

The City Bridge Trust

Investing In Londoners: Application for a grant



About your organisation

Name of your organisation: Ealing Mencap	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? Ealing	
Contact person: Mr Matthew Coulam	Position: ESAS Project Manager
Website: http://www.ealingmencap.org.uk/	
Legal status of organisation: Registered Charity	Charity, Charitable Incorporated Company or company number: 1054061
When was your organisation established? 01/10/1965	

Grant Request

Under which of City Bridge Trust's programmes are you applying? Making London More Inclusive		
Which of the programme outcome(s) does your application aim to achieve? Work enabling disabled people of all ages to live Independently		
Please describe the purpose of your funding request in one sentence. To improve access to disability-related transport and travel services, discounts and benefits through the provision of information, advice and practical support.		
When will the funding be required? 01/01/2018		
How much funding are you requesting?		
Year 1: £26,082	Year 2: £25,532	Year 3: £25,532
Total: £77,145		

Alms of your organisation:

Ealing Mencap represents the interests of people with learning disabilities and their carers within the London borough of Ealing. The charity also provides support to people who have physical disabilities, learning difficulties, autistic spectrum conditions and sensory impairments.

Our charity aims to be one of the lead organisations in Ealing that campaigns for disabled people's rights, creates opportunities, showcases our customers' talents and skills, breaks down barriers, overcomes isolation and changes lives.

Main activities of your organisation:

Ealing Mencap delivers a range of services including:

Real Me Day Opportunities service - running a program of activities which aim to develop social and life skills for adults with disabilities.

Project Search at Heathrow T5 Hilton Hotel - an apprenticeship scheme for young people with learning disabilities developing their skills within the hospitality industry and creating paid employment opportunities.

The Show Room - a shop with onsite training service 'Dare To Dream' which develops the employment skills of adults with learning disabilities and provides employment opportunities within the retail industry.

Ealing Specialist Advice Service - an advice service run by a consortium led by Ealing Mencap providing information, advice and guidance to vulnerable adult residents of Ealing.

Travel Training - delivered across 3 West London boroughs developing the independent travel skills of young people who are leaving school or college.

Transition Project - supporting young people and their carers who are leaving school or college or who are NEET.

Number of staff

Full-time:	Part-time:	Management committee members:	Active volunteers:
35	45	7	19

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?
Owned	

Summary of grant request

Cuts to funding for local authorities and other statutory services have resulted in a move towards digitisation, automated telephone services and online applications. This is apparent in the application processes for subsidies, discounts and adaptations related to transport and travel for disabled and vulnerable people which includes Blue Badges, Freedom Passes, Taxi Cards and applications for disabled parking bays. Ealing Council's face to face Blue Badge counter service closed in 2012 and the application process was recently digitised, restricting access for people who are unable to use the internet? these are people most likely to be eligible and in need of support with travel ie. the elderly, people with mental capacity issues, learning disabilities or cognitive impairments. A Shopmobility service managed by ECIL recently began delivering travel advice sessions, however funding for the service is due to end in 2017.

The Ealing Specialist Advice Service (ESAS) handles 12000 inquiries annually and a third of these are passed on to caseworkers. The majority of cases relate to benefits and housing, but the percentage relating to transport has increased from 10% to 13% over the course of a year with 460 travel cases dealt with by caseworkers during this time. The service is over-capacity and has closed twice in the last 7 months when the waiting list exceeded 150 clients and waiting times exceeded 5 weeks.

Ealing Mencap proposes funding a dedicated transport and travel advice caseworker for 3 days a week to assist clients with applications, form filling, gathering supplementary information and contesting incorrect decisions. The caseworker will have detailed knowledge about the different schemes that are available, eligibility criteria and application and appeals processes. It is anticipated that they will see 2 or 3 clients per day, depending on whether the client requires a home visit. Over the course of a year, considering time spent undertaking training, administrative activities, leave and conducting outcomes assessments, 280 travel inquiries will be resolved, alleviating pressure on advice services and providing a faster and more efficient service to clients.

Referrals will come from a range of sources including clients, family members, social services, GPs via Care-Co-ordinators, OTs and other agencies. The ESAS reception, staffed by a combination of volunteers and employees of consortium partners, will act as the main point of contact, assessing the client's needs, gaining consent, receiving referrals through drop-ins, telephone and online inquiries. Referrals will then be triaged and allocated to the advice caseworker. The caseworker will record all client details and contacts on the Charity Log database, arrange appointments and conduct an outcomes assessment within 3 months of case closure to identify the impact of the service on the client's life.

Ealing Mencap has experience of delivering advice and achieving outcomes through establishment and management of the Ealing Disability Advice Bureau (2011-2015) and ESAS (2015 - present). Systems, procedures and infrastructure are already in place to securely record and analyse information, monitor outcomes and deliver advice in line with the Advice Quality Standard. Ealing Mencap has a robust Equality and Diversity policy. Employees include people with disabilities and a number of volunteers and paid employees are former service users. The board of trustees includes carers of people with learning disabilities and the ESAS steering group includes people who have sensory impairments and disabilities. The borough's diversity is represented within the staff team and demographic information about service users is fed back to funders and included in the annual report. Clients feedback is gathered during outcomes assessments and used to improve service delivery. Ealing Mencap has an environmental policy and is currently working toward a paperless office.

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?

Ealing Mencap and all 4 delivery partners within the ESAS consortium hold the Advice Quality Standard for the delivery of welfare benefits, housing and disability advice. Ealing Mencap has also been awarded Investors in People and is registered with CQC.

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.

To deliver transport and travel advice and support to 840 disabled and vulnerable adult residents of Ealing over the course of the funding period (280 per year)

To provide advice and practical support to 221 people each year to help them identify eligibility and claim or renew Blue Badges. (663 over the course of the funding period)

To provide advice and practical support to 29 people each year to help them identify eligibility and claim discounts for taxis including Taxicard, and Dial-a-Ride (87 over the course of the funding period)

To provide advice and practical support to 20 people each year to help them identify eligibility and claim support to use public transport ie. Freedom passes (60 over the course of the funding period)

To provide advice and practical support to 10 people each year to help to resolve disability related transport and travel issues not already covered including passport applications, disabled parking bays, raising accessibility issues (30 over the course of the funding period)

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.

Clients will report that they have better access to the community as a result of the actions taken by the project

Clients will report that they are less stressed following engagement and support from the Transport and Travel advice project

Clients will report that they are encountering less physical health issues as a result of the actions taken by the project

Clients will report increased independence in completion of online applications following support from the project

Clients will report improved social interaction and decreased loneliness/isolation as a result of the actions taken by the project

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?

The project is likely to need ongoing funding due to the increasing digitisation of application processes for many travel subsidies, which limits access for many eligible people. Ealing Mencap will work jointly with other charities to identify and secure funding from other sources, and use evidence gathered to encourage the local authority and other agencies to change subsidy application processes.

Who will benefit?

About your beneficiaries

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

280

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

Ealing (100%)

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:

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
Salary inc. NI and Pension for caseworker	17,031	17,031	17,031	51,093
General Running expenses inc. stationary, printing, postage, mobile phone	900	900	900	2,700
Training & resource materials	500	500	500	1,500
Staff travel	240	240	240	720
Core Costs (line management, HR, IT, website, payroll, Insurance, database & software licenses etc.)	3,000	3,001	3,001	9,002
Desk, computer, landline hire	3,560	3,560	3,560	10,680
Events, marketing, promotional materials	300	300	300	900
Laptop/tablet purchase	350	0	0	350
Recruitment	200	0	0	200
TOTAL:	26,082	25,532	25,532	77,145

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

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
TOTAL:	0	0	0	0

How much is requested from the Trust?

Expenditure heading	Year 1	Year 2	Year 3	Total
Salary inc. NI and Pension for caseworker	17,031	17,031	17,031	51,093
General Running expenses inc. stationary, printing, postage, mobile phone	900	900	900	2,700
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Finance details

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

Financial year ended:	Month: March	Year: 2017
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Income received from:	£
Voluntary Income	141,292
Activities for generating funds	0
Investment Income	3,427
Income from charitable activities	2,101,041
Other sources	0
Total Income:	2,245,760

Expenditure:	£
Charitable activities	2,201,445
Governance costs	0
Cost of generating funds	0
Other	0
Total Expenditure:	2,201,445
Net (deficit)/surplus:	61,120
Other Recognised Gains/(Losses):	284,400
Net Movement In Funds:	345,520

Asset position at year end	£
Fixed assets	1,176,933
Investments	197,045
Net current assets	420,803
Long-term liabilities	238,042
*Total Assets (A):	1,556,739

Reserves at year end	£
Restricted funds	1,056,197
Endowment Funds	0
Unrestricted funds	500,542
*Total Reserves (B):	1,556,739

*** 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:

N/A

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	767,438	953,101	992,195
London Councils	0	0	0
Health Authorities	0	0	0
Central Government departments	246,203	225,071	51,475
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 - Reaching Communities	0	39,945	39,726
West London College	36,634	0	0
Bridge House Trust	24,283	0	0
John Lyons	15,000	0	0
Balley Thomas	15,000	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: **Matthew Coulam**

Role within **ESAS project manager**
Organisation: