2006, took on the role of Director.

11. Previous applications to the Trust

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

Month/Year: 01/08 11/07	Ref: 8310	Grant received: £24,000	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) City of Westminster	8,120	8,120	2,030
Royal Borough of Kensington and Chelsea	212,704	176,684	223,191
(iii)	0	0	
(iv) NHS Kensington and Chelsea	0	34,167	21,910
(v)	0	0	
(vi) Kensington and Chelsea College	25,540	0	0
Nextsteps	30,255	3555	0
Westminster Cross River Funding	0	30,000	0
NIACE	10000	0	24671
Westminster Kingsway College	0	20000	11172
London Councils GLE	0	0	17100

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
Campden Charities		
Kensington and Chelsea Foundation	43,150	48,500
Lloyds TSB Foundation	23,000	17,500
Notting Hill Methodist Church	9,167	11,000
	1,600	0

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

NOVA is thoughtful about how it uses its resources to complement those of other providers as a stepping stone organisation. We are aware of our responsibilities in relation to environmental issues and produced an Environmental Policy in July 2008 (reviewed every 2 years). We set computers to print black and white, double-sided as the default setting and encourage everyone to use glasses and mugs to avoid the use of disposable cups. Most staff and volunteers live locally resulting in many walking to work or taking a short bus ride and this has an impact on our carbon footprint in relation to travel to work. We ensure that all heaters, computers, lights, copiers are turned off when not in use. We support local businesses by purchasing supplies from; this currently includes printers, taxis, locksmiths, catering and maintenance. NOVA is working towards Green Mark accreditation, which it aims to achieve in 2013.

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.

NOVA is seeking this grant to fund a part-time ESOL Coordinator post (3 days per week) to ensure we can continue to offer English language classes and holistic support for our learners. The new post is a development of a current role - Senior ESOL Tutor.

The need for an ESOL Coordinator arises for several reasons. English language classes are increasingly difficult to access as funding restrictions tighten. The most vulnerable and needy of our learners, such as recently arrived migrants and refugees, are most in need of language classes yet unable to fund expensive college courses. Women in particular often become isolated when they miss 'a window' to learn when they first arrive. After having children they do not return to learning for many years, by which time language learning has become far more challenging. They remain isolated on the periphery of society, locked within their own communities, and unable to develop themselves, find work or integrate.

In the 12/13 academic year we delivered ESOL to over 200 people in-house. We were able to support so many people by offering a mix of funded and unfunded courses. We made judicious use of our large premises and worked with qualified and experienced volunteers alongside our paid tutors to offer high quality courses. Our learners benefitted from access to employment support through IAG. Volunteer placements at our community café enabled our learners to use English outside the classroom, gain valuable work experience and participate actively in the wider community. The Borough (RBKC) Adult Community Learning funds the current role of Senior ESOL Tutor. In the 13/14 academic year we will not receive Borough funding specifically for ESOL. To reduce our overheads and enhance our future viability we are moving from our current office space to a smaller location nearby. In order to support a similar number of service users, we will adopt a hub and spoke model. This will allow us to increase the amount of outreach work we do. One of the key functions of the ESOL Coordinator will be to liaise with outreach venues and engage hard-to-reach learners. This is a return to our previously successful model of delivery, as we were in smaller premises from 1983-2010 and delivered many outreach courses. Building on established relationships with partner organisations in pockets of deprivation with high levels of need, we will have the opportunity to extend our outreach programme. Earl's Court Health & Wellbeing Centre, World's End Estate Chelsea Theatre and Venture Centre, have offered their space to us free of cost. Based on our strong track record and reputation of delivering classes in the community, they have asked NOVA to provide ESOL courses and IAG services at their venues.

The ESOL Coordinator will:

- Manage ESOL delivery and coordinate outreach classes
- Teach ESOL courses
- Recruit, manage and support volunteers
- Manage professional development for tutors and ensure quality
- Liaise with outreach venues and work with them to engage learners
- Offer mentoring for trainee teachers

With the help of this grant the objectives we will be able to achieve are:

- Delivery of 8 high-quality British Council accredited ESOL classes (4 courses) a week for 120 individuals per year at outreach delivery locations; volunteer-led with qualified and experienced volunteer tutors - with IAG support to progress
- Training of 5 local people to become tutors with mentoring support and classroom teaching hours (DTLLS trainees) each year
- Provision of pastoral support and access to the trips and visits
- Provide 30 volunteering opportunities per year (57% of 12/13 volunteers who left us progressed to paid employment)

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

Our services have been shaped by our users' needs and aspirations. We regularly consult them in a variety of ways, including individual learning plans, feedback forms, student council meetings, testimonials, exit interviews and follow up calls. A recent testimonial from Mohamad, one of our clients from Morocco said, "I tell people to come to NOVA, especially beginners. It gives them more advantages than other colleges because everyone can get confidence here. They help with writing CV's and looking for jobs. The people at NOVA really know this community and they listen."
 We manually track all of our volunteers on an internal spreadsheet. We produce monthly management reports using our database Lamplight, a key tool for monitoring demographics, attendance, waiting lists and course outcomes. We analyse the user feedback we receive monthly, and respond appropriately.

17. Beneficiaries

In line with our anti-fraud policies, we may, in exceptional circumstances, require you to provide contact details of your beneficiaries (see Guidance Notes).

How many people will benefit from the grant per year?
120

What age group will benefit? **Adult**

In which local authority is your organisation based?
Kensington & Chelsea

Which borough(s) of Greater London will benefit from this grant?
 (if more than one, please give % for each)
Kensington and Chelsea 65%, Westminster 15%, Brent 5%, Hammersmith and Fulham 10%, Other 5%

At what address will the activity be located?
Deprived wards of Kensington and Chelsea. (North locations border North Westminster)

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

	%		%
White - British	10	Black - Caribbean	7
White - Irish	1	Black - African	17
White - Other (please describe) White European 21%, Any other white 8%	29	Black - Other (please describe) Any other Black background	2
Asian - Indian	1	Black - British	
Asian - Pakistani	1	Chinese	0
Asian - Bangladeshi	2		
Asian - Other (please describe) Any other Asian background	3	Other (please describe) Mixed 6%, Other Ethnic 17%, Unknown 4%	27
Open to everyone			100%

What proportion of the beneficiaries will be disabled people?
12%

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 £
Part-Time ESOL Coordinator, incl. Employers' NI	17,070	17,070	17,070	51,210
Volunteer Expenses	2,880	2,880	2,880	8,640
Materials and resources	2,880	2,880	2,880	8,640
Trips, visits and celebrations	6,960	6,960	6,960	20,880
IAG support	5,000	5,000	5,000	15,000
Management	5,000	5,000	5,000	15,000
Admin (@ 10%)	3,979	3,979	3,979	11,937
TOTAL	43,769	43,769	43,769	131,307

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

Source	Year 1 £	Year 2 £	Year 3 £	Total £
Kensington and Chelsea Foundation	10,000			10,000
Campden Charities	10,000	20,000	20,000	50,000
TOTAL	20,000	20,000	20,000	60,000

What other funders are currently considering the proposal?

Funder	£
TOTAL	

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 £
Part-Time ESOL Coordinator, incl. Employers' NI	17,070	17,070	17,070	51,210
TOTAL	17,070	17,070	17,070	51,210

20. Funding requested from the Trust (continued)

When will the funding be required?

05/11/2013

Is the activity to continue beyond the period for which funding is requested?
If so, how will it be resourced?

We are applying for three years' funding to be able to demonstrate the project's value. We will seek further funding from Year 2. Our community cafe, Café Nova, is expected to make a profit by Year 2 and will subsidise our ESOL provision, as will the private English language classes we are currently piloting.

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

N/A

21. Referee

Please provide us with the contact details of a current or recent funder of your organisation who is willing to act as a referee.

Referee

Name: Kim Norris

Organisation: Royal Borough of Kensington and Chelsea, Adult Community Learning

Address: 3rd Floor Town Hall, Hornton St, London W8 7NX

Tel: 020 7361 2071/ 07973 124 141

E-mail: Kim.Norris@rbkc.gov.uk

Declaration on behalf of applicant organisation

I, Lizzie Cho (your name)

am an authorised representative of

NOVA new opportunities (your organisation)

within which I am Director (your position)

To the best of my knowledge, all the information that I have provided in this application form is correct. I fully understand that the City Bridge Trust has zero tolerance towards fraud and will seek to prosecute and recover funds in every instance.

Signature  Date 17/07/2013

How your information will be used by the Trust

City Bridge Trust (which is administered as part of the Bridge House Estates by the City of London Corporation) processes personal data in compliance with the Data Protection Act 1998. The Trust obtains and uses information, including personal data, as part of the process of assessing grant applications and monitoring the use of grants. The information you provide on the application form may be made public as part of the assessment of this application. In addition, the Trust may share this information with third parties, including other funders, its external consultants and external auditors, police and regulatory bodies for the purpose of determining, preventing or detecting crime; or ensuring that no organisation is receiving duplicate funding; or the validation of contracts; or where this is otherwise required by law.

By signing and submitting your application form you give your explicit consent for us to use data relating to your application as set out above.

Our contact details for enquiries about how we process your information are:

The City Bridge Trust, City of London, PO Box 270, Guildhall, London EC2P 2EJ. Telephone: 020 7332 3710

Concerns over fraud and corruption

Should you, at any time, have concerns of fraud and corruption within your organisation relating to the grant, then please raise your concerns with us using our Whistle Blowing facilities. You may use our Audit team's 24 hour answer phone number, 020 7332 3663, to report the details or email raiseyourconcern@cityoflondon.gov.uk

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