

The City Bridge Trust

Investing In Londoners: Application for a grant



About your organisation

Name of your organisation: National Association of Child Contact Centres	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? Outside London	
Contact person: Ms Patricia Ross	Position: Service Development Manager
Website: http://www.naccc.org.uk	
Legal status of organisation: Registered Charity	Charity, Charitable Incorporated Company or company number: 1078636
When was your organisation established? 03/06/1991	

Grant Request

Under which of City Bridge Trust's programmes are you applying? Strengthening London's Voluntary Sector
Which of the programme outcome(s) does your application aim to achieve? More organisations with the skills to improve their volunteer management More organisations with improved capabilities in monitoring, evaluation and impact reporting
Please describe the purpose of your funding request in one sentence. To provide extra support to coordinators and volunteers in London Child Contact Centres, in order to enhance the quality of services provided to separated families
When will the funding be required? 24/11/2014
How much funding are you requesting? Year 1: £32,500 Year 2: £33,150 Year 3: £0 Total: £65,650

Aims of your organisation:

To keep children in touch with their parents following separation by:

1. Promoting the highest quality, child-focused services within a national framework of child contact services
2. Supporting, representing and accrediting a national network of child contact centres.
3. Sustaining and developing NACCC and the contact centre network.
4. Ensuring that the importance of child contact centres is high on the public and political agendas, nationally and locally

Main activities of your organisation:

NACCC has a membership of over 350 child contact centres, which provide safe venues for children to meet non-resident parents. (47 in Greater London)

We provide:

1. An accreditation process to ensure safety and quality standards.
2. Training for staff and volunteers, both through a course programme and online individual learning for volunteers.
3. An information line and website for parents, staff and referring agencies.
4. An online safe referral system for participating centres to ensure contact arrangements are assessed for risk for all parties.
5. Regular meetings with relevant policy makers and stakeholders to promote the work of contact centres, attract funding where possible and promote good practice.
6. A 'Moving on' project providing extra support to separated parents, by linking them with a support worker who will help them to collaborate to meet their child's needs

Number of staff

Full-time:	Part-time:	Management committee members:	Active volunteers:
11	26	9	0

Property occupied by your organisation

Is the main property owned, leased or rented by your organisation?	If leased/rented, how long is the outstanding agreement?
Leased	5 years

Summary of grant request

The work undertaken by Contact Centres in London has become increasingly complex, involving safeguarding children, working with parents who are in conflict and may be distressed or angry and with families from diverse backgrounds. The vast majority of contact centres are run and managed by volunteers. There is an emphasis in government towards supporting parents to work together in making arrangements for their children. Volunteers require an increasing range of skills, knowledge and confidence to be able to do this.

NACCC has received an increase in complaints about contact centres, in the last two years, from families from Black, Asian and minority ethnic families in London. There is a need to understand issues behind this, in order to support Centres to better meet needs of different communities. Through working with the Family Justice Young People's Board we have also identified a need to ensure that services are child-focussed, as the demands of parents can sometimes obscure this.

Our grant request is to address these needs through 5 strands:

- Support to Centres to achieve accreditation
- Promotion of volunteers' training and provision of additional licences to access online training
- Greater participation in national policymaking forums and in joint planning with agencies working with separated families
- Research into needs of Black, Asian and Minority Ethnic families and dissemination of learning to all London Centres
- Support to Centres to implement recommendations of Young People's Board inspections and share learning across London

NACCC is an umbrella organisation for Child Contact Centres and Cafcass requires Centres to be accredited through us. We have an infrastructure to provide support, national standards and a training programme for co-ordinators. Thus we would be able to deliver the work above cost effectively through our pool of support workers and assessors and use existing networks to cascade learning for maximum impact. Similarly staff represented on policy-making forums would attend extra meetings and feedback information both ways, using existing networks. Research would be undertaken by a London-based support worker, who would organise workshops to disseminate learning.

The overall aim of the activities for which we are applying for funding is to develop the skills of volunteers in Child Contact Centres, by increasing their understanding of the needs of separated families and improving their skills in providing a culturally sensitive service and also in incorporating young people's perspectives into everything they offer. In supporting co-ordinators, we aim to increase their skills in managing volunteers and to encourage greater evaluation of their services through feedback from parents and children.

Our project will meet the Principles of good practice:

- Feedback from workshops and training will enable us to monitor the impact of the work and learning from research and practice development
- An integral part of the project is to encourage Centres to collate and review feedback from service users in order to improve and meet needs of diverse groups
- By offering volunteers opportunities to access training online and through support towards accreditation we will improve access to our services
- Planned workshops will enable us to share learning across London and across the country through our newsletter and website. Within London we will encourage the formation of networks for sharing practice and mutual support. There is a wide range of centres in London and opportunities to share examples of good practice will help volunteers to provide a good standard of service to children and their parents across London.

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

Not applicable

Do you have a Vulnerable Adults policy? **No**

What Quality Marks does your organisation currently hold?

Help and Support for Separated Families Mark (Dept of Works and Pensions)

Outputs and outcomes

What are the main activities or outputs you want to deliver? Please include no more than 5. By activities or outputs we mean the services, products or facilities you plan to deliver. If you plan to deliver work over more than one year you should include activities over the full grant period requested. Try to be specific.

Support provided to 30 Child Contact Centres over 2 years to achieve and maintain new national standards through accreditation and or re-accreditation, and to meet the requirements of the Help and Support for Separated Families Mark (HSSF Mark).

Training: 1000 modules of online training completed by volunteers, covering Safeguarding, Health and Safety and working with children and parents of separated families. Safeguarding training offered in an alternative workbook method for volunteers without access to IT.

Liaison and attendance at a minimum of 5 meeting per year with key policymakers and relevant organisations working with separated families in order to raise awareness of the work of Child Contact Centres and promote good practice.

Undertake research with Child Contact Centre staff, volunteers and service users in the Greater London area in order to identify the needs of Black, Asian and minority ethnic families experiencing separation and ways in which centres could offer support. Produce report of findings and deliver workshop to staff and volunteers

Provide support to 6 Child Contact Centres following inspections by members of the Family Justice Young People's Board to implement recommendations and ensure services are child-friendly and meet the needs of children and young people from separated families. Learning from inspections disseminated through 2 workshops to all London Centres.

What main differences or outcomes do you hope the activities you have described above will achieve? Please include no more than 5. By differences or outcomes we mean the changes, benefits, learning or other effects that result from the work your project would deliver. These might be for individuals, families, communities or the environment.

30 centres achieve accreditation or re-accreditation and achieve HSSF Mark.

250 volunteers working in Child Contact Centres are more confident and have greater understanding and skills to meet the needs of separated families.

Representation on working groups and committees working on issues for separated families and work of child contact centres recognised as integral to family justice system.

Child Contact Centres in Greater London have increased understanding of the needs of Black, Asian and minority ethnic families and are able to provide more effective and appropriate services to their local communities

6 centres inspected by the Family Justice Young People's Board in London implement recommendations made to ensure services are child -focused and develop systems to monitor feedback from children. All London centres receive feedback and ideas to develop systems to incorporate children and young people's views into their service.

Do you plan to continue the activity beyond the period for which you are requesting funding? If so, how do you intend to sustain it? If not, what is your exit strategy?

We would continue to train volunteers, accredit and re-accredit centres but would have to reduce support unless successful in securing future funding. The research into the needs of BAME families and the work with the YPB are time limited, new funding would be sought to implement learning and recommendations.

Who will benefit?

About your beneficiaries

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

1,750

In which Greater London borough(s) or areas of London will your beneficiaries live?

London-wide (100%)

What age group(s) will benefit?

All ages

What gender will beneficiaries be?

All

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

A range of ethnic groups

If Other ethnic group, please give details:

What proportion of the beneficiaries will be disabled people?

1-10%

Funding required for the project

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

Expenditure heading	Year 1	Year 2	Year 3	Total
Salary Costs	17,324	17,671	0	34,995
Training and Workshops	4,400	4,488	0	8,888
Travel and Subsistance	5,342	5,450	0	10,792
Telephone Costs	243	248	0	491
Printing and Stationery	600	612	0	1,212
Postage and Carriage	1,200	1,224	0	2,424
Premises Costs	3,391	3,459	0	6,850
	0	0	0	0
	0	0	0	0
TOTAL:	32,500	33,152	0	65,652

What income has already been raised?

Source	Year 1	Year 2	Year 3	Total
None, City Bridge Trust funding is specifically for the activities outlined.	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
TOTAL:	0	0	0	0

What other funders are currently considering the proposal?

Source	Year 1	Year 2	Year 3	Total
None	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
TOTAL:	0	0	0	0

How much is requested from the Trust?

Expenditure heading	Year 1	Year 2	Year 3	Total
Salary Costs	17,324	17,671	0	34,995
Training and Workshops	4,400	4,488	0	8,888
Travel and Subsistance	5,342	5,450	0	10,792
Telephone Costs	243	248	0	491
Printing and Stationery	600	612	0	1,212
Postage and Carriage	1,200	1,224	0	2,424
Allocation of Premises Costs	3,391	3,459	0	6,850
	0	0	0	0
	0	0	0	0
TOTAL:	32,500	33,152	0	65,652

Financial year ended -

Month: 31st March

Year: 2014

Income received from:	£
Voluntary income	377,836
Activities for generating funds	0
Investment income	2,427
Income from charitable activities	131,854
Other sources	0
Total Incoming Resources	512,117

Expenditure:	£
Charitable activities	339,713
Governance costs	24,491
Cost of generating funds	40,926
Other	0
Total Resources Expended	405,130
Net (Deficit)/Surplus:	106,987
Other Recognised Gains/(Losses)	0
Net Movement in Funds	106,987

Asset position at year end	£
Fixed assets	39,026
Investments	0
Net current assets/(liabilities)	508,550
Long-term liabilities	0
*Total A	547,576

Reserves at year end	
Unrestricted funds	272,060
Restricted funds	170,697
Endowment funds	104,819
*Total B	547,576

Previous funding received

Please list the funding received by your organisation from the following statutory sources during the last THREE years.

	2012 £	2013 £	2014 £
City of London (except City Bridge Trust)	0	0	0
London Local Authorities	0	0	0
London Councils	0	0	0
Health Authorities	0	0	0
Central Government departments	159,084	175,978	128,605
Other statutory bodies	0	64,583	159,137

Previous grants received

Please list the grants received by your organisation from charitable trusts and foundations (other than City Bridge Trust) during the last THREE years. List source, years and annual amounts. Please include the 5 largest only.

Name of Funder	2012 £	2013 £	2014 £
Tudor Trust	50,000	50,000	30,000
The Dulverton Trust	0	0	25,000
George Barnes	112,316	71,896	9,076
	0	0	0
	0	0	0

Declaration

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

Please confirm: Yes Full Name: **Patricia Ross**

Role within **Service Development Manager**
Organisation: