

The City Bridge Trust

Investing In Londoners: Application for a grant



About your organisation

Name of your organisation: Wandsworth Citizens Advice Bureaux	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? Wandsworth	
Contact person: Mr Phil Jew	Position: Chief Executive
Website: http://www.cawandsworth.org.uk	
Legal status of organisation: Registered Charity	Charity, Charitable Incorporated Company or company number: 1040303
When was your organisation established? 19/08/1994	

Grant Request

Under which of City Bridge Trust's programmes are you applying? Reducing Poverty
Which of the programme outcome(s) does your application aim to achieve? Fewer Londoners experiencing food poverty More people accessing debt and legal services
Please describe the purpose of your funding request in one sentence. To extend CBT support for the CAW/Foodbank partnership which tackles food poverty by training Foodbank volunteers and providing advice and budgeting support for Foodbank users.
When will the funding be required? 03/04/2017
How much funding are you requesting? Year 1: £64,299 Year 2: £0 Year 3: £0 Total: £64,299

Aims of your organisation:**Charitable objects**

To promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the London borough of Wandsworth and surrounding areas ("the principal area of benefit") and elsewhere in greater London.

CAW's Purpose

Citizens Advice Wandsworth is an independent charity that provides information, advice and support. We also work to improve the policies and practices that affect people's lives. We help people get the support they need and enable them to manage their lives better in times of crisis. Life is complicated and things can go wrong for all of us. CAW's free, impartial advice is crucial and highly valuable to individuals, the Council, government and society as a whole.

Main activities of your organisation:

We offer general advice on welfare benefits, money/debt, housing, employment, consumer, immigration and nationality, family and personal matters, taxes, health and education. We provide general advice on discrimination across all these subjects. We also provide self-help information services and resources and work to increase the capability of local people to avoid and prevent problems like debt. CAW provides the main gateway to advice and other services for local residents.

CAW's emphasis is on enabling independence and resilience. CAW is not here to take over people's affairs. Wherever possible CAW should empower people to be in control, help and act for themselves and hopefully assist other people in their community or network.

CAW emphasises the importance of early intervention and prevention in its services and seeks to understand and act on the underlying causes of demand for its services and tackle preventable systemic failure.

CAW offers a range of volunteering opportunities and undertakes social policy and campaign work.

Number of staff

Full-time:	Part-time:	Management committee members:	Active volunteers:
9	15	8	80

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	4.5 years

Summary of grant request

CBT is funding this project from April 2015 - March 2017. We are applying to extend funding for a further year in the face of continuing and indeed growing need, with good evidence that our project is working well (as demonstrated in the annual report submitted earlier this year).

Need

Food poverty is a growing issue in Wandsworth. In 2015-16 the number of people receiving emergency food increased by 25%: the Foodbank provided enough emergency food to feed 4078 people for three days. Four in ten were children. 1011 individual households were referred; up 22% from the year before. Problems with delivery of benefits remain the most common reason for referral; the number of people receiving emergency food because of benefits problems increased by 11%, to 1479 people. Debt is an increasing problem for local people, accounting for 11% of foodbank referrals (8% in 2015-16). (Data from Wandsworth Food Poverty Report 2016.)

Delivery

Our project has worked since April 2015 to ensure that Foodbank users have access to housing, benefits, money and debt advice and budgeting support. We have employed a full time adviser to provide expert advice and trained 42 Foodbank volunteers to provide information assistance or 'advice first aid'. 585 households were assisted by trained Foodbank volunteers in the first year of the project and our adviser supported 160 clients referred by volunteers with 626 enquiries. A further 81 households were helped by our adviser in the first quarter of the 16/17 year.

We will continue to employ an adviser to support Foodbank users and will train and support Foodbank volunteers to provide advice first aid. Refresher training will be provided for volunteers and new training course will be delivered for a new cohort of Foodbank volunteers should this be needed to maintain high numbers of trained volunteers.

Our experience so far has been that the majority of Foodbank users have presented multiple problems, needing high levels of support and on-going casework to address complex issues. Many Foodbank users present with mental ill-health and distress. The consequence has been lower than expected number of people assisted but more in-depth support.

Achievements

The project will ensure that a turn to the Foodbank in crisis becomes a gateway to resolving underlying problems and preventing long-term Foodbank dependence. It will provide volunteers with skills and knowledge and gather evidence/learning as a platform for future sustainability/development.

Meeting programme outcomes

This project directly addresses the Reducing Poverty programme outcomes. It provides practical support directly to people experiencing food poverty; seeking to reduce this by increasing access to debt and legal advice.

The right organisations to deliver

CAW is the leading local advice service, with particular expertise in welfare benefits, money, debt advice and budgeting. We have an established and respected volunteer training programme. Wandsworth Foodbank deals with acute local need. By pooling reach, knowledge and expertise we are well placed to deliver the outcomes.

Involving users

Several Foodbank volunteers are former service users. Regular user feedback is gathered.

Diversity

The project welcomes all, regardless of race, disability, gender, faith and sexual orientation, in accordance with the equality commitments of both partners. Training ensures the project

operates within legal requirements and good practice.

Valuing and supporting volunteers

The project places volunteers at the centre of the service.

Steps to reduce our carbon footprint

We will take steps throughout the project to reduce our carbon footprint. Both organisations are at the 'getting started stage' and have introduced green actions. Foodbank is actively looking to manage stock levels at each centre to reduce the need for transport between sites.

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?

Advice Quality Standard

Citizens Advice Membership Standard

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.

42 Foodbank volunteers supported by CAW as Information Assistants (to provide Advice First Aid) by the CAW Adviser. Refresher/new starter training for Foodbank volunteers delivered in 2017/18 - at least one refresher course and one new starter programme per year as required.

Information assistance provided by Foodbank volunteers for up to 11 households per week from April 2017 - March 2018 (up to 600 in total - 260 of which may be referred on to the CAW adviser)

Advice to help with debt, budgeting, welfare benefits, other welfare problems for up to 5 households pw on average from April 2017 - March 2018 - 260 in total

Additional training sessions for volunteers or Foodbank users on underlying issues and a joint CAW/Foodbank policy/campaign initiative during the year, based on the experiences and voices of Foodbank users and volunteers.

Joint CAW/Foodbank reports setting out the learning and evidence from the project, published in autumn 2017 with the aim of influencing policy and further development of provision.

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.

Foodbank users will get information and advice that tackles immediate debt and benefit crises and addresses underlying causes to avoid long-term dependency on food parcels.

Foodbank users will report reduced anxiety and distress, improved well-being and financial circumstances.

Volunteers (some of whom will be former Foodbank users) will acquire new skills and knowledge, helping them to improve their economic circumstances and well-being.

Evidence will be gathered to influence policy, demonstrate and improve effectiveness of the service and ensure longer-term sustainability.

Improvements will be made to (local) policy and practice to address underlying causes of food poverty and need for food parcels.

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 intend to continue the activity as we believe that need will persist. Reports setting out learning and evidence will be published with the aim of influencing policy and further development and funding. We will equip Foodbank volunteers with knowledge and skills will allow some provision to continue even with reduced funding.

Who will benefit?

About your beneficiaries

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

600

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

Wandsworth (97%)

Merton (1%)

Lambeth (1%)

Richmond (1%)

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?

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
CAW Staffing costs	44,329	0	0	0
CAW Overheads	8,240	0	0	0
Foodbank staffing costs	11,730	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0

TOTAL:	64,299	0	0	0
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What income has already been raised?

Source	Year 1	Year 2	Year 3	Total
	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0

TOTAL:	0	0	0	0
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What other funders are currently considering the proposal?

Source	Year 1	Year 2	Year 3	Total

TOTAL:	0	0	0	0
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How much is requested from the Trust?

Expenditure heading	Year 1	Year 2	Year 3	Total
CAW Staffing costs	44,329	0	0	0
CAW Overheads	8,240	0	0	0
Foodbank staffing costs	11,730	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0

TOTAL:	64,299	0	0	0
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Finance details

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

Financial year ended:	Month: March	Year: 2016
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Income received from:	£
Voluntary income	2,522
Activities for generating funds	9,684
Investment income	2,684
Income from charitable activities	907,206
Other sources	0
Total Income:	922,096

Expenditure:	£
Charitable activities	883,438
Governance costs	14,633
Cost of generating funds	
Other	46,857
Total Expenditure:	951,225
Net (deficit)/surplus:	(29,129)
Other Recognised Gains/(Losses):	0
Net Movement in Funds:	(29,129)

Asset position at year end	£
Fixed assets	57,568
Investments	0
Net current assets	298,626
Long-term liabilities	0
*Total Assets (A):	356,194

Reserves at year end	£
Endowment funds	0
Restricted funds	6,424
Unrestricted funds	349,770
*Total Reserves (B):	356,194

* 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?

50%

Organisational changes

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

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	506,938	465,937	426,937
London Councils	0	0	0
Health Authorities	19,800	19,500	84,556
Central Government departments	0	0	0
Other statutory bodies	143,793	93,470	15,029

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 £
Macmillan	66,790	81,534	146,580
Trust for London	32,097	14,674	0
Big Lottery Foundation	0	93,035	171,453
Citizens Advice	11,568	10,000	0
Southfields Academy	1,650	1,800	1,800

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: **Phil Jew**

Role within **Chief Executive**
Organisation: