

# The City Bridge Trust

## Investing In Londoners: Application for a grant



### About your organisation

Name of your organisation: <b>Waterloo Community Counselling</b>	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? <b>Lambeth</b>	
Contact person: <b>Mr Chris Robinson</b>	Position: <b>Director</b>
Website: <a href="http://www.waterloocc.co.uk">http://www.waterloocc.co.uk</a>	
Legal status of organisation: <b>Registered Charity</b>	Charity, Charitable Incorporated Company or company number: <b>1045444</b>
When was your organisation established? <b>01/03/1995</b>	

### Grant Request

Under which of City Bridge Trust's programmes are you applying? <b>Improving Londoners' Mental Health</b>
Which of the programme outcome(s) does your application aim to achieve? <b>More refugee and asylum seekers experiencing trauma, grief and loss accessing mental health services resulting in improved mental health</b> <b>A reduction in suicide and self-harm amongst the recognised at risk groups</b>
Please describe the purpose of your funding request in one sentence. <b>To provide mother-tongue counselling , group-work and additional support to refugees and asylum seekers experiencing trauma, grief and loss.</b>
When will the funding be required? <b>01/10/2015</b>
How much funding are you requesting? Year 1: <b>£33,000</b> Year 2: <b>£33,990</b> Year 3: <b>£35,010</b> <b>Total: £102,000</b>

**Aims of your organisation:**

Waterloo Community Counselling exists to reduce mental distress by: providing a centre of excellence for professional counselling and counselling training; offering services of the highest professional standards for disadvantaged people who are unable to access appropriate services elsewhere. We aim to:

- Provide maximum benefit for users by ensuring that our services are sensitive to their needs (e.g. language, gender and culture)
- Ensure that poverty is not a barrier to accessing our services
- Ensure our services support those with the greatest need by targeting the most disadvantaged
- Create a greater understanding of mental health locally and reduce the stigma of mental illness

**Main activities of your organisation:**

220 clients a week benefit from our services at Waterloo, Lambeth:

- **Multi-Ethnic Counselling Service (MECS):**-- individual mother-tongue counselling in almost all languages requested and psycho-social groups. Approximately 70% of the service benefits refugees and asylum seekers, with the remainder benefitting other people from black and minority ethnic groups. Service users come from South London.  
Plus, MECS North-West:- our new mother-tongue counselling service, based in Brent, for refugees and asylum seekers from north London.
- **General Counselling Service:**- low cost and means-tested individual counselling is provided by trainee/ volunteer counsellors using a psychodynamic approach, offering 18 week sessions, with flexibility to extend. We also provide couple counselling. The catchment area is London-wide.
- **Out of Hours Counselling Service:**- individual counselling in the evenings and weekends for clients who are employed. Income from this service supports the organisation. London-wide catchment area.
- **Student Counselling Services:**- We provide counselling services for students from Southbank University and from Lewisham Southwark College (LeSoCo).

**Number of staff**

Full-time:	Part-time:	Management committee members:	Active volunteers:
<b>2</b>	<b>7</b>	<b>5</b>	<b>70</b>

**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?
<b>Leased</b>	<b>3 years</b>

## Summary of grant request

### The need for the Project:

The users of our counselling service for refugees and asylum seekers have seen their families killed and have been tortured, raped and terrorised. Last year 80% were assessed with the severe trauma. Half were at risk of suicide and self-harm. The project is the only dedicated language counselling service in South London and the only service in London which aims to provide all languages requested. Counselling was offered to 268 people over the last 30 months.

### Delivery of the Project:

The project has four strands: individual counselling, group work, partnerships to provide additional support for users and a new educational initiative focused on well-being. Our team of 28 counsellors offer 27 languages. Other languages are provided through interpreters or recruitment of additional counsellors. Unlike statutory services, clients have the same interpreter for every session.

Senior counsellors discuss clients' needs and explain the counselling process at assessment. Our model is 18 weeks integrated counselling, with flexibility to extend or offer 8 weeks minimum. Counsellors are matched to users' needs: language, culture, gender and complexity of case. Our approach values refugees as survivors not victims.

Complex practical difficulties are addressed through partnerships with three advice services and a food bank; last year we helped with 70 practical problems.

Group work is focused on the most isolated clients with complex needs. Our Craft Club will continue to meet monthly providing therapeutic activities and there will be three time-limited psychosocial groups running for 12 weeks each. Through a partnership led by Morley College, with a grant from the Department for Skills and Business Innovation, we will help our users to access specially developed community learning courses and mainstream courses.

### Project Aims:

306 refugees and asylum seekers will benefit from the project with the aim that:

- 70% of people with trauma, depression or anxiety will experience significant improvement (or stabilisation in cases of acute emotional crisis or psychosis)
- 70% of users at risk of suicide or self-harm will experience a significant reduction in these risk factors

### Why we are the right organisation to deliver the work

Since setting up the project in 2005 we have gained in-depth experience of our users' complex problems, cultural issues and the most effective ways of providing help. Over the last year 88% of our users have shown significant improvement in trauma and 86% of those at risk of suicide had no risk by the end of counselling. We are the only service in London able to provide counselling in virtually every language requested (36 languages to date) and can therefore respond quickly to the changing language requirements of asylum seekers. We have received referrals from over 270 organisations.

### Programme Outcomes:

The project provides a specialist language service for refugees and asylum seekers experiencing trauma, grief and loss. A high proportion of project users are at risk of suicide and some are at risk of self-harm, following counselling risk levels are significantly reduced.

### Good Practice Principles:

1. Protecting the sensitive nature of the relationship between the user and the counsellor is paramount. Given this constraint, we take users' views into account through anonymous feedback forms and group members are involved in planning activities. Refugees in our team are consulted on project planning.
2. We provide mother-tongue counselling, travel subsidies and crèche places and all written client communication is translated. Our diverse staff team (17 nationalities in MECS) and staff training ensure cultural sensitivity. The entrance and building are step-free.
3. Volunteer counsellors receive an induction, weekly supervision and training.
4. We have implemented energy efficiency and recycling measures and use second-hand office furniture.

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

Do you have a Vulnerable Adults policy? **Yes**

What Quality Marks does your organisation currently hold?

### **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.

**Counselling in mother tongue for 306 refugees and asylum seekers in virtually every language requested (37 languages provided so far). Users are offered an initial assessment and 18 weeks counselling, with a possible extension in some cases.**

**Monthly craft club plus termly outings to museums and art galleries. 15 users at any time. Total of 36 sessions and 9 outings.**

**3 psychosocial/ educational groups particularly for the most traumatised and isolated clients. Eight to ten users per group and each group to run for approximately 12 weeks.**

**Support for users provided with our partners. A range of advice including legal, benefits, housing, immigration and health with Blackfriars Advice Centre, Refugee Health Inclusion Team and Waterloo Action Centre's Legal Advice Service. Creche to support access to counselling, with Coin Street Neighbourhood Centre. Food vouchers with Oasis.**

**Improving well-being through community learning and access to college courses (with Morley College). Individual guidance from a learning adviser and a volunteer buddy. Dedicated courses in gardening, exercise and art, plus courses in the benefits of learning for well-being. We will train college staff in our user's needs.**

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.

**70% of users with trauma to experience significant improvement (or stabilisation in cases of acute emotional crisis or psychosis)**

**70% of users with anxiety to experience significant improvement (or stabilisation in cases of acute emotional crisis or psychosis)**

**70% of users with depression to experience significant improvement (or stabilisation in cases of acute emotional crisis or psychosis)**

**70% of users at risk of suicide or self-harm to experience a significant reduction in their risk factors**

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?

**Provided the need for the service remains we intend to continue it. We will seek grants from Charitable Trusts; so far we have been successful in obtaining a number of three year grants. We will also seek renewal of statutory health contracts which we have held since the establishment of the Multi-Ethnic Counselling Service.**

## Who will benefit?

### About your beneficiaries

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

**102**

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

**Lambeth (42%)**

**Southwark (42%)**

**Several SW London (10%)**

**Several SE London (6%)**

What age group(s) will benefit?

**16-24**

**25-44**

**45-64**

**65-74**

**75 and over**

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: **22 nationalities counselled over the last year (largest groupings were Iranian, Iraqi, Afghani, Sri Lankan, Eritrean, Nigerian and Columbian. Over the last 6 years 53 nationalities attended for counselling.**

What proportion of the beneficiaries will be disabled people?

**11-20%**

## Funding required for the project

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

Expenditure heading	Year 1	Year 2	Year 3	Total
Project salaries	45,000	45,900	46,918	137,717
Overhead salaries	9,336	9,522	9,713	28,571
Freelance fees for counsellors	27,875	28,711	29,573	86,159
Freelance fees for interpreters	2,665	2,745	2,827	8,237
MECS running expenditure	4,500	4,635	4,774	13,909
Travel - clients	1,650	1,700	1,750	5,100
Supervision	11,880	12,236	12,603	36,720
Premises	4,000	4,120	4,244	12,364
Training, development, information materials	1,000	1,122	1,144	3,266

<b>TOTAL:</b>	<b>108,005</b>	<b>110,691</b>	<b>113,446</b>	<b>332,143</b>
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### What income has already been raised?

Source	Year 1	Year 2	Year 3	Total
The Henry Smith Charity	31,480	32,440	16,460	80,380
NHS Lambeth Talking Therapies contract	19,000	19,000	19,000	57,000
Supervision Fees	5,600	5,600	5,600	16,800
NHS Southwark plus Big Lottery Fund	7,938	0	0	7,938

<b>TOTAL:</b>	<b>64,018</b>	<b>57,040</b>	<b>41,060</b>	<b>162,118</b>
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### What other funders are currently considering the proposal?

Source	Year 1	Year 2	Year 3	Total
NHS Southwark	4,700	9,400	9,400	23,500
Previous Trust funders (small grants)	8,000	0	0	8,000
Trust funders - small grants/ 3 year grants	0	12,000	30,000	42,000
	0	0	0	0

<b>TOTAL:</b>	<b>12,700</b>	<b>21,400</b>	<b>39,400</b>	<b>73,500</b>
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### How much is requested from the Trust?

Expenditure heading	Year 1	Year 2	Year 3	Total
Contribution to project manager's salary	20,753	21,168	21,591	64,783
Travel costs	1,650	1,700	1,750	5,100
Freelance fees for counsellors	10,182	10,699	11,236	32,117
	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0

<b>TOTAL:</b>	<b>33,000</b>	<b>33,990</b>	<b>35,010</b>	<b>102,000</b>
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## Finance details

Please complete using your most recent audited or independently examined accounts.

Financial year ended:	Month: <b>March</b>	Year: <b>2014</b>
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Income received from:	£
Voluntary income	48,956
Activities for generating funds	0
Investment income	511
Income from charitable activities	358,845
Other sources	5,548
<b>Total Income:</b>	<b>413,861</b>

Expenditure:	£
Charitable activities	295,968
Governance costs	5,044
Cost of generating funds	23,472
Other	0
<b>Total Expenditure:</b>	<b>324,484</b>
<b>Net (deficit)/surplus:</b>	<b>89,378</b>
<b>Other Recognised Gains/(Losses):</b>	<b>0</b>
<b>Net Movement in Funds:</b>	<b>0</b>

Asset position at year end	£
Fixed assets	3,210
Investments	0
Net current assets	157,092
Long-term liabilities	0
<b>*Total Assets (A):</b>	<b>160,302</b>

Reserves at year end	£
Restricted funds	60,515
Endowment Funds	0
Unrestricted funds	99,787
<b>*Total Reserves (B):</b>	<b>160,302</b>

\* Please note that total Assets (A) and Total Reserves (B) should be the same.

### Statutory funding

For your most recent financial year, what % of your income was from statutory sources?  
41-50%

### Organisational changes

Describe any significant changes to your structure, financial position or core activities since the date of your most recent accounts:

Our treasurer resigned and was replaced by Shayane Amjad who is an accountant and Finance Manager for the London Clinic Hospital (a private hospital and charity). Marsha Taylor joined the Board. We took over grants from the Big Lottery Fund and Trust for London, which were held by the Minster Centre, to provide a mother tongue counselling service for refugees and asylum seekers in Brent.



## 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	3,413	0	0
Health Authorities	116,593	116,909	187,001
Central Government departments	0	0	0
Other statutory bodies	0	0	0

## 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	35,000	35,000	35,000
The Henry Smith Charity	0	30,000	30,000
Trust for London	13,500	18,000	18,000
Awards for All	9,922	0	0
London Catalyst	0	0	8,000

## 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: **Christopher Robinson**

Role within                      **Director**  
Organisation: