

# The City Bridge Trust

## Investing In Londoners: Application for a grant



### About your organisation

Name of your organisation: <b>Bosnia and Herzegovina Community Advice Centre</b>	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? <b>Brent</b>	
Contact person: <b>Ms Sadida Trozic</b>	Position: <b>Outreach Worker</b>
Website: <b>http://www.bhcac.org.uk</b>	
Legal status of organisation: <b>Registered Charity</b>	Charity, Charitable Incorporated Company or company number: <b>1085815</b>
When was your organisation established? <b>26/03/2001</b>	

### Grant Request

Under which of City Bridge Trust's programmes are you applying? <b>Older Londoners</b>		
Which of the programme outcome(s) does your application aim to achieve? <b>Older Londoners having increased awareness of benefits, finance, housing and other rights</b> <b>Fewer older Londoners aged over 75 years with depression and more reporting improved well-being</b>		
Please describe the purpose of your funding request in one sentence. <b>Funding request towards the costs of Project Manager post and contributions towards other staff involved in the delivery of work and associated project costs.</b>		
When will the funding be required? <b>01/01/2018</b>		
How much funding are you requesting?		
Year 1: <b>£38,824</b>	Year 2: <b>£39,294</b>	Year 3: <b>£38,713</b>
<b>Total: £116,831</b>		

**Aims of your organisation:**

**MISSION:** Bosnia and Herzegovina Community Advice Centre seeks to enhance the quality of life of disadvantaged older and/or disabled Londoners from West Balkan region, particularly those experiencing poverty and isolation. The Centre supports their diverse needs through provision of welfare, educational and cultural services that welcome everyone.

**OBJECTIVES:**

To provide targeted and preventive support, information, advice and advocacy services to avoid future crises and improve overall quality of life.

To gather and disseminate information on issues effecting beneficiaries to improve communication and increase access to other services.

To organise classes and workshops that promote exercise, healthy living and develop life skills.

To organise social and cultural events that reduce isolation and social exclusion and promote positive interaction with wider community.

To provide social and cultural events that promote positive expression of the language and culture of beneficiaries.

To provide volunteering opportunities for beneficiaries to develop their skills, confidence and self-esteem.

**Main activities of your organisation:**

The organisation currently runs two projects;

1. Welfare Reform Project at local level is a part of Brent Advice Partnership and delivers; Weekly Outreach advice sessions at Harlesden Hub and provides welfare advice to all Brent residents

2. Resilience Project is pan-London service for older and/or disabled Londoners from West Balkan and provides;

Advocacy and targeted support on welfare rights, housing, community care and health issues by phone, drop in and appointments

Weekly Fitness and Healthy Eating and Cooking Classes in partnership with Brent Start (Brent Council) on Wednesdays and Mondays for 1 and 2 hours.

Twice weekly Social Club on Wednesdays and Sundays for 6 hours each time.

Weekly Gym sessions, coffee and social on Wednesdays for 2-3 hours.

Quarterly training sessions or workshops in partnership with other organisations on benefit appeals and money issues.

Quarterly newsletter in Bosnian-Serbo-Croat language on health, welfare, latest activities and news in the community.

Volunteering opportunities

Cultural Events- once or twice a year.

**Number of staff**

Full-time:	Part-time:	Management committee members:	Active volunteers:
<b>1</b>	<b>1</b>	<b>9</b>	<b>6</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>Rented</b>	<b>Since 2004 renewed annually</b>

## Summary of grant request

Project beneficiaries are Londoners over the age of 75, from the West Balkans region. Over 85% are disabled as a result of the Yugoslav war. The psychological scars of the war are worsened by the fact that many are living isolated and socially excluded lives. Many are affected by long-term medical conditions, low income, family breakdown, marginalisation and language barrier.

We know there is a need for the project as we have carried out extensive assessments of the needs of our older beneficiaries, through questionnaires, focus groups and consultation meetings with the trustees, beneficiaries and statutory service providers. Results confirm there is a need for greater staff capacity, particularly as aging beneficiaries become increasingly dependent on professional advocacy, physical assistance, translation and accompanied support to access other services.

Furthermore, for beneficiaries to be less isolated and more active in the community there is a need for social, cultural and educational opportunities. ?

During the 2016/17 we commissioned Dr. Hadziosmanovic to deliver group talking therapies and produce her report with findings. The report recommends further group therapy sessions that are designed to improve wellbeing of this vulnerable group.

Project Manager will manage the project, staff and volunteers to deliver the following;

14 hours pw - advocacy and advice on benefits, housing, community, social care and other issues in Serbo-Croat-Bosnian language. This will increase awareness and access to entitlements.

36 group talking therapies in Serbo-Croat-Bosnian language run by specialist will teach coping mechanisms and help alleviate many psychological problems.

3 trainings for 7 volunteers- accompanied support for vulnerable older people to access services and activities.

Accompanied support and assistance by volunteers- these will help beneficiaries access project services and activities.

9 events ? will bring the beneficiaries in regular contact with others, allowing them opportunities for social interaction and participation in programme performance, resulting in significantly reduced isolation.

Project aims to improve quality of lives of beneficiaries by helping them to access entitlements, improve wellbeing, and live more active, less isolated, healthier and happy lives.

We have 20 years of experience delivering the services to older people from West Balkan communities in London.

Our organisation is accredited, the most knowledgeable and experienced in serving this particular community and therefore most suited to deliver the work. We liaise with the beneficiaries in their language helping them address identified issues and access support.

We are applying under the Trust's ?Older Londoners? programme by meeting the following outcomes;

1.Older Londoners having increased awareness of benefits, finance, housing and other rights- The project will provide professional advocacy and advice and increase awareness and access to; welfare benefits, housing, community/social, health care and other entitlements.

2.Fewer older Londoners aged over 75 years with depression and more reporting improved well-being: Project will provide group talking therapies to discuss mental health issues. This will be delivered by a professional therapist who will teach beneficiaries coping mechanisms and how improve their mental well-being. *Continues overleaf*

*Continued from previous*

3.Older Londoners aged over 75 years living more active and healthier lives. The project will provide social, cultural and educational opportunities and support beneficiaries to get involved in planning, organising and participating in these events. This will help them be more active, less isolated and live healthier lives.

#### Meeting the Trust? Principles

Older people are involved in all levels of the organisational structure. We welcome people from all communities regardless of their background. Membership is open to those over the age of 18.

We will develop a pool of skilled volunteers to help run the services. We will develop from Trust?s ?Getting Started? to ?Making Progress? level by adopting the environmental policy and implementing it through daily operations.

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?

**PQASSO levels 1 & 2, Investors in People, Advice Quality Standards**

#### 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.

**14 hours per week of professional advocacy and advice on benefits, housing, community, social care and other issues in Serbo-Croat-Bosnian language. Most of beneficiaries over 75 years old don?t speak English language and don?t know how to access support. Professional advocacy and advice will increase awareness and access to entitlements.**

**36 group talking therapies for older Londoners, from West Balkans, age over 75 years. Most beneficiaries suffer from depression and Post -Traumatic Stress Disorder. Talking therapies in own language amongst peers run by specialist will teach coping strategies and help alleviate many psychological problems.**

**3 trainings for 7 volunteers- to develop the skills in community work and raise awareness on safeguarding to ensure quality and safety in service delivery.**

**Accompanied support and assistance by volunteers- these will help vulnerable older Londoners from West Balkans, over the age of 75, access project services and activities.**

**9 social-cultural and educational events-will bring the beneficiaries in regular contact with others, allowing them opportunities for social interaction and participation in programme performance. This will reduce isolation and help older Londoners from West Balkans, over the age of 75, be more active and live healthier and happy lives.**

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.

**480 Beneficiaries 75+ will have report increased awareness and access to welfare benefits, housing, community care, health and other issues effecting them; increased income, improved housing conditions, adequate health and social care support packages.**

**48 Beneficiaries 75+ will report improved mental wellbeing as result of having better coping strategies and being more able to manage in a crisis.**

**7 volunteers will be better equipped and feel more confident to deliver community service. Vulnerable older beneficiaries 75 + will experience better support to access project services and opportunities for social-cultural-educational development.**

**120 Beneficiaries 75+ will achieve increased involvement in social-cultural and educational activities and engagement with the wider community resulting in reduced isolation, more active, healthier and happy lives.**

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?

**Yes, the project will strengthen the capacity of the organisation and older West Balkans in London to work strategically and collaboratively to identify and secure income generation and fundraising opportunities and build a robust and efficient infra-structure from which to continue to deliver high quality, high value and high impact services beyond the life of this funding.**

## Who will benefit?

### About your beneficiaries

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

**655**

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

**London-wide (100%)**

What age group(s) will benefit?

**75 and over**

What gender will beneficiaries be?

**Male**

**Female**

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

**Mixed / Multiple ethnic groups**

If Other ethnic group, please give details:

What proportion of the beneficiaries will be disabled people?

**91-100%**

## 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 Manager 35 hrs p/w incl. NI and Pension	50,484	51,493	52,523	154,500
Advocacy Worker 35 hrs p/w incl. NI and Pension	28,508	29,079	29,660	87,247
Events: hall hire and programme costs	2,760	2,760	2,760	5,760
Freelance Group Talking Therapies Facilitator	3,000	3,000	3,000	9,000
Publicity and promotion	300	306	312	918
Volunteers and staff travel and training	2,243	2,288	2,333	6,864
Running costs	18,050	18,238	18,394	54,682
Subscriptions, AdvicePro IIP,AQS re-assessments	4,000	3,030	1,561	8,591
Insurances	1,202	1,227	1,252	4,933

<b>TOTAL:</b>	<b>110,547</b>	<b>111,421</b>	<b>111,795</b>	<b>333,763</b>
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### What income has already been raised?

Source	Year 1	Year 2	Year 3	Total
Big Lottery Fund	69,323	69,727	70,682	209,732
Volunteers introductory/refresher trainings value	450	450	450	1,350
Brent Council safeguarding vulnerable adults	450	450	450	1,350
Beneficiaries contribution towards Events	1,500	1,500	1,500	4,500

<b>TOTAL:</b>	<b>71,723</b>	<b>72,127</b>	<b>73,083</b>	<b>216,932</b>
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### What other funders are currently considering the proposal?

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

<b>TOTAL:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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### How much is requested from the Trust?

Expenditure heading	Year 1	Year 2	Year 3	Total
Project Manager 7 hrs p/w incl. NI and Pension	10,097	10,299	10,505	30,900
Advocacy Worker 14hrs p/w Incl. NI and Pension	11,403	11,631	11,864	34,899
Events: hall hire	1,260	1,260	1,260	3,780
Freelance Group Facilitator	3,000	3,000	3,000	9,000
Publicity and promotion	300	306	312	918
Volunteers and staff travel	1,143	1,166	1,189	3,498

Running costs	9,025	9,119	9,197	27,341
Subscriptions, AdvicePro, IIP,AQS re-assessments	1,995	1,900	760	4,655
Insurances	601	613	626	1,840

<b>TOTAL:</b>	<b>38,824</b>	<b>39,294</b>	<b>38,713</b>	<b>116,831</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>2016</b>
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Income received from:	£
Voluntary income	99,197
Activities for generating funds	0
Investment income	0
Income from charitable activities	0
Other sources	2,070
<b>Total Income:</b>	<b>101,267</b>

Expenditure:	£
Charitable activities	95,786
Governance costs	2,894
Cost of generating funds	0
Other	0
<b>Total Expenditure:</b>	<b>98,680</b>
<b>Net (deficit)/surplus:</b>	<b>2,587</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	3,960
Investments	0
Net current assets	43,311
Long-term liabilities	0
<b>*Total Assets (A):</b>	<b>50,271</b>

Reserves at year end	£
Restricted funds	32,484
Endowment Funds	0
Unrestricted funds	17,787
<b>*Total Reserves (B):</b>	<b>50,271</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?  
1-10%

### Organisational changes

Due to difficulties in securing the funding we had to reduce hours of staff employed within the Organisation;

Staff changes- Full time posts of paid staff reduced to part-time. Furthermore we have reduced number of activities with social-cultural focus in order to reduce expenditure. Unfortunately, this has impacted on both staff and beneficiaries; staff being overstretched and beneficiaries feeling isolated and lonely.

### Previous funding received

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

	Year 3 £	Year 2 £	Most recent £
City of London (except City Bridge Trust)	0	0	0
London Local Authorities	2,500	1,100	4,600
London Councils	5,400	0	0
Health Authorities	0	0	0
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	Year 3 £	Year 2 £	Most recent £
Big Lottery Fund	83,413	99,849	89,402
Lloyds Bank Foundation	15,000	0	0
London Community Foundation	9,800	0	0
Awards For All	0	0	9,888
Mercer's Company	0	0	2,500

### 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: **Zaim Pasic**

Role within                      **Chair**  
Organisation: