

Main Grants 2017-18 report

Name of organisation	Ageing Well in Lewisham - LCC (AWIL)
Date of meeting	15th September 2016
Names and positions of attendees	Andrew Grant – Chair, AWIL Grace Blythe – Secretary, AWIL Kerry Hagger – Programme Coordinator, AWIL Lucy Formolli - Cultural Development Officer, LBL James Lee – Head Culture and Community Development, LBL

Group Name:	Total	Q1	Q2	Q3	Q4					
Total funding received 2015-16	£22,690	N/A	£7,564	£7,563	£7,564					
Total funding to be received 2016-17	£30,253	£7,564	£7,564	£7,564						
Outcomes	1. Relatives and other interested involvement in improving the health and welfare of older people 2. To reduce isolation by running social and wellbeing Befriending Groups in the local community 3. To support less active older people to access a range of appropriate services in their local community 4. To encourage referrals from people/agencies working with isolated older people 5. Increase skills of 2 local people by providing volunteering opportunities across a range of roles including developing group skills and basic finance accounting									
Outputs:	2015-16 Target	2015-16 Q2	2015-16 Q3	2015-16 Q4	2015-16 Total	% Achieved	2016-17 Target	2016-17 Q1	% Achieved TD	
4 newsletters Yearly (management committee)	3	1	1	1	3	100%	4	1	25% - on target	
2 one off fundraising events and sponsored events	2	1	1	0	2	200%	2	1	50% - on target	
5 new enquiries a quarter	15	11	8	7	26	166%	20	8	40% - on target	

20 distributed organisations	20	7	8	6	21	105%	20	5	25% - on target
To provide over 160 befriending groups for older isolated people	160	54	54	60	168	105%	160	67	41.85% - on target
To provide 200 telephone support responses	200	52	68	69	189	95%	200	53	26.50% - on target
To provide over 150 places	150	54	60	65	179	119%	150	69	46% - on target
To complete 20 new applications to accessible transport providers	20	8	6	8	22	110%	20	6	30% - on target
To make over 15 referrals to weekend services. To make over 50 referrals to other relevant agencies	50	25	24	25	74	148%	65	22	33% - on target
To make over 40 initial home visits	40	10	12	16	38	95%	40	11	27.5 on target
Will provide information flyers for distribution to service users	Ongoing	√	√	√	√	Ongoing	√	√	Target on track
Will provide over 30 telephone support responses to assist referrers to find suitable activities for older people in the borough	30	20	14	15	49	163%	30	10	33% target on track
Increase skills of 2 local people by providing volunteering opportunities across a range of roles including developing group skills, craft skills and basic financial system	2	3	1	1	5	250%	2	2	100% - full target achieved

1. Remove funding from under-performing groups/those performing least well

Have you achieved at least 90% of the agreed reporting outputs and outcomes in all quarters since the start of the programme?

AWIL have met or exceeded the majority of their outputs with only 2 outputs below 100%. For 2 outputs they reached 95% of their target. For 16/17 they are on track to achieve 100% or above on all targets.

They are also providing a men's group which is an important addition to their service and addresses a need in Lewisham for more opportunities to reduce isolation in Men aged 60 or over.

In terms of overall outcomes the main challenge is to outcome 4. **To encourage referrals from people/agencies working with isolated older people** AWIL have had a decline in referrals since the setup of Community Connections, they expressed concern that the services who traditionally referred to AWIL are now going through Community Connections (CC) and leading to a general reduction in referrals direct to the organisation.

The organisation also stated issues around the suitability of people referred through CC. However, AWIL are still achieving their target output so although frustrating for the group, and they could be over achieving on their targets, it is not causing a decline in numbers substantially.

LBL officers will discuss these points directly with Community Connections.

Have you achieved all of the wider outcomes outlined in the initial grant application?

One of major reasons this group is supported through the main grant, was that they were based and delivered services in the south of the borough, where there is clear evidence of need.

However circumstances surrounding the temporary closure of their base, the Goldsmiths community centre, due to asbestos meant they have to relocate and were unable to deliver sessions in Whitefoot. The group relocated their office to the Talent Factory in Catford South. AWIL clarified that clients from all over the borough were being referred and were attending the session at the Grove Centre in Sydenham. Since Goldsmith's Community Centre has re-opened, AWIL have resumed the delivery of 2 sessions there, working in a reciprocal relationship, Goldsmiths needing clients for their lunch service and AWIL providing those clients, through group befriending and craft activity.

AWIL also stated that they had worked with the Catford South ward to deliver craft sessions in 3 care homes in the ward, which is adding value to their original application.

There is a need for Community Connections to make more referrals to the organisation from the south of the ward and for AWIL to work with the SCAIT team and adult social care in Lewisham to reinvigorate south of the borough referrals.

The outputs and outcomes are as agreed in the original application

If no to either of the above:

- what are the mitigating factors?
- what plans are in place for improving performance?
- what progress has been made against actions agreed with your Development Officer?

What are the mitigating factors?

There are no mitigating factors to report and AWIL has achieved their target outputs and outcomes some issues notwithstanding, as detailed above.

What plans are in place for improving performance?

AWIL would struggle to further increase on their existing targets, as they are reliant on a lone worker, who is already working at capacity. There is potential to use volunteers more strategically to deliver more sessions in the south.

AWIL suggested that the time taken to manage the telephone support service is draining and this time, could be more effectively be used to bring in more attendances into the groups and potentially free up volunteer and lone worker time to deliver more sessions. However this is not a requirement for the main grant as targets are being met, so is at the organisation's discretion.

What progress has been made against actions agreed with your Development Officer?

The focus in ensuring that AWIL has a strong presence in the south of Lewisham has been a focused action and led directly to the Catford south care home project (Catford South ward has the highest number of care homes in Lewisham, has an above Lewisham average of older people and SE6 has the highest rate of diagnosed dementia in the borough) and will hopefully continue to improve service to Whitefoot and Downham residents as Goldsmiths is now functioning as a venue.

Lead officer has also been working with the organisation to diversify their funding streams and their ability to fundraise.

What local support/evidence of need can you identify for the work you are undertaking?

AWIL work predominantly with more frail older people in Lewisham, however they are not able to work with people who already need personal care. They aim to reduce the need for personal care by providing the befriending opportunities and activities to reduce social isolation on the elderly and frail population in Lewisham.

As well as the experience gained from 15 years of working with frail older people in the borough, AWIL utilise information in ward profiles to understand the demographics and diversity of communities in the wards so that the organisation can develop further services sensitive to the community need and have referred to the 'Frail Older People in Lewisham Literature Review 2013(1)'.

In the UK people are living longer lives...Over 85 year olds are currently the fastest growing demographic group in the UK. Health and social care use increase with age; eighty percent of people over 65 years old will need social care in the later years of their lives.

Amongst this growing population of older people are those that are more vulnerable; frail older people. This group are at greater risk of adverse outcomes, including disability, morbidity, mortality, hospitalisation and admission to care homes. Frailty also leads to loss of independence and impairs the quality of life and psychological well-being of older people.

Frail older people have been the subject of a number of national strategies and initiatives in the last few years. In Lewisham the Health and Wellbeing Board have identified two of their priorities as:

- Delaying/reducing the need for long term care
- Reducing the number of emergency admissions for people with long term conditions.

NHS Lewisham Clinical Commissioning Group has specifically identified frail older people as a priority. (1)

Both priorities are directly addressed by the work of AWIL

2. Negotiate reductions and seek alternative funding streams

Are there any proposals that you can put forward that will deliver significant saving against current expenditure? This can include capital investment to change your delivery/business model.

Due to the capacity issues of the Coordinator, the nature of the assessments of referrals, and issues for the management committee in terms of additional time available, there is no real scope for the organisation to change their model of working.

AWIL pay a nominal rent for office space at the Talent Factory but there could be scope to share office space at Goldsmiths if they were willing to negotiate. Alternatively as the Coordinator is often out in the community, AWIL could investigate sharing their office space at the Talent Factory with another organisation who could complete some admin tasks. However these are such small amounts that would not make much difference to the organisation.

What alternative funding streams are you already pursuing?

AWIL do small scale fundraising through events such as community BBQs and so on, they make small funding bids for assembly funds, however these are project restricted and put more pressure on the capacity of the coordinator. They do table fundraising sales and supporters engage in specific activities such as the London Marathon

AWIL has a partnership with Trinity Laban to deliver a singing group on their behalf. Trinity Laban have suggested AWIL apply to the arts council for funding and would work with them to deliver a package to apply for.

No larger fundraising is being done through the application for bigger grants at present due to capacity issue. This could improve if the Management Committee could recruit a permanent treasurer and fundraiser to the committee. They have had success in the past

through the Church Urban Fund, Merchant Taylors and Awards For All, so there is scope to re approach these and the City Bridge Trust.

The benefits of the Management Committee finding time to complete grant applications, such as Big Lottery funding and the trusts mentioned above, could strengthen AWIL's sustainability.

Are there any other funding streams that you can identify that the council can support you to access?

Lead Officer will work with the organisations management committee to help identify appropriate funding streams and discuss selling their services and the potential of being directly commissioned by the Lewisham CCG to deliver some services to frail older people as identified as local need (evidenced in Section 1D of this report).

3. Work with groups to consider mergers or asset sharing

Are there any organisations doing similar work to you in the borough who you may consider sharing resources or merging with? Who have you considered/approached?

Merger was discussed but AWIL were reluctant to pursue this as they could not really identify the benefit to their organisation. The close relationship already developed with the Grove Centre, the delivery venue for several of their befriending groups was raised as a possibility.

AWIL were far keener to discuss asset sharing and support from other organisations in Lewisham. For instance, groups such as Seniors who have more active users, could potentially direct users to AWIL as they become frailer and their needs change.

They would be very interested in working with other groups on strengthening their Management Committee with regard fundraising experience and governance. AWIL are especially keen to work with other groups who had transport provision.

There was a discussion about working with other organisations delivering to AWIL's target group to bring their users to AWIL sessions such as Sydenham Garden. This would reduce Coordinators time assessing clients as Sydenham Garden 'Co-Workers' are already assessed and could be a natural pathway for co-workers when their time at SG comes to an end – there could be potential for joint grant applications around that.

Are there other groups in the local area that you could share resources with even if they are delivering a different type of service? Again, who have you considered/approached?

The Talent Factory was already approached for office space after AWIL had to leave Goldsmiths.

By working more closely with the Lewisham Council Adult Social Care team, to develop their offer for those with personal budgets, or looking into being commissioned to delivered sessions by the Lewisham CCG, there could be potential for more groups to be delivered in the south and enhancing their offer to other funders.

What support might you need to move these suggestions forward?

AWIL were one of many organisations during this process to see the benefit of working more closely with other Main Grant funded organisations. LBL officer will therefore organise a workshop event, where all best practice and asset sharing ideas could be put on the table and ideas and plans made to help all organisations work together more effectively.

This event will be planned and delivered by Lead Officer in or shortly after December 2016.

Lead officer will also make investigation into viability of working the CCG and make necessary introductions

4. Pro-rata reductions across all groups

What would a 25% cut in your grants look like in service delivery terms? What are the wider impacts?

The Main Grant directly funds the Coordinators part time post. AWIL had no clear suggestions to add on what change to service delivery would be required after a 25% cut was received.

It was asked if the Coordinators hours might need to reduce and AWIL confirmed that this was a very real possibility. This would of course lead to a reduction in service delivery, as the coordinator, as a lone worker, would need to scale back in the event of cut to weekly hours to off-set a lower salary.

AWIL confirmed they had 3 months wind down costs in reserves, but hoped to wouldn't come to that and that they would look into other methods of fundraising core funding through grant or commission

Have you modelled this cut and developed an action plan for its implementation?

There has as yet been no official modelling of this cut nor a plan for implementation. It is hoped that the asset sharing event could help deliver an action plan for AWIL to work to.

Conclusion

Any other comments / areas discussed

An issue raised at the meeting was how communications between the Management Committee and Coordinator and volunteers were working and if these were improving, as they had been raised as issues in previous annual monitoring meetings.

It was stated that things were improving and that the new Chair was looking at different ways of managing staff and volunteers and improving general communications.

Coordinator also showed LBL officers some of the creations made by the frail and elderly members of their befriending craft sessions.

Conclusion and recommendation

Ageing Well in Lewisham are meeting all targets and outputs as detailed in their application.

They were primarily funded to meet a need identified in the south of the borough, however due to unforeseen circumstances – the closure of the Goldsmiths Community Centre – they had to vacate that base and continued to deliver sessions in Sydenham. However, clients from all over the borough attended those sessions. Since the re-opening of Goldsmiths, AWIL are able to focus more on delivery in the south again.

There is a need to provide services for frail older people, not yet needing personal care as detailed in the 'Frail Older People in Lewisham Literature Review 2013(1)'

Ageing well are not actively pursuing funding streams that will help the organisations sustainability due to capacity of the Management Committee. This is a primary focus and will be followed up by Lead Officer

AWIL are not looking into merger possibilities presently but are very keen to discuss asset sharing with other organisations delivering similar work and have requested LBL facilitate workshops sessions around this.

The organisation has not modelled a 25% but believe as the Main Grant funds the Coordinator - a lone worker - that a cut could lead to a reduction in services, due to the possible reduction in working hours of Coordinator as a direct result in loss of income

Ongoing issues of communication between Management Committee and Staff/volunteers is being addressed by the organisation

Ageing well in Lewisham have delivered and exceeded targets and outputs by over 95%, the majority by over 100%. There is a strong need for services dedicated to frailer older people in Lewisham.

It is recommended that Ageing Well in Lewisham receive a pro-rata cut.

Equalities groups disproportionately impacted by recommendations

Ethnicity:		Pregnancy / Maternity:	
Gender:		Marriage & Civil Partnerships:	
Age:	x	Sexual orientation:	
Disability:		Gender reassignment:	
Religion / Belief:			

Commentary and potential mitigations:

AWIL provide services primarily for older people.

Equalities groups disproportionately impacted by recommendations

The fact that the potential 25% cut has not been modelled makes assessing the impact on these groups difficult but, given the fact that the majority of the funding goes towards a single post, there is likely to be a significant impact on service delivery.

Officers will continue to work with AWIL to minimise the impact on their service users.