

The City Bridge Trust

Investing In Londoners: Application for a grant



About your organisation

Name of your organisation: Deptford Reach	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? Lewisham	
Contact person: Ms Stella-May Brown	Position: Director
Website: http://www.deptfordreach.org.uk	
Legal status of organisation: Registered Charity	Charity, Charitable Incorporated Company or company number: 1086143
When was your organisation established? 02/04/1979	

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? More Londoners with improved economic circumstances		
Please describe the purpose of your funding request in one sentence. Salary and associated costs for the work of crisis intervention Advice Worker		
When will the funding be required? 02/07/2018		
How much funding are you requesting?		
Year 1: £31,064	Year 2: £31,688	Year 3: £32,318
Total: £95,067		

Aims of your organisation:

Deptford Reach is a prevention & crisis intervention open access day centre providing support, advice, training and practical help to vulnerable adults experiencing homelessness, mental illness, drug/alcohol abuse, social exclusion and severe poverty.

We have been helping people rebuild their lives for 37 years. We have a strong track record of combining services under one roof and taking an approach based on friendship and respect that allows our clients to progress in a way that is right for them.

Deptford Reach is open access -- we recognise that appointment systems are really difficult for people with chaotic lives and that many people don't just have one issue (e.g. homelessness or addiction). We are first port of call for people in crisis and those with complex needs. With our partners onsite, we offer a wide range of services to simultaneously address the interrelated issues of housing, jobs and health

Main activities of your organisation:

We offer the only drop-in advice service in Lewisham. Our staff and trained volunteers offer a same-day response to crises clients are facing including benefits problems, emergency housing and debt. Our specialist services include housing advice, employability, counselling and specialist support groups.

Many of our rough sleeping clients rely heavily on access to our showers and laundry services. A visiting nurse sees Deptford Reach clients weekly and we host a chiropodist, dentist, optician and TB screening. Our kitchen project provides two low cost meals four days a week. For many clients this is their only social interaction of the day.

Informal education works alongside our other services to equip our clients with the skills they need to actively take part in society, become more employable and build their self-worth. Our weekly classes include IT, art therapy, basic life skills and language. Of the 4-12 volunteers at Deptford Reach at any one time, 60% are previous or existing clients.

Number of staff

Full-time:	Part-time:	Management committee members:	Active volunteers:
3	2	6	13

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

Recent cuts to public services have had a devastating effect on the most vulnerable. Last year, for the first time, we started seeing queues outside our centre before we open. We had 816 new clients last year and did not need to conduct any outreach to find them.

Many of our clients are homeless (from rough sleepers to 'sofa surfers'), threatened with eviction, unemployed and with histories of mental illness, alcohol or drug misuse. We work with many people who find it difficult to access mainstream services including newcomers to the area, ex-offenders and refugees. A high proportion have been turned away from other agencies, because they fall outside of criteria or can't wait until the next appointment. All Deptford Reach clients experience a high level of financial hardship that brings them precariously close to the next step on the social exclusion cycle.

This is a grant request for an Advice Worker who will offer one-to-one advice and assessment sessions four days a week with a same-day waiting list. This crisis intervention helps clients pull themselves back from financial difficulties. The Advice Worker helps clients maintain tenancies, maximise income and build budgeting skills. They also build the foundation for economic stability by providing specialist housing advice and connections with other services clients find hard to access. Some examples include:

- Benefits: Having your benefits cut has a damaging effect and rectifying erroneous cuts takes an understanding of the system. We help clients navigate this complex system.
- Housing advice: appealing illegal evictions, finding emergency accommodation and a very successful PRS (private rental sector) support programme.
- Employability: (In partnership with Job Centre Plus) CV writing sessions, training advice, job search, interview training and grants for interview clothes.
- Support for Refugees/EEA residents with National Insurance registration.

This grant would improve the economic circumstances of our clients by delivering the following interconnected aims.

Providing:

- a safe place where clients can start to break the cycle of social exclusion
- access to the help that clients need and are entitled to
- support for clients to claim and maintain benefits
- diversion from homelessness
- routes into employment/training

We are a long-standing part of the local community with a wide, well-established network of partnerships and referral pathways within the borough and beyond. We have long had the support of Lewisham Council who publically recognise the very significant need for the services that we provide.

This project is made more effective by the complementary other services we, and our partners, offer on site. Unlike other services that specialise in one issue (e.g. homelessness or addiction) we are able to work with the whole person without moving them around to different places; something that often causes people to 'fall through the gap' and into a negative financial spiral. By working across several areas, we are able to ensure that problems in one area don't hold back success in an area crucial to economic wellbeing (e.g. health issues preventing attendance at housing benefit appointments).

Our good practice includes:

- Monthly Members Meeting with two staff and one Trustee. These are well attended and open to all clients for queries, consultations, complaints and suggestions.
- Open door policy backed up by our Equal Opportunities Policy.
- Support for regular volunteers including provision of training and qualifications (e.g. food hygiene) and tailored job search help.
- We are 'Making Progress' with our environmental impact. For example: Re-use of donated supplies (e.g. lightbulbs). Canteen Ingredients that are donated excess from local businesses. Full shut down at close (computers, washing machines, lights etc).

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 Level 1

AQS- case management for housing and welfare benefits

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.

The first step for new clients is to register at our centre; a safe place that provides an opportunity to break the cycle of social exclusion. We have an open door policy and predict that over 1000 clients will access the centre along with 400 new clients a year

320 clients a year (80%) will complete a first session with the Advice Worker and an initial assessment of presenting needs. This leads to a brief intervention or a longer term personal support plan. Both include immediate actions to take in order to address the existing crisis in their lives

The centre is open 48 weeks a year. The Advice Team will complete twelve sessions per day, four days a week. Therefore, there will be approximately 2300 of these face-to-face appointments or telephone consultations each year

The majority of clients will need support with benefits during these sessions; claims advice or managing erroneous cuts. We aim to stop these cuts from triggering a collapse in client finances, through undertaking advocacy with Job Centre, providing training in budgeting (to manage the gap) or issuing small emergency funds.

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.

Each assessed client will get access to the help are entitled to, with an emphasis on taking control themselves. All will build their own action plan for addressing their needs and becoming better equipped to overcome the resulting financial difficulty. This may include information about, or referrals to, other agencies

160 clients a year (50%) will build their digital skills. As well as improving their employability, these skills will be vital for managing the new system for universal credit and equipping clients to manage their finances through online banking as high street banks continue to close

Clients who are entitled to benefits will be successfully claiming the correct amounts. This will maximise their income- helping them save and manage their money without the need for emergency loans, food vouchers, etc.

Clients who are vulnerable to it will be prevented from slipping into homelessness. They'll be supported to live successfully in their accommodation (including direct advocacy with landlords), build networks/skills/interests that help them maintain their tenancies and proactively identify when and how to move when needed

The Advice Team will work with clients to improve economic wellbeing through routes into employment or training. By the end of Year 3 of the project 40% of clients will have completed some education/training, 20% will have volunteered at Deptford Reach or elsewhere and 15% will have secured paid work

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. Our funding currently comes from a mixture of trusts and foundations, local statutory organisations, space rental at our centre and fees for the services we provide. We plan to continue growing this support whilst increasing the amount we receive from companies and individuals. We are also looking at ways the asset represented by our building could contribute future income.

Who will benefit?

About your beneficiaries

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

1,000

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

Lewisham (85%)

Greenwich (11%)

Southwark (2%)

Bromley (2%)

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?

21-30%

Funding required for the project

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

Expenditure heading	Year 1	Year 2	Year 3	Total
Lead Generalist Adviser's Salary	26,269	26,794	27,329	80,392
Lead Generalist Adviser's National Insurance	2,512	2,562	2,613	7,687
Lead Generalist Adviser's Pension	525	536	547	1,608
Advice Team Leader Salary	33,266	33,931	34,610	101,807
Advice Team Leader National Insurance	3,478	3,548	3,619	10,645
Advice Team Leader Pension	655	678	692	2,025
6% Management Costs	1,758	1,793	1,829	5,380
	0	0	0	0
	0	0	0	0

TOTAL:	68,463	69,842	71,239	209,544
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What income has already been raised?

Source	Year 1	Year 2	Year 3	Total
Lee Charity	5,000	5,000	0	10,000
Hilden Charitable Trust	5,000	5,000	0	10,000
Lewisham Council	15,000	0	0	15,000
	0	0	0	0

TOTAL:	25,000	10,000	0	35,000
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What other funders are currently considering the proposal?

Source	Year 1	Year 2	Year 3	Total
Henry Smith	25,000	25,000	25,000	75,000
Big Lottery	41,000	41,000	41,000	123,000
Merchant Taylors	5,000	5,000	0	10,000
Goldsmiths Company	5,000	0	0	5,000

TOTAL:	76,000	71,000	66,000	213,000
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How much is requested from the Trust?

Expenditure heading	Year 1	Year 2	Year 3	Total
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6% Management Costs	1,758	1,793	1,829	5,380

TOTAL:	31,064	31,685	32,318	95,067
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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	262,745
Activities for generating funds	0
Investment Income	442
Income from charitable activities	22,169
Other sources	0
Total Income:	285,356

Expenditure:	£
Charitable activities	204,649
Governance costs	0
Cost of generating funds	61,820
Other	0
Total Expenditure:	266,469
Net (deficit)/surplus:	18,887
Other Recognised Gains/(Losses):	0
Net Movement in Funds:	18,887

Asset position at year end	£
Fixed assets	472,400
Investments	0
Net current assets	154,499
Long-term liabilities	0
*Total Assets (A):	626,899

Reserves at year end	£
Restricted funds	601,988
Endowment Funds	0
Unrestricted funds	24,911
*Total Reserves (B):	626,899

* 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?
11-20%

Organisational changes

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

In order to ensure financial stability during this phase of change, LHF will be providing Deptford Reach with support if required, whilst we focus on building the organisational bedrock needed for establishing a new centre that best serves the needs of our clients. We

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	37,500
London Local Authorities	41,624	41,954	46,930
London Councils	0	0	0
Health Authorities	2,500	4,946	5,000
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 £
Crisis	87,050	47,500	25,000
Lloyds Foundation	29,000	0	25,000
Deptford Challenge Trust	10,000	0	30,000
StreetSmart	9,000	12,000	8,000
Pret Foundation	0	0	34,200

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: **Stella-May Brown**

Role within **Director**
Organisation: