



## SHREWSBURY TOWN COUNCIL COMMUNITY GRANTS FUND APPLICATION

Please answer all questions which are relevant to your organisation – failure to do so may result in a delay in the determination of your application

|  |  |                               |               |
|--|--|-------------------------------|---------------|
| <b>PROJECT</b><br>(In no more than 25 words) | Omega Shrewsbury Family Support and Chatterbox Local Action Against Loneliness Programme | <b>GRANT AMOUNT REQUESTED</b> | <b>£4,088</b> |
|--|--|-------------------------------|---------------|

### Contact Details

1. **Q1** Name of organisation making application:  
Omega, the National Association for End of Life Care

Name of contact for this application

Title: Ms First Name: Sian Surname: Hallewell

Position held in the organisation: Volunteer

Contact Address:



Postcode: [Redacted]

Contact Telephone Number: [Redacted]

Email address: [Redacted]

### About your organisation

#### Q2 What type of organisation are you?

Tick (✓) relevant category:

Registered Charity: ( ✓ ) Charity Registration Number 1120322.  
Voluntary Organisation: ( )

Company Limited by Guarantee: ( ✓ ) Company Number 06196052  
Other – Please specify:

**Q3 When was your organisation established?**

2007

**Q4 Briefly describe your organisation.**

Describe your organisation, including how many members/users you have, whether there is a subscription fee and the usual activities/services you provide.

If you are a new organisation, describe the services/activities you plan to provide.

Omega was established in 2007 to promote best practice in the care and treatment of people nearing the end of their lives. We work alongside family care-givers, clinicians and community-based service-providers. We quickly discovered that the most pressing need for flexible preventative support is with:

- The bereaved
- Full time care-givers and their families, especially those involved in looking after someone with life-limiting/mental illness/dementia and other complex and long-term conditions
- Socially isolated people or those who are at risk of becoming socially isolated

Omega's highest priority is to intervene early by responding to the needs of those who are not receiving help already. We therefore reach out to hidden care-givers and people who are socially isolated or are at risk of becoming socially isolated.

- [Omega Chatterbox Action Against Loneliness project based in Shrewsbury](#) now supports clients in the West Midlands and Powys. Chatterbox is a telephone befriending service offering confidential one-to-one support. We expect to reach at least 120 isolated beneficiaries before December 2015 and at least 150 in the following year. This service is delivered free of charge.
- [Omega Motor Neurone Disease Programme \(MND\)](#) serving patients and their families in North Shropshire and Powys. This is a strategically important, flexible programme offering family support and tablet computers loaded with speech synthesising software and other communication aids to MND patients. We now provide these within 7-14 days and we are working towards a challenging 72 hour performance target. Patients benefit both from one-to-one support delivered by trained volunteers and an ongoing help desk service. This programme, which has already helped over 80 patients and their families, enables us to regularly keep in touch with isolated care-givers during an intensive caring phase extending into bereavement and beyond. This is totally free of charge.

We also offer unpaid family care-givers in Shropshire the opportunity to attend group sessions, including lively skill sharing and learning taster sessions and provide one-to-one follow on support.

London House is the centre for a range of activity. In addition to supporting local clients we host the following regular outreach activity:

- Every Thursday - *Talk About...* 11am - 12 noon. Talk about... a drop-in friendship and peer support session, subjects are varied and listed on the Omega website £2
- *Italian for beginners* workshop, weekly, £3
- *Spanish for beginners* workshop, weekly, £3

We estimate that we support 300 people in Shropshire.

**Q5 If you are a subsidiary of a larger organisation, please state which one.**

N/A

**Q6 Does your organisation have an agreed Constitution or Memorandum of Association?**

Please state which and attach a copy:

Memorandum of Association

**Q7 What is your primary source of funding?**

We adopt a stratified funding approach. We are not, therefore, dependent upon any single source of funding. Our primary source of funding is Wolverhampton City Council (this is not relevant to work here in Shrewsbury.) We have secured a significant grant from Lloyds TSB Foundation (potentially for up to 6 years) which does cover aspects of local work.

#### **Details of the project or activity you are planning**

**Q8 Describe the projects/activity you plan to use this grant for.**

i) Try to be specific about what you will do and how you will do it.

This grant will help to ensure that patients suffering from motor neurone disease and their families and the most socially isolated residents of Shrewsbury, will receive much needed and often urgent support. Many of our clients are near the end of life and have little time to seek out the help they need

We are asking for a grant to pay for the following:

- Strengthening local MND support activity by increasing capacity of the family support team who will work with at least 10 Shrewsbury families
- Formation of a new regular Meeting Point Support Group, hosted by two experienced co-ordinators, to demonstrate our commitment to the local community, serving as a focus group benefiting approximately 40 local care-givers
- Extending the Chatterbox Action Against Loneliness Service to at least another 30 socially isolated clients in Shrewsbury
- Working collaboratively with other local organisations to provide additional charitable support to beneficiaries living in Shrewsbury

The extra provision we shall create with your support will include encouraging local beneficiaries in greatest need to meet together at least once each month. Not less than 2 Meeting Point Support Group Co-ordinators will support them. The

wider team will also be involved in providing information and practical help. In addition to reflecting the individual needs of all beneficiaries and their families, we shall deliver at least 4 lively consultation/focus group sessions which will be combined with purposeful activity. This will enable us to ensure that the range of services available locally precisely meet their needs and inform our future delivery model. Those who need additional contact will receive the Chatterbox Action Against Loneliness Service. Shrewsbury based volunteers will also benefit from 2 additional training sessions to help them understand and address the needs of our local MND families.

We already help a wider group of family care-givers. Working individually, we deal with a range of pressing issues including providing bulk purchases of washing detergent to beneficiaries who care for a family member who is incontinent, managing debt, helping members of caring families to secure employment, helping families with mobility issues, helping beneficiaries to acquire ICT skills, including how to use speech synthesising software.

We always prioritise the most difficult cases but want to do more locally. So far we have relied upon public donations, local commercial sponsorship and our limited reserves to meet the cost of supporting Shrewsbury beneficiaries.

ii) Please state how you have identified this need and how the project will benefit the people of Shrewsbury, together with the estimated time span. If you are seeking continuation funding for this project, please provide evidence for this continued need.

Our Chairperson Dr Teresa Griffin, who has a longstanding interest in raising standard in end of life care, identified a pressing need to support a group of patients and their families who need a fast, flexible response to acquire a wide range of equipment, services and support. We worked with five colleagues including four senior clinicians to develop a programme which complements existing provision by making sure that gaps in non-clinical aspects of care can be met without delay. During the course of our work with family care-givers, we discovered that older carers and many former carers had become socially isolated and were struggling to access the help they needed. We developed Chatterbox Action Against Loneliness to reach isolated individuals. Our standard programme lasts 3 months, at the end of which we help clients to re-engage with their own personal networks or refer them to other activity. In some cases, clients need more support and it is for this reason that we intend to create a step-down friendship group which we also serves as a focus group to ensure that our approach meets the needs of our Shrewsbury clients.

We do not accept that there is a one-stop solution suitable for every client. We offer effective, low- cost provision to clients in their own home and work hard to encourage them to re-engage. Older family caregivers invariably need individual attention, choice and flexibility.

A recent report measuring the effectiveness of befriending schemes revealed that:

- 86 per cent feel less lonely
- 83 per cent now feel part of a community
- 61 per cent feel more confident
- 22 per cent see their doctor less

(SCIE May 2012 Preventing loneliness and social isolation among older people)

It is essential that socially isolated carers are offered far greater flexibility and more opportunities to access support. Social isolation is closely linked to: “depression, feelings of worthlessness, self-pity, self-absorption”: <http://goo.gl/5ZjTb>; see also <http://goo.gl/4P1sv>

The targeted need we shall address relates to some of the most troubled families in Shrewsbury

iii) How many people from the Parish of Shrewsbury do you expect to benefit directly from your project or activity?

|         |
|---------|
| 80-200+ |
|---------|

**Q9 What criteria will be used to measure the success of the project and how many people from the Parish of Shrewsbury do you expect to benefit from it?**

We collect a range of carefully selected performance indicators and compare benchmark data with data collected after one of our interventions. The progress of Chatterbox clients is, for example, reviewed at 3 stages: baseline, mid-term and at the end of a scheduled three month call cycle. Our approach is influenced by the respected WEMWEBS tool developed by Warwick and Edinburgh Universities. In addition, we monitor signposting referrals and record individual satisfaction. We have embedded checks and balances into services which enable us to identify potential problems.

We offer flexible interventions which support carers of those suffering from long-term conditions, but also help patients, carers and their families post diagnosis, post hospital discharge, and following bereavement  
Benefits include:

- improvements in carer health and emotional well-being
- increased information and skill sharing
- prevention of carer burnout
- development of additional caring capacity in Shrewsbury
- provision of a low-cost service to individuals who urgently need more help locally
- extended independent living and increased resilience

## Health & Safety

**Q10 What, if any, special safety issues are related to your project/activity?**

Please provide the following information –

- i) What kind of insurance does your organisation have? In addition to standard business cover, we have comprehensive professional indemnity insurance, public liability insurance and event cover. We also hold directors’ and officers’ cover and legal protection insurance
- ii) Do the leaders have the relevant qualifications and/or experience?

We have an experienced, highly qualified, balanced team. We receive a great deal of pro-bono support from clinicians and academics. Our project leaders have a wide range of relevant skills and experience including commercial and professional skills.

- iii) What policies does your organisation have in place (i.e. Health and Safety, Child Protection/Safeguarding, Working with vulnerable adults, Equal Opportunities, CRB Checks etc.)? *You may be required to submit copies of your policies*

We hold the following policies: Confidentiality, Complaints and compliments, Whistleblowing, Safeguarding, Reserves, Donations, Equalities, Fire Safety, Health & Safety, Incoming Mail, Security Policy and a Signing Important Documents Policy. All colleagues are required to obtain Disclosure and Barring Service search report before appointment.

## Funding of your project

### Q11 Previous Applications

If you have applied for and received funding from Shrewsbury Town Council in the past please provide details of the amount, the year and briefly what the funding was used for.

| Year | Project Description      | Award £ |
|------|--------------------------|---------|
|      | No previous applications |         |
|      |                          |         |
|      |                          |         |

### Q12 Project Funding

Please provide details of the amount of funding you need for your project and give us a breakdown of what the money is for (please enclose any relevant estimates or details).

Tell us the amount of grant requested £4088 and provide a detailed breakdown as to how you have reached this figure

| Project Expenditure<br>Please list all items of expenditure for your project | Amount of Project |
|--|-------------------|
| <b>MND</b><br>Staff time/includes training and volunteer expenses            | £6960             |
| Other Direct costs   | £4140             |
| <b>Chatterbox</b><br>Staff time/includes training and volunteer expenses     | £21784            |
| Other Direct costs   | £4200             |
| Indirect costs<br>Contribution towards fixed overheads and other core costs  | £5200             |

|   |        |
|---|--------|
| <b>Total</b>  | £52588 |
| <b>Project Income</b><br>Please list how the project shall be funded                                  |        |
| Walsall MBC   | £15000 |
| Sandwell MBC  | £10000 |
| Wolves Aid  | £2000  |
| Lloyds TSB Foundation   | £15000 |
| The February Foundation   | £5000  |
| Community Fundraising   | £1500  |
|   |        |
|   |        |
| <b>What is the difference?</b><br>This should be the same as the amount of Grant you are applying for | £4,088 |

### Q13 Covering a Shortfall

If the Town Council makes an offer less than the amount requested, how will that impact on the Project and how will you cover the shortfall?

We are determined to support more local people and will continue the search for funds. We will make fresh applications and increase our community fundraising activity to maintain continuity. Support from the Town Council will help us secure more local relationships. We carefully manage scarce resources and deliver as much as we can with what we have.

### Q14 Sustainability

What plans do you have in place to ensure that your organisation becomes more sustainable and less reliant on grant funding, particularly from the Town Council?

In 2011 we appealed successfully via BBC Radio Shropshire to kick-start our MND activity. Last year we started the Omega lottery. It will be promoted later this year.

We rely heavily upon voluntary effort to sustain activity. However, because we work with many frail-elderly beneficiaries or family members looking after them, it is essential that we engage more paid colleagues to support colleagues who work on a voluntary basis. The majority of Omega colleagues who are paid, work voluntarily too.

We are a resilient organisation. Since 2008 we have attracted inward investment of over £1.25 million. We have managed to continue operating when faced with

Central Government funding cuts in 2010/2011 amounting to approx. £600k. This reduction coincided with a further unexpected loss of anticipated income of over £200k linked to NHS related contracts following a change of Government. Most new organisations would have found it impossible to continue. We reduced costs and were awarded 2 highly competitive national grants, the first, from the Cabinet Office Transition Fund, aimed at organisations which had lost significant Government funding and the second administered by the National Institute of Adult Continuing Education.

We want to establish a link with the Town council to demonstrate our commitment to the local community. Whilst we are an outward looking national charity, we want to enhance the well-being of local beneficiaries by working with more local people and delivery partners who embrace the principle that Caring is Everyone's Business.

We have presented further bids to help us maintain our presence in the Town.

We are continuing to make progress **beyond Shrewsbury. On 1<sup>st</sup> July 2015, for example, we were invited to begin an 18 month pilot project in another local authority area to deliver Chatterbox. We want to establish a meaningful local relationship in Shrewsbury, the home of Chatterbox Action Against Loneliness, with the Town Council, for the benefit of the remarkable families we serve.**

## Your Accounts

**Q15 Please provide the following details from your most recent annual accounts**

|                                       |           |
|---------------------------------------|-----------|
| Total Income                          | £79,778   |
| Less Total Expenditure                | £103,539  |
| Surplus / Loss                        | £(23,761) |
| Savings (Reserves, Cash, Investments) | £21,331   |

*In 2014-2015 we increased our income to approx £100K and secured a surplus of approx. £10K*

*Please provide a copy of your most recent annual audited accounts or, in the case of newly established organisations, the projected income and expenditure for the next twelve months.*

**You need to include these documents with this application.**

## Account Details

**Q16 Please give us your bank or building society account details**



You can only apply for grant if you have a bank/building society account in the name of your organisation. We will only pay grants into an account which requires at least two people to sign each cheque or withdrawal. **These people should not be related.**

Account name:

Bank/building society name:

Bank/building society address:

Who are the signatories and what position do they hold in your organisation?

1 Name

2 Name

3 Name

### Any Other Information

**Q17 Any other information which you consider to be relevant to your application.**

Omega is based in Shrewsbury. We have created over 60 new jobs and provided therapeutic work for people who had previously found it difficult to secure employment; some colleagues have been helped to find paid work. An independent social enterprise set up to conduct aspects of work previously administered by the charity has created many more jobs and generates annual income in excess of £600k.

We have not previously sought any local investment.

We are, however, determined to ensure that we precisely meet the needs of the Shrewsbury families we support. The work we now conduct is targeted at those most in need within each of the communities we work. We set out to add value, fill gaps and complement existing provision. We prioritise on reaching clients who do not already have access to the service they need

From the outset, we have consulted with local people before embarking on work carried out elsewhere. With your valuable support we shall strengthen and promote our commitment to the local community and combine service delivery with detailed consultation.

### Declarations

## Q18 Declaration

Please give details of a senior member of your organisation.

For example, this may be your Chairperson, Treasurer or Secretary. They must read the application and sign below. **(This must not be the main contact name in Q1).**

2. *I confirm, on behalf of:* Omega, the National Association for End of Life Care:

*That I am authorised to sign this declaration on its behalf, and that, to the best of my knowledge and belief, all replies are true and accurate.*

*I confirm that I have read the Terms and Conditions set out in the Notes which accompanied this application and further confirm that this application is made on the basis that if successful, the organisation will be bound to use the grant only for the purpose specified in this application, and will have to comply with those Terms and Conditions and any others which the Council might attach to the Grant.*

Post held in organisation:

[Redacted]

Organisation address:

[Redacted]

[Redacted]

Signed:

[Redacted]

Date: 13<sup>th</sup> July 2015

## Q19 Signature of Person Completing the Application

This must be the signature of the person named in Q1 as the main contact and **not be the same person who has signed in Q18**

*I confirm that, to the best of my knowledge and belief, all the information in this application from is true and correct. I understand that you may ask for additional information at any stage of the application process.*

Signed:



Date: 12<sup>th</sup> July 2015

### Checklist

1. Have you answered every question? ☒
2. Have all signatures been completed? ☒
3. Have you included a copy of your constitution? ☒
4. Have you included a copy of your most recent audited accounts? ☒
5. Please state any supporting documents you are submitting: ☒

No further documents but please ask for whatever extra information you need.

**Please return your completed application form to:**

**Town Clerk  
Shrewsbury Town Council  
The Guildhall  
Frankwell Quay  
Shrewsbury  
SY3 8HR**

**Telephone: 01743 281010**

**Fax: 01743 281051**  
**Email: [Helen.ball-stc@shropshire.gov.uk](mailto:Helen.ball-stc@shropshire.gov.uk)**