

CRIPPLEGATE FOUNDATION LTD

A hybrid meeting of the

PROGRAMME COMMITTEE

held in person at Cripplegate Foundation's Offices, 13 Elliott's Place, London, N1 8HX
and online via Zoom – <https://us02web.zoom.us/j/81224195840>
on Tuesday 25th April, 2023 at 5.30pm.

AGENDA

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Minutes of a Meeting of the
PROGRAMME COMMITTEE

held at Cripplegate Foundation, 13 Elliott's Place, London, N1 8HX
 on 16th November at 5.30pm

- PRESENT:** Paul Formosa (Chair); Rob Hull;
 Jenny Kay; Anne-Marie Ellis;
 Nezahat Cihan; Susan Pearson (online);
- IN ATTENDANCE:** Sarah Benioff (Director, present for items 1-4);
 Anne Shewring (Programme Director);
 Patrick Jones (Programme Manager);
 Victor Momodu (Programme Manager);
 Laura Guy (Programme Manager);
 Nikki Wimborne (Project Coordinator, for item on the development partners);
- APOLOGIES:** Amir Rizwan.

1. **APOLOGIES FOR ABSENCE** - received from Amir Rizwan.

2. **DECLARATION OF INTEREST**

Nezahat Cihan is a former director of IMECE, worked for IKWRO. She is also familiar with several of the other groups involved in the application process for the Development Partner programme.

3. **MINUTES OF PREVIOUS MEETING** - agreed.

4. **DEVELOPMENT PARTNERS – AGREEMENT TO APPOINT FOUR PARTNER ORGANISATIONS**

Laura Guy and Nikki Wimborne presented the paper and asked for questions.

The committee praised the paper and the explanation of the process taken in researching and assessing partners. The committee asked that we consider giving at least a 5% uplift year on year to the partner grants. The original proposal included a 2% raise each year.

The committee discussed the selection of the groups and the importance of the evaluator in helping us to achieve our aims. In particular, the committee were interested in our decision to choose KMEWO rather than IMECE. It was a tight decision, and we would have had more partners if possible. However, KMEWO's self-reflection in their application seemed important, as well as the enthusiasm of their leadership to be part of the partnership. Their application included reflection on how the partnership could challenge

their own work as well as wider system change. Others in the wider programme team were confident of the group's reporting and their ability to be accountable as partners. KMEWO's willingness to name a member of the team as a being a consistent part of the partnership was also a point in their favour. However, the margins in our decision making were tight.

The committee were interested in how we maintain a focus on underrepresented groups through the project. We are aware that some groups are not primarily represented here (eg LGBTQ+) but other groups can be brought into the process, even if not as partners, and we know that the groups we are working with are also conscious of marginalisation in their work.

A question was raised about the bullying/harassment allegations at Solace. The team had received reassurance on this a while ago, but not as part of this process. We can seek further clarification on this.

The evaluator will work with partners and with people with lived experience. Ratio, our evaluation partner, has experience of doing both these things. It is important we are all conscious of who is not round the table and how to include those voices as we move forward, and this will be one of our starting points at the first meeting.

DECISION: Committee agreed to funding the four partners – KMEWO, Maa Shanti, The Maya Centre and Solace Women's Aid) at £11,000 a year. This represents a total budget of £220,000 and includes a 10% increase on the original grants.

The committee also agreed £14,230 over five years to the fund to cover costs for participation of people with lived experience.

ACTION: Committee is interested in knowing how the conversations with the partners not selected go.

The Chair expressed his thanks for the papers, while the committee as a whole are excited to be on the verge of starting work with partners on this long term, strategic programme.

5. **THREE ADVICE PARTER UPDATE**

Victor Momodu presented an update paper on the advice partnership. In particular, the committee were interested in the staffing situation at the Islington BAMER Advice Alliance and Islington Law Centre, which in the summer had been a concern. Both organisations have now been appointed, and we are getting good feedback in particular on the new IBAA coordinator. Both groups have made up hours lost during the staff vacancies, so we have not withdrawn any of our funding.

6. **ALLOCATION OF FUNDING FOR THE CRIPPLEGATE WARD**

Victor Momodu presented a proposal for the Foundation to allocate £5,000 over 12 months to proactively fund work in the Cripplegate Ward. We have struggled to fund work in this part of our area for some time, largely because most of our funds cover Islington only. Cripplegate does receive £5,000 a year from the Henry Smith Parish Fund to support work in the parish. We are proposing using this money make some small community development

grants in the area, to improve our links with, and knowledge of, work happening in the ward and the need this is addressing. The Committee has already approved one grant to the Forget Me Know Club to support a dementia project.

There were questions as to whether an allocated fund was there right approach. Funding in the ward should be part of Cripplegate Foundation's overall approach. The programme team are keen to try this, however, given that it is hard for us to fund in the area through our current programmes and we don't receive applications from there for our main grant rounds. This approach may help us to develop opportunities to bring groups into the main programme.

Susan Pearson, a resident in the ward, expressed her support. She mentioned that there is a relatively large amount of funding from the City for older people's projects so funding for other groups in the community would be particularly welcome.

DECISION: Committee agreed to allocate £5,000 to the Cripplegate ward, delegating authority for grant making from this fund to the Programme Director.

7. **PROGRAMME PLAN FOR 2023 AND INFLATIONARY RISE FOR CURRENTLY FUNDED GROUPS**

The programme director presented a paper containing funding plans for 2023. This included reference to the research project Cripplegate has committed to undertake in the first part of 2023, on which we can build our new main grants approach in 2024. There was some discussion about this research project, its purpose and how we might use this information. The committee were keen that any research continued to highlight inequality in the borough, building on Invisible Islington, and to be used to influence policy beyond our own work.

The main area of new expenditure in 2023 would be an inflationary uplift for all main grant holders. This is in response to the increased costs groups are facing. Few included any or an appropriate level of uplift in their original applications. The proposal is to offer all groups a 10% increase on the remaining term of their grant.

The Committee agreed with this principle and encouraged the team to build this into future conversations with groups. There was discussion as to whether this should be an across-the-board increase or should we ask groups either to claim it or to tell us what they would do with the money. Given the pressures we know organisations are working under at the moment, the team argued for a light touch approach. They will report on use as part of their general monitoring, but we wouldn't ask for specific feedback on this uplift. We also know that smaller, less confident groups are least likely to ask for additional help, including many of our new grantees, so the preference is to make an across-the-board grant.

The Committee asked whether we would remain open to offering additional help to groups in the next few months, who might run into financial trouble beyond our current funding. The programme team are always keen to speak to groups facing any kind of crisis and we do encourage people to talk to us honestly and, ideally, early on. However, we are aware that, however open and trusted we think we are, Cripplegate is still the funder, with the

power, and this conversation is not always easy for groups to initiate. We will continue to keep vigilant around the condition of the sector as a whole and our grantees in particular.

DECISION: Committee agreed to make a payment of up to 10% to uplift all current Cripplegate Foundation main grants, for the remainder of their grant period, including then newly awarded Development Partner grants. These will be awarded from the 2023 budget, assuming this is approved by the full board.

ACTION: Programme director to report back to committee on the exact cost of this.

8. REVIEW OF THE 2022 MAIN GRANTS PROGRAMME

The Programme Director presented a paper reviewing the work on the 2022 main grants programme, the research involved, the assessment and decision-making process and the learning across the programme. It was our first programme specifically offering core funding to groups led by and for marginalised communities in the Borough and has increased the number of grants we are making and the range of organisations we are supporting, which is exciting. The committee agreed that there were challenges. The decision-making process for that number of groups and the size of grants seemed lengthy and the meeting discussion was challenging due to the number of papers for the committee and the programme team, not something we had undertaken for a long while. There are also some communities we are still not funding – only one LGBTQ+ group received funding, for example – which challenges us to think more about the structure of the groups we support, the nature of what “led by” means, and the reach of our funds.

A suggestion was made to improve the recommendation and committee phase. A couple of Governors could be part of the internal recommendations phase order to better understand the process and be able to share that with the rest of the committee.

We will be inviting all the new grantees to an event in early 2023. A Governor would be welcome to join that session.

9. NOTING GRANTS AGREED BY EMAIL

The committee noted the grants they had agreed by email since the last meeting:

Second round of main grants:

- People's Place Community Partnership: £30,000 over 3 years
- Jigsaw GC Community Interest Group: £30,000 over 3 years
- Hashtag Unapologetic: £20,000 over 2 years
- The Turkish and Kurdish Children's Group: £30,000 over 3 years
- Life Chances: £15,000 over 3 years

Cripplegate Wad:

- Forget Me Not Club: £950

10. SUMMARY OF DECISIONS AND ACTIONS

DECISIONS

- 10.1. Partnership funding to KMEWO, Maa Shanti, The Maya Centre and Solace Women's Aid) at £11,000 a year.
- 10.2. £14,230 over five years to the fund to cover costs for participation of people with lived experience.
- 10.3. Allocate £5,000 to the Cripplegate ward, delegating authority for grant making from this fund to the Programme Director
- 10.4. Committee agreed to make a payment of up to 10% to uplift all current Cripplegate Foundation main grants, for the remainder of their grant period, including then newly awarded Development Partner grants. These will be awarded from the 2023 budget, assuming this is approved by the full board.

ACTIONS

- 10.5. Feedback to the committee how conversations with domestic abuse partners not selected for the programme developed.
- 10.6. Programme director to confirm exact cost of 10% increase.

DATED

CHAIR

Help on Your Doorstep Elliott's Place, N1

Towards core costs

Recommendation

Amount Requested: £52,000 pa over 3 years

Amount Recommended: £52,000 over 3 years

This grant will:

- Provide core funding to support an estimated 2000 individual residents annually through HOYD's Connect, social prescribing and three Good Neighbours Schemes – at least half of whom receive ongoing/follow-up support;
- Contribute to ensuring other local statutory and voluntary organisations reach residents who are isolated and in need of additional support;
- Enable Help on Your Doorstep to leverage additional resources from statutory and other funders and commissioners;
- Ensure HOYD continues to position itself as a sector lead in its partnership work with statutory bodies, specifically the Council and Integrated Care Teams.

Management and Staffing

HOYD employs 20 full time and 6 part time members of staff, has 7 trustees and 23 volunteers.

ADVICE AND ACCESS TO SERVICES

Finances

Year End:	31 March 2022
Income:	£955,624
Expenditure:	£945,965
Surplus:	£9,659
Reserves:	£134,085

(Unrestricted Reserves: £81,502)

Current draft accounts for year ending 31 March 2023 show £937,053 income and £981,173 expenditure with £72,641 reserves. HOYD has £897,000 secured income for 2023/24 against £839,000 projected expenditure.

Previous Cripplegate Foundation grants:

Cripplegate Foundation has funded Help on Your Doorstep since 2008. Most recent grants were:

Jan 2023:	£4,750 Cost of Living grant
May 2021:	£95k core costs over 2 years
Mar 2021	£6.5k towards strategic review
June 2020	£21,250 grant extension
Feb 2017	£15k towards Advice review
Mar 2016	£280k Dev Partner (5 years)

Previous Islington Giving grants:

Jan 2023:	£17,480 GGM grant over 3 years towards GNS activities
2022/23:	£20k resident cost of living grants (x2)
2022:	£60k match funding towards GNS
Jan 2022:	£240k towards core and GNS (2 years)
Jul 2020	£70,000 GNS match funding
Apr 2020	£20,150 Covid Crisis funding
Jan 2020	£240k Core and GNS (2 years)
Apr 2019	£23,312 GNS Peabody match fund
Jul 2018	£65k New River GNS (3 years)
Jul 2018	£23,312 GNS Peabody match fund
Jul 2018	£5,828 GNS evaluation
Jan 2018	£21,180 Priory Green GNS
Jan 2017	£255k Core and Cally GNS (3 years)
Jan 2017	£18,395 Priory Green GNS
Oct 2016	£65,115 New River GNS (3 years)
Jan 2016	£18,112 Peabody GNS match fund

About the project

HOYD's underlying principle is to work with communities in a relational and asset-based way. Despite the difficult circumstances, with HOYD reporting the greatest increase in resident need they have ever experienced, and the impact this is having on its preferred model of early intervention, HOYD remains committed to listening to residents about the issues they face and to work with them to overcome challenges.

In the two-year funding period of HOYD's current Cripplegate Main Grant, 4621 individual residents have accessed support; 2350 through the Connect service, 1047 through three Good Neighbours Schemes (GNS) and 1224 through its Social Prescribing referral service. The Connect outreach service engages over 2000 residents per year through door-knocking on Islington housing estates. Outreach operates alongside appointments and drop-in support at six estate-based offices, offering a further local presence to residents in need. This enables HOYD to build a deep understanding of the needs and aspirations of the people they support. Working in tandem with a network of over 150 referral partners, HOYD directs residents to support and meets needs holistically through a single referral process, helping residents access timely advice on housing, health, welfare benefits, hardship, debt, employment support and tackling isolation. A key component of this work is the co-delivery of community advice alongside the Citizens Advice Bureau, the Law Centre and Islington People's Rights.

HOYD also delivers three Good Neighbour Schemes (GNS) that identify and work alongside the most isolated residents on three local estates (New River Green, Priory Green and Bemerton). GNS develops activities that strengthen community connections and improve physical and mental wellbeing. In 2021/22 768 residents, with well over half new to the schemes, benefited from over 1000 events and activities, with an average attendance of just over 10 people per activity.

HOYD's social prescribing and navigation services are now firmly established across the north and central areas of the borough. Link workers take direct referrals from 18 GP surgeries to support patients to address non-medical support needs. The previous two years has seen the team grow from four link workers in January 2021 to seven now. In 2021/22 the service supported 829 referrals (53% of whom were triaged into the Connect service).

Response to cost of living and Covid-19

During the Covid pandemic, HOYD saw its demand for advice soar. On the back of Covid, they are now experiencing a significant rise in residents presenting with mental ill-health. The impact of social isolation, loss of loved ones, and growing financial worries is now exacerbated with the extreme rise in the cost of living. HOYD has provided support to Islington Giving's Crisis Appeal and Islington Giving has awarded HOYD two £10k crisis grants that have been distributed as cash payments to residents in urgent need. HOYD continues to work hard to ensure residents have information and advice on how to reduce bills and make their money go further. This includes producing and distributing self-help information and since November 2022, partnering with local community centres to deliver four cost of living open days.

How well does the project seek to tackle poverty/inequality, overcome isolation and support positive mental health?

HOYD helps their clients – 70% of whom have a disability and/or long-term health condition – to navigate and overcome barriers to mainstream services, helping to prevent difficulties becoming more serious long-term problems. By working across a wide range of partners, services are brought closer to residents who are less likely to act when problems occur or most likely to give up at the first hurdle. Large numbers of 'under the radar' people become more visible and services more accessible. HOYD provides support across the whole journey including follow-up to ensure successful conclusion. The Good Neighbours Schemes complement this approach by bringing into the fold those who are most isolated or have barriers to participation while simultaneously developing skills, confidence and capacity at both the individual and community levels. Residents are helped to identify and own solutions, building stronger relationships and collaboration within communities. HOYD's Social Prescribing Link Workers support access to appropriate non-medical interventions such as creative therapies and other forms of community-based support.

Working closely with HOYD as evaluation partners, the Institute for Voluntary Action Research (IVAR) has identified the following positive outcomes that fit closely with Cripplegate priorities:

- People are more able to address issues and work towards aspirations;
- People are more confident to access services when needed;
- Connecting with others helps people feel less alone and anxious;
- Mindsets shift from struggling/surviving to realising opportunities;
- People are more positive about themselves.

Recommendation

HOYD has excellent reach into communities. They work closely with residents to shape all aspects of what they do. Quarterly service user meetings are used to consult, share experiences, and gather user feedback on what works (or doesn't). GNS takes this a step further, involving residents in deciding what activities take place but also by helping to deliver those activities as volunteers.

At the time of the last grant award, HOYD was seeking to align itself with the Council's emerging Fairer Together strategy that marked a shift in the Council's approach by working more closely with partners in localities (South, North and Central). While it is fair to say that the Council's vision is still being developed, HOYD continues its positive strategic engagement. Working through a period of significant and ongoing change over the previous two years, HOYD has ramped up its external collaboration to help influence and shape decisions around how the voluntary community sector (VCS) works with the Council and health bodies to improve community outcomes. They are now represented on three Locality Leadership Teams and are

helping to create more joined up, co-ordinated support services at the locality level through the Bright Lives Alliance. They also now have a new permanent base at the revamped Jean Stokes Community Centre on the Bemerton estate in the south of the borough. HOYD is represented on the North Central London (NCL) Integrated Care Board, the NCL Community Engagement and Primary Care Contracting committees, the VCSE Alliance, the Council's Community Partnerships Board and the Fairer Together Partnership Board.

However, HOYD is at a crucial stage as it seeks to optimise its operational partnership working. External pressures including maintaining stakeholder engagement across significant transformation and change with statutory bodies, alongside increasing internal challenges – the cost-of-living crisis increasing demand and complexity for clients but also impacting on staff and the organisation more widely through recruitment, retention and wellbeing bring uncertainty but also opportunity. HOYD has developed new assessment and triage processes for the Connect service and now operate through a new central point of access for adult social care alongside the Council, Age UK and Manor Gardens. The intention is also to create a volunteer co-ordinator post to help build capacity within organisations over the next two years.

With the ongoing cost of living crisis impacting on both the ability to sustain operational costs and the erosion of coping mechanisms, impacting on both resident and staff wellbeing, alongside the ongoing uncertainty regarding statutory (Council and Health) funding, it is recommended to offer core funding over three years with an inflationary increase. While the intention over recent years has been to help HOYD become less reliant on Cripplegate and Islington Giving funding, income dropped and expenditure was higher in 2021/22 compared to the previous year. The current financial picture for 2022/23 shows a projected deficit of just under £50,000. Although this was in part planned through an intentional investment of unrestricted reserves to build management capacity as part of the outcome of a strategic review undertaken in 2021, this has reduced HOYD's unrestricted reserves that were diligently built over the past few years. However, at close to four times the level they were when the last Cripplegate Main grant was awarded, HOYD is in a significantly healthier financial position compared to two years ago. This approach balances the pressures identified above, providing stability and continuity at this crucial stage with an ongoing desire to continue helping HOYD become less reliant on Cripplegate and Islington Giving funding overall.

Governors are asked to approve core funding of £156,000 over 36 months.

Patrick Jones
Programme Manager

Some recent case-studies from HOYD's work:

The Connect Service

In lockdown things were piling up. I had lost my mum and my long-term illness and debt issues were all playing a part in my feeling overwhelmed. I felt physically and mentally unwell. Things had become so bad that I made an attempt on my own life. Twice.

I was referred to Help on Your Doorstep by my GP and initially this was a phone call with an Adviser. That first call started with the Bedroom Tax, and then my other struggles came through.

She was kind, I could hear empathy and I knew I was being listened to, especially as she checked back what she had heard to make sure she had understood what I was saying.

I had become fearful, going straight to worse case scenarios, it got to a point where I could only imagine those and the support gave me confidence to get into a good headspace.

Today I am at University doing a BA Honours in Business Management, I wanted to see if I could. The University is providing support to me now too. It helps me get out of the house one day of the week and I drive there with a friend.

Things are under control now so I feel calmer and I'm managing my condition better by taking my medication properly. I feel like I have things in order.

I didn't feel judged, or embarrassed, it was amazing.

The Good Neighbours Scheme

'Good Neighbour Schemes aren't just events, it's all-round support. If people are happier, then so much else will follow.'

I came to be a part of the Good Neighbours Scheme because I knew someone who worked there. It was hard to be a part of it at first, even though I knew about it I didn't go for ages, I just didn't have the confidence. Eventually I went in for a cup of coffee and I had to really make myself do that because of my anxiety and depression – going out of the house is really hard. It was difficult with friends and family too.

After I started going I had some support from a charity to clean up the flat, also some new bedding and kitchen equipment as well as help from SHINE with my electricity bill and from the local foodbank.

I felt very isolated and GNS staff were very patient with me, explaining things

I didn't understand. I am not very good on the phone so in person conversations are better.

Now I do a lot more volunteering at GNS and go near enough every day, I am not sticking to where I live either, there is more of a routine – a coffee morning Tuesdays, arts and crafts Wednesdays etc and we fundraise and do door knocks.

My confidence is better I walk to the other areas in Islington and I have lost weight, and have started going to the gym just for an hour, I keep myself to myself.

Now I am busier, I am often out, more reason to be. Before volunteering I was just sat indoors and just don't want to be sitting in my flat like I did for 10 years

I enjoy helping others, then I don't have to worry about myself.

Both case-studies are taken from HOYD's recent Connecting for Change evaluation report [Working together in community support \(helponyourdoorstep.com\)](http://helponyourdoorstep.com)

The Maya Centre
 Elthorne Road, N19

Towards core costs

Mental Health and Well-being

Recommendation

Amount Requested: £45,000

Amount Recommended: £45,000, over three years

This grant will:

- Provide core funding for a charity closely aligned to Cripplegate Foundation’s priorities and with a strong track record of delivery;
- Support local vulnerable women on low incomes typically unable to access mental health services / long-term support, through the provision of one-to-one therapy, psycho-education, group therapy, complimentary therapies and peer-support groups;
- Contribute to programme priorities in relation to mental health and Domestic Abuse, by strengthening the psychological resources of Islington women, predominantly those with experiences of Violence Against Women and Girls (VAWG).

Finances

Year End: 31st March 2022

Income: £415,753

Expenditure: £410,556

Surplus: £5,609

Reserves: £212,916

(Unrestricted Reserves: £182,131)

Previous Cripplegate Foundation grants:

2023	£1,500 cost of living increase on
2022	£55,000 over 5 years (Development Partner)
May 2021	£30,000 Core Grant over 24 months
2015-2021	£20,000 a year towards core costs
1993-2011	The Maya Centre received 17 grants from Cripplegate Foundation totalling £273,998.

Previous Islington Giving grants:

May 2022	£2,500 Family Catalyst over
Sept 2020	£4,000 Family Catalyst grant over 24 months
Sept 2018	£5,000 Family Catalyst grant over 24 months
Nov 2012	£24,980 towards a counselling project for older people over 12 months
Dec 2011	£25,000 towards a counselling project for older people over 12 months

Management and Staffing

The Maya Centre has 10 PAYE employees and 25 sessional therapists, has 12 trustees and 8 volunteers.

Who are the Maya Centre (TMC)?

The Maya Centre is a company limited by guarantee with over 35 years' experience of offering free psychotherapy and holistic support to women on low incomes, whose mental health and wellbeing have been affected by experiences including deprivation and isolation, racism, exploitation and Violence Against Women and Girls (VAWG).

The Maya Centre offers 1:1 counselling and psychotherapy in 16 mother tongue languages (6, 12 or 20 weeks), group therapy (including arts therapies and psycho educational workshops), complimentary therapies, targeted support (Irish Women's project and Black women's group). They also, through their "women's hub" which launched in 2022, provide practical support such as through culturally-informed psychoeducation groups, wellbeing sessions, and peer-led specialist groups, for example for neurodiverse women and Somali women, aiming to further reduce barriers to engaging in therapy.

Since Cripplegate Foundation's last funding decision for TMC, there have been two further national lockdowns, which TMC responded to by taking the majority of their work, including groups, online. However, by the end of August 2022, 60% of TMC's counselling returned to being delivered in person. The remainder is offered online for increased accessibility for women who have limited mobility or caring responsibilities.

During the 12-month period from Sept 2021 TMC received 450 referrals for counselling, 75 for psychotherapy groups, 77 for complementary therapies and 63 for psychoeducation. 108 women did not meet the criteria for the service and were closed at the referral or assessment stage. Of the 665 total referrals, the numbers reporting having experienced violence against women and girls (VAWG) were: Domestic Violence and Abuse 69%, Childhood Sexual Abuse 22%, Sexual Abuse including Rape 36%, and 4% had experienced violence from their children.

A total of 306 women received counselling during this period: 237 of these successfully completed their full course of counselling, some of whom were referred prior to the reporting period; 65 women had unplanned endings; and 80 women were in service at the end of the reporting period. Of the 237, 91% showed an improvement in the exploration of feelings and problems, 89% showed an overall improvement in their mental health, 63% showed an improvement in their coping strategies, 69% showed an improvement in their subjective wellbeing, 83% showed an improvement in relationships with others.

A total of 76 women attended groups in this period, 60 women engaged in complementary therapies including reiki, reflexology and holistic massage.

When Cripplegate last assessed TMC, they were looking to grow their number of Islington women from 150 to 200 – in the last year they have delivered counselling to 220 Islington women, with the remaining 86 coming from local boroughs. Of these 220, 47 have a disability of some form. For those who are unable to access TMC's offices in Archway (on the 2nd floor with no lift access), accessible spaces are hired to give the option for clients to meet in person.

Following the launch of the Women’s Hub, the centre is noticing an increase in women with multiple and complex needs accessing counselling, including women with co-existing challenges of homelessness, family breakdown and domestic abuse.

TMC continues to seek and engage in opportunities to work in partnership with other organisations for the benefits of their clients, such as via the Accept Consortium: 12 week counselling to women with an Islington GP who are from Global Majority backgrounds who have experienced domestic abuse or childhood sexual abuse, and via Cripplegate Foundation’s Development Partners, seeking to influence systems around women experiencing Domestic Abuse in the borough.

TMC are grateful for the structure and consistency that Cripplegate Foundation has offered as a funder, which has enabled them to strengthen their team and increase profile leading to increased donations (The Big Give Campaign in March 2022 raised £29,314; 3 year grant from National Lottery for the Women’s Hub worth £351,038; 3 year MOPAC MOJ grant worth £133,950 for longer-term specialist counselling for Domestic Abuse Survivors. These project funds are essential for growth, but the organisation still lacks unrestricted funding streams to enable them to sustain their core teams and increased office costs due to a rent increase of £25,000 p/a, over 50% of their current rent. They are seeking an alternative location but due to the size of space now required, it is proving difficult to find anything which costs less than this. Should the move take place, taking into consideration moving costs etc, they anticipate their level of reserves to be £125,000 at year end; less than a quarter of their expected expenses of the year of £556,000.

Although we hope that Covid-19 lockdowns are behind us, TMC has noticed continued impacts on their delivery in part attributed to the events since 2020 – those are an increase in referrals, high staff and client sickness, and many clients’ reluctance to return to face-to-face delivery, in particular affecting numbers engaging in group work. They have also noticed an increase in women with much more complex trauma due to overwhelmed statutory services and pressure of managing all of the above on staff team.

Coproduction is an area which can be challenging to navigate in therapeutic services due to the distinct boundaries and confidentiality requirements of the work, however TMC are keen to embrace ways to involve women with lived experience in the development and delivery of their service, for example through

Case Study

DH was a 30-year-old woman who self-referred to TMC and had a long history of mental illness and encounters with a variety of mental health services. Her childhood had been deeply dysfunctional with violent abuse by her Irish-Italian mother and neglect from her African father. Her mother had suffered from severe mental illness herself and her father left to return to his country and establish a second family when DH was about four years old. She was estranged from her siblings as she blamed some of them for the abuse she suffered.

She had been bullied throughout most of her school life by black girls because she was white and by white girls because she was black. She had developed complex PTSD and personality disorder. She had achieved a university degree but was concerned that in the past she had not had a healthy relationship with alcohol and drugs. She found it impossible to hold down a job due to her high levels of anxiety, flashbacks to her abuse, and a sense of social exclusion.

DH arrived at The Maya Centre having already seen five therapists in the past. The Maya Centre was the first place where her Irish dual heritage had ever been discussed in a clinical context. She became very interested in this aspect of her identity, the only one which had not been explored in therapy previously. By the end of her time at the Centre, DH had found a healing aspect to this work. It stabilised her and gave her the confidence to continue on a healing journey which will take some time and require further support. She now feels able to returning to further studies.

She fed back:

"The sessions helped me explore my cultural identity..."

"I have taken a particular sense of warmth, the feeling of been[sic.] valued and truly seen by someone... the experience will hold a place in my heart."

"I developed skills in self-understanding... I was particularly pleased with a counsellor who shared my cultural background and the level of professionalism, experience and expertise my counsellor had".

providing leadership opportunities in peer support groups in the women's hub, and through their involvement in the Domestic Abuse Development Partners' Programme.

TMC is accredited by the British Association for Counselling and Psychotherapy (BACP) and all counsellors are either accredited or registered with BACP or UK Council for Psychotherapy (UKCP). TMC measures impact using the CORE (Clinical Outcomes in Routine Evaluation) outcome monitoring tool, commonly used for psychological interventions. The CORE system measures four areas: functioning in day-to-day life; managing problems; risk of suicide or self-harm; and general wellbeing. All clients are assessed once at the assessment stage, once during therapy and once after completing therapy. Data has consistently shown that women make a marked improvement in all areas by the end of therapy.

TMC have established good local networks (for example with Bethany House, Islington Bangladeshi Association, Islington Council, Solace, Nafsiyat and Islington Bereavement Services) and their staff team reflect Islington's ethnic diversity. TMC's work primarily supports women's mental health, with the understanding that this is intrinsically linked to social capital, socio-economic and physical wellbeing. Helping women to understand how trauma can create narratives which trap them in additional cycles of poverty and isolation by imposing self-limiting beliefs.

Rationale for Decision

- TMC previously applied for two years of funding with an ambition to diversify funding which they achieved. However, the demand for its services has increased in a way that could not have been anticipated; there has been a huge increase¹ in VAWG during the Covid-19 pandemic, in addition to a troubling context of high-profile cases, such as Sarah Everard and Sabina Nessa, raising awareness of the issue.
- TMC are a highly respected and essential Islington-based project who are facing some unanticipated financial challenges including a significant rent increase and the wider economic context of the Cost of Living Crisis, leading to their desire to increase staff salaries in line with inflation.
- There have not been any opportunities for TMC to apply for funding from Cripplegate Foundation/Islington Giving over the past year to continue funding past August 2023 as our funds have been targeted at different populations.
- In light of the Development Partner Programme, which launched in 2022, led by Cripplegate Foundation, we are keen to demonstrate our continued commitment to the sector and to TMC, who have been a longstanding beneficiary, for good reason.
- From a financial planning perspective, we are keen that the renewal of main grants is spread over different years – many of the other grants that were awarded at the same time in 2021

¹ "Between April and June 2020, there was a 65% increase in calls to the National Domestic Abuse Helpline, when compared to the first three months of that year."

<https://commonslibrary.parliament.uk/domestic-abuse-and-covid-19-a-year-into-the-pandemic/>

will be coming up for possible renewal next year – multi-year funding is therefore recommended to enable longer term planning for TMC and to spread the amounts Cripplegate Foundation are committing to projects over different financial years.

Recommendation

The Maya Centre is a reflective and learning organisation that provides a crucial service for extremely vulnerable women on low incomes and delivers consistent outcomes for them. Despite contextual challenges, the organisation continues to diversify and press forward to meet the challenge of increased demand for this essential service, run by women, for women.

Governors are asked to approve funding of £45,000 over 36 months.

Laura Guy,
Programme Manager

THREE ADVICE PROJECTS (TAP): PAPER TO PROGRAMME COMMITTEE FOR RENEWAL OF GRANTS FOR 2023/24

This paper asks Governors to approve Year Three funding for the Three Advice Project Partners (TAP), for advice work in the borough. It gives Governors a brief background to their decision to approve the programme over three years.

At the meeting of the Programme Committee on Wednesday 19th May 2021, the Governors agreed in principle to support the funding of the TAP projects over three years, starting from September 2021. The project aims to ensure residents can access specialist advice and importantly makes appointments available to clients referred by Help on Your Doorstep and other community partners. TAP funds the Islington Law Centre (ILC) and Citizens Advice Bureau Islington (CAB). In 2021, we added the Islington BAMER Advice Alliance (IBAA) to the funded advice partners. This organisation coordinates groups offering advice to minority communities in the borough. Often, these may be groups of people who struggle to access mainstream advice provision without additional support. Our funding to IBAA meant they could extend the project coordinator role from 2 days to 3 days a week. This has had a positive impact in the work of IBAA and the alliance members and its role within the partnership. The start of the new coordinator in July 2022 has brought with it a much-improved communication and referral coordination with the other partners, as has been highlighted by both Citizen’s Advice (CAI) and the Law Centre (ILC).

As well as specialist advice, we also fund a form filling clinic at ILC. This provides support for people to complete forms for PIP payments in particular. We know that problems arise because paperwork is either incorrectly completed or rejected for other reasons so if we can help people at this initial stage, it does reduce the number of applications rejected by the DWP.

The TAP programme is also supported by Cloudesley.

Six-monthly report to September 2022

Below is a statistical overview of the number and type of service delivered between April – Sept 2022 by ILC & CAI.

Housing

Appointments	Attended	Matters Dealt with	Top three matters
206	173	212	Repairs, Rehousing, Access to Accommodation

Debt

Appointments	Attended	Matters Dealt with	Top three matters
150	98	202	Council Tax arrears, Rent arrears, Debt Relief Orders (DRO).

Specialist Welfare Rights

Appointments	Attended	Matters Dealt with	Top three matters
102	86	189	Universal Credit, Personal Independence Payment, Housing Benefit

Generalist Welfare Rights

Appointments	Attended	Matters Dealt with	Top three matters
94	94	188	Universal Credit, Personal Independence Payment, Housing Benefit

Form Filling Clinic

Appointments	Attended	Matters Dealt with	Top three matters
81	79	91	Personal Independence Payment, Universal Credit (UC50), DHP.

In total 528 people were assisted.

In the same period IBAA helped 1868 residents in 2681 one-to-one sessions with a range of interventions, which indicates a 779 or 71.5% increase from the previous six-month period of 1089 individuals supported. The three key areas of interventions were:

- Welfare Benefits, assessment, information/form filling
- Housing and Homelessness
- Financial health - Income maximisation, debt and money management

The next six-monthly reports are due from the partners at the end of April 2023. The next TAP partners meeting at which the reports will be presented will take place on 3rd May.

Inflationary payment in 2023

All the partners received an inflationary payment of 10% in January 2023, which they have all warmly appreciated.

Why we are requesting the grant renewal.

The Committee, at its meeting, gave a commitment to funding the TAP programme over three years. As the level of funding is too large for a single year's budget, it was specified that the funding should be formally approved annually. (We normally account for the whole of a grant in the year it is awarded, even if it's a multi-year grant. Our advice grants are the largest grants we make and as such are not affordable to be accounted for in total in one year.) The agreed level of funding for each of the TAP partners and duration of funding is reproduced below.

The Three Advice Projects funding

	2021-22	2022-23	2023-24	TOTAL over 3 years
ILC	£92,500	£92,500	£93,000	£278,000
ILC form filling	£22,500	£22,500	£23,000	£68,000
CAB (4 days)	£32,360	£33,026	£33,707	£99,093
IBAA	£8,000	£8,000	£8,000	£24,000
Total	£155,360	£156,026	157,698	£469,093

Governors are asked to approve funds for Year 3 of the programme which, combined, is a total amount of £157,698.

Anne Shewring
Programme Director
Victor Momodu
Programme Manager

CONFIRMATION OF INFLATIONARY GRANTS

At the November 2022 meeting, the committee agreed to award inflationary grants to all Cripplegate Foundation's main grant holders, up to a value of 10% of their remaining grant. This was subject to the board approving the 2023 budget, which they did at their December meeting.

We subsequently awarded grants totalling £81,580 to the following organisations:

Manna
Angel Shed
Culpeper
Claremont
Company 3
Parent House
Maya Centre
Help on Your Doorstep
Law Centre (Three Advice Projects)
Law Centre (ESA/PIP form-filling clinic pilot)
Citizen's Advice (Three Advice Projects)
Islington BAMER Advice Alliance (IBAA)
Action Youth Boxing Intervention
Autism Hub
Community Language Support Service
Eagle Recovery Project
Light Project Pro International
Minority Matters
Network of Eritrean Women UK
Say It Loud Club
Wipers Youth CIC
People's Place Community Partnership CIC
Jigsaw GC Community Interest Company
Hashtag Unapologetic
The Turkish and Kurdish Children's Group
Life Chances
Galbur

Groups did not have to apply and we will be monitoring the use of this money as part of their regular, main grant monitoring.

Below are some of the responses we received from grantees, which also give some indication of the needs and current challenges.

- **Wipers**

Words cannot express how truly grateful we are to receive this grant! It is so timely as our beneficiaries are really starting to feel effects of the increased cost of living.

We plan to use the funds to continue to support our young people both with immediate demand for household staples and essentials as well as with employability opportunities with us and our partners so they can develop their skills, autonomy and financial independence. Please pass on our heartfelt thanks and gratitude to the rest of the team!

- **Company 3**

Many thanks for your email, that is brilliant news, thank you so much. We really appreciate your support!

- **Minority Matters**

We are very pleased and truly grateful to be awarded this additional top up grant.

In addition to the rising cost, we had to increase our provision, we have taken on 40 more children and young people than planned. 120 children and young people are attending our enriched educational support project, Positive Alternative. We had to increase the sessions from 2-3 per week, even though we did not secure the total budget, because of the increase of parents and the children coming to us, asking for free of charge educational support in core subjects. We thank Cripplegate Foundation for being part of this and supporting us delivering these much needed services.

- **Claremont**

That's such a thoughtful thing to do. Please thank everyone on the team. It's especially costly for us with running such a large building.

- **Manna**

This is very good news – thank you.

- **Aspergers London Area Group (ALAG)**

That is an incredibly kind, and generous offer- very welcomed during these difficult times. We are currently planning our activities for the year ahead, and mindful of increasing our in-person activities to help support our autistic residents to access warm spaces that is safe and autism informed. This is one way I can see how we would use the funds.

- **Eagle Recovery**

Once again thanks for the 10% cost of living allowance which we received yesterday.

The reason I telephoned was because I thought it might be mistake and was going to offer to return it. Once again thank you for a very pleasant and well intoned surprise. If only the others could be more like you!

Anne Shewring
Programme Director