

ASSESSMENT CATEGORY - Older Londoners

Toynbee Hall

Adv: Geraldine Page

Base: Tower Hamlets

Amount requested: £98,600

Benefit: Tower Hamlets

Amount recommended: £98,600

The Charity

Toynbee Hall (TH) established in 1884 was the first social action settlement in the UK. It is a multi-purpose community centre and social welfare charity with a wide portfolio of projects that seek to tackle both the causes and effects of poverty, inequality and injustice. These include community development activities, advice services, dedicated services for young and older people, and a range of financial inclusion projects all of which in 2014-15 benefited 13,000 people directly and a further 20,000 through programmes TH manages across London.

The Application

TH's Centre for Wellbeing is currently providing a three days a week service 10:00-16:00 on a temporary site. The site is temporary while a two year regeneration of their main site is undertaken, due for completion summer 2018. They deliver a programme of community support, learning and social activities for older people. This funding would enable TH to extend the Wellbeing Centre provision to a seven day week, responding to a lack of social opportunities and support within the local area particularly at weekends and increase the number and range of services offered to older people. These include:

- creating a scheme of Volunteer Buddying to facilitate travel to the Wellbeing Centre to take part in social and other activities as well as external support, shop, visit libraries, walk pets, healthy activities, support loved ones with Dementia.
- a service user run Peer Phone Club, hosted by older people for less mobile older clients to combat loneliness and isolation.
- creating a 'library of things' so older people can access items they need but cannot afford including tools and equipment.
- support with access to welfare, housing support, care planning and later life planning.

The Recommendation

Toynbee Hall is in a strong position of expertise and capacity to offer an expanded service to older people. By their nature, many older people over 75 have complex needs and will benefit from TH being able to offer much expertise in-house without needing as many external referrals. The holistic approach they are taking ensures that they are able to support older people beyond the core health and wellbeing agenda and address direct needs uncovered through a joined up approach with other services and local partners. The project is well planned and in accordance with your priorities they have only requested funding for the proportion of the project directed towards those over 75 which is 50%. The remaining balance of project costs will be met by match funding.

£98,600 over 2 years (£49,100; £49,500) to contribute to the salary costs of the P/T Wellbeing Centre and Volunteer Coordinator (3dpw) and associated running costs for the Centre for Wellbeing project.

Funding History

Meeting Date	Decision
27/11/2014	£4,998 to commission an access audit and consultancy to inform redevelopment plans.
28/07/2011	£100,000 (£50,000, £50,000) over 2 years for a Wellbeing Service for older people in Tower Hamlets and the City of London, subject to satisfactory audited accounts for 2010/11.

Background and detail of proposal

TH has been delivering dedicated services to older people since the mid-1950s including a lunch club, Surma (a Bengali specific group), Dignify (raising awareness of elder abuse), and support and signposting for older people in London. Each year they support over 750 older people within Tower Hamlets. In 2015-16 their Centre had 2,700 unique visits, a 15% increase on the previous year. Over the next two years TH will be undertaking a significant regeneration of their East End site. The regeneration has three key elements: the restoration and conservation of the 1884 building (Toynbee Hall itself), which will become the focus of their heritage and learning activity as well as the accommodation for staff and the continuation of their existing Venue Hire business; a new building on the site of the existing 28 Commercial Street (Profumo House), which will be a mixed-use space providing ongoing wellbeing support to the local community as well the delivery of advice and legal services; and, working alongside their development partner and the London Borough of Tower Hamlets, the landscaping of Mallon Gardens into an open public space. This application will allow the service to expand from three to seven days a week and will actively look to increase number of over 75's using the service.

Financial Information

TH income in 2015/16 audited accounts is substantially higher than the previous years as it includes the gain from the sale of two properties (£5.5m) that is designated towards the major redevelopment project. The redevelopment began in March 2016, and over £11m will be spent on the project by October 2018, which explains the unrestricted deficits in 2017 and 2018. TH reserves policy is unrestricted funds should equal 2 months' worth of expenditure, less contract spend.

Year end as at 31 March	2016	2017	2018
	Audited Accounts £	Draft Accounts £	Forecast £
Income & expenditure:			
Income *	14,124,000	7,837,449	7,402,018
- % of Income confirmed	n/a	n/a	7%
Expenditure	(8,447,000)	(7,767,473)	(7,698,938)
Total surplus/(deficit)	5,677,000	69,976	(296,920)
Split between:			
- Restricted surplus/(deficit)	1,582,000	1,003,244	533,586
- Unrestricted surplus/(deficit)	4,095,000	(933,268)	(830,506)
	5,677,000	69,976	(296,920)
Cost of Raising Funds	1,163,000	639,016	365,756
- % of income	8.2%	8.2%	4.9%
Operating expenditure (unrestricted funds)	2,420,000	2,019,390	1,908,204
Free unrestricted reserves:			
Free unrestricted reserves held at year end	700,000	575,423	334,970
No of months of operating expenditure	3.5	3.4	2.1
Reserves policy target	700,000	700,000	700,000
No of months of operating expenditure	3.5	4.2	4.4
Free reserves over/(under) target	0	(124,577)	(365,030)