

Community Chest Application Summary 2017/2018

Local Authority	St Edmundsbury Borough Council
Organisation	Our Special Friends
Amount Requested	<i>£18,000 over three years. Yr1 - £6,000, Yr2 - £6,000, Yr3 - £6,000</i>
Total Project Cost	£37,440
Match Funding	None
Partnerships	We don't have formalised relationships but we have been working alongside, receiving from, and referring cases to, a wide variety of groups/organisations including: AgeUK, St Nicholas Hospice, Sensing Change, Community Mental Health, Local Veterinary Practices, Social Services and Alzheimer's Society
West Suffolk Bid?	Yes

Key Points

- The charity offers a range of practical and emotional support services to help isolated and vulnerable individuals continue to benefit from animal companionship during illness, bereavement and other crises.
- Current admin support is unable to keep up with back end office tasks e.g. filing, phone answering, fundraising applications, volunteer packs and badges, organising and managing events let alone entering new client information. In order to continue our work across Forest Heath and St Edmundsbury OSF needs to generate a consistent income stream to cover ongoing costs.
- We hope to raise awareness of the charity's work by means of a regular newsletter and fundraising events but this will require a further investment of admin time.
- If there are voids that can be filled with a new companion animal, we can endeavour by our assessment/research and guidance to create relationships that are age and lifestyle appropriate.
- Project start: **April 2017**
- Project end: **April 2020**

**St Edmundsbury Borough Council
Community Chest Grant Application Form
Part A**



Community Chest funding supports voluntary and community groups who make a contribution to improving the quality of life for people in West Suffolk. The information you provide will help us consider your application. If you have any questions, please give us a call on 01638 719763. Before completing this form, we ask you to please read the guidelines, which are available on:

<http://www.westsuffolk.gov.uk/community/community-grants.cfm>

Please return your completed, signed form and supplementary documents to:

richard.baldwin@westsuffolk.gov.uk

1. Name of your organisation(s):

Our Special Friends

2. Organisation address details

Address Ln1	West End House		
Address Ln2	Upper Green		
Address Ln3	Higham		
City/Town	Bury St Edmunds	Postcode	IP28 6PA
Main phone	01284 247077	E-mail	office@ourspecialfriends.org
Website	ourspecialfriends.org		

Main Contact Person		Second Contact Person	
Title	Mrs	Title	Ms
Forename	Belinda	Forename	Alison
Surname	Johnston	Surname	Martin
Role	Chief Executive	Role	Office Manager
Daytime Tel No.	██████████	Daytime Tel No.	01284 247077
	██████████		
Mobile No.	██████████	Mobile No.	n/a
Email	Belinda.johnston@ourspecialfriends.org	Email	Alison.martin@ourspecialfriends.org
Address Details (if different from Org address)		Address Details (if different from Org address)	
Ln1		Ln1	7 Grove Road
Ln2		Ln2	Walsham-le-Willows

Town		Town	Bury St Edmunds
Post Code		Post Code	IP31 3AF

About your organisation

3. What local authority area(s) does your organisation work in?

Several but St Edmundsbury for this application

*Community Chest funding is offered by both Forest Heath and St Edmundsbury councils. As the decision making process is different any projects applying for funding across West Suffolk, must apply separately.

4. What is the status of your organisation?

Registered charity	x	Charity number: 1156778	
Applying for charitable status			
Company limited by guarantee	x	Company number: 08769892	
Community Interest Company			
Part of a larger regional or national charity (Please state which one)			
Constituted Community Group			
Social Enterprise			
Other (Please specify)			

5. How many people are involved in your organisation?

Management committee	3	Service users	70
Full Time staff / workers	0	Volunteers and helpers (non-management)	57
Part Time staff / workers	2	Advisory Committee	4

6. What is the purpose of your organisation? Please briefly describe why your organisation was set up, its aims and objectives and who primarily benefits from your organisation.

Our vision is of a society which recognises the vital role that companion animals play in the lives and wellbeing of people and which ensures that neither a lack of financial resources, physical disability or ill health result in separation from their companion animals. The charity offers a range of practical and emotional support services to help isolated and vulnerable individuals continue to benefit from animal companionship during illness, bereavement and other crises.

Our Special Friends aims to apply the proven benefits of animal companionship and emotional support to enhance the wellbeing of people and animals.

We are:

A trusted and professionally respected charity, building awareness and enabling delivery of proven benefits of animal companionship to people at vulnerable times in their lives.

Helping people to retain the companionship of animals by enabling practical assistance thereby supporting the wellbeing of both people and their animals.

Supporting and empowering people during difficult times and when facing difficult decisions concerning companion animals.

Facilitating effective collaboration between human and companion animal organisations and support networks.

Through the support we provide, we may sometimes be able to identify unmet health and social care needs of vulnerable people which may be concealed from others. We can then put them in touch with other social and health care providers.

We are putting evidence into practice as the health and social benefits of appropriate, well matched and supported human-companion animal relationships are proven. They prevent social isolation, encourage mobility and enhance physical and mental wellbeing; facilitating independent living. GP services are not called upon so often, less medications are taken etc. However, when people or animals are vulnerable there can be welfare issues for both and so being able to access and address these issues can make a real difference to anxiety, subjective wellbeing and quality of life.

OSF was initially set up to find and support grieving people isolated in the community as it developed out of bereavement workshops within the veterinary profession. Vets see mental and physical frailty in their clients but are not in a position to address this. OSF is able to access people through their love of animals in an easily accessible, non-confrontational way. We have been described as a diagnostic tool which is part of a preventative health initiative.

Individuals, family members and carers benefit. Organisations that need our specialist input include ageUK, St Nicholas Hospice, Community Mental Health etc

Maximum of 300 words

7. What was your organisation's total income for last financial year? £27,695
8. What was your organisation's total expenditure for last financial year? £18,698
9. Does your organisation have more than six months running costs? Yes
10. What are your organisation's current unrestricted reserves £11,840

or savings?

11. West Suffolk prioritises building resilient families and communities that are healthy and active. Please indicate which of the following areas your project contributes towards:

- A thriving voluntary sector and active communities who take the initiative to help the most vulnerable.
- People playing a greater role in determining the future of their communities.
- Improved wellbeing, physical and mental health.
- Accessible countryside and green spaces.

About your project – why are you applying for this funding?

12. What do you want the funding for? Please be specific. Please note that 'project' is meant to describe the project for which you are seeking funding, and not your organisation.

**Administration to enable delivery of:
COMPANION ANIMAL SUPPORT SERVICES AND ANIMAL-ASSISTED
ACTIVITY IN THE ST EDMUNDSBURY AREA**

Need for more admin support/growth

Current admin support is unable to keep up with back end office tasks e.g. filing, phone answering, fundraising applications, volunteer packs and badges, organising and managing events let alone entering new client information. Since April 2016, we have 26 potential volunteers and 184 new contacts along with 80 organisations but admin volunteer help is limited sometimes to just a few hours a week which is insufficient to cope even with existing tasks. At present we are struggling to provide service delivery to our current area due to the increasing demand.

In order to continue our work across Forest Heath and St Edmundsbury OSF needs to generate a consistent income stream to cover ongoing costs. We hope to raise awareness of the charity's work by means of a regular newsletter and fundraising events but this will require a further investment of admin time.

Maximum of 300 words

13. How has the project been developed out of the community's desire to improve the lives of local people? What evidence do you have that there is a need for this project? Please include sources of evidence, including any public/user/community consultation.

OSF has been running for 5 years. Over 700+ cases have been addressed and there is proven need for our novel holistic approach interfacing between the human and animal health and social care organisations.

If there are existing people/pet relationships with vulnerability on either side of the equation, we can help.

If there are voids that can be filled with a new companion animal, we can endeavour by our assessment/research and guidance to create relationships that are age and lifestyle appropriate. If it is not possible for people to have a

companion animal, then we match them to a local DBS checked volunteer who visits regularly with their own animal (that has been checked for health and behaviour).

“The service, support, kindness and understanding that you have offered me has been undoubtedly the best.

The Jenkins family (OSF volunteers) have been wonderful, there are no words to express my gratitude to them for their care of Sophie when i have had to stay away from home after chemotherapy.

Without their continuing care, she would have to either be rehomed or placed in a cattery which would cause some financial strain for me.

Having the ability to keep my precious Sophie is one that causes me a relief from stress and loneliness. She offers me unconditional love no matter how unwell i feel.

Jennifer P. Aug 2016

"I have been visiting a 90 year old man and his wife in Bury St Edmunds for almost two years. He suffers from the early onset of dementia and his 79 year old wife is his carer. From the word go, I took my border collie 'Holly' to see them. They love dogs and, until they were unable to walk one, had dogs of their own.

The lady idolises Holly and spends a lot of time stroking her and playing ball with her in the garden. In the good weather she will sit on the grass with her and rub her tummy. She often buys her little biscuit treats.

The wife has said to me that her husband is a completely different man since we started visiting. He had become withdrawn and only happy when in his own company. He is much more talkative now and regularly pulls my leg.

Holly has provided them with access to a pet which they would never otherwise have. They regard her visits as a very important part of their lives.”

Michael G Aug 2016

Maximum of 300 words

14. How will the project help local people to support one another?

We bring together people in the same locality who are keen to offer their help, with people who need help. By our recruitment process we are ensuring that appropriate volunteers are well matched to clients so that it is a win:win. By training and supporting our volunteers in areas like Dementia we are raising their skills and understanding of how to communicate with someone with Dementia. Our intervention empowers people and the intent is to increase resilience and social cohesion. Our emotional support enables people to be 'heard' and by signposting and working with other already existing support, we are facilitating integrated care.

Maximum of 300 words

15. Are you working with any other organisations on this project? Yes

If yes, please state the names of these groups and the nature of the relationship.

We don't have formalised relationships but we have been working alongside, receiving from, and referring cases to, a wide variety of groups/organisations including:

AgeUK
 St Nicholas Hospice
 Sensing Change
 Community Mental Health
 Local Veterinary Practices
 Social Services
 Alzheimer's Society

Case E.G.

Social worker referred socially isolated, disengaged 69 yr lady with 2 dogs. Recently out of hospital. Husband died 6 yrs ago and reclusive since. Significant public health issues. RSPCA involved. Ongoing chronic medical/mobility conditions. Having physiotherapy but being passive. OSF has visited with Social Worker, assessed and reassured owner. Matched case to experienced OSF volunteer and looking at providing pet care assistance while also influencing the community physiotherapist to encourage functional goals involving the pet as they are proven motivators of exercise engagement and improved outcomes.

There are others but we are time limited in completing this form.

Maximum of 300 words

16. When will the project start?

April 2017

17. When will the project finish?
 project ongoing?

April 2020

or is the

If this is an ongoing project, how will it be funded and continue going when the funding ends?

When the funding ends, we hope to have further funding solutions to provide for the future admin support.

Sustainable business plan for funding future admin support.

We have taken on a fifth trustee who is also our treasurer. He has set up a funding committee which has introduced a coherent funding strategy that caters for both our current level of service and the first phase of our expansion. This strategy includes:

- a. continued liaison with existing donors and keeping them informed
- b. fundraising applications to charitable trusts by our trustees
- c. setting up of a membership scheme
- d. possible 'crowdfunding' initiatives
- e. charging for the training that we give at present

Immediate Options identified by our fundraising team.

Type	Potential outcome	Activity required	Initial objective per annum to reach the £40k pa
Grants/Donations from organisations	These are the most lucrative, but require dedicated applicants to research potential	Grants/Donations. Applications will be made by DC, MJ and IH at an initial rate of 2/applications/month. Sourcing potential donors should be	£10k

	donors and write the applications.	made by the applicants using www.trustfunding.org and www.fundingcentral.org.uk . To avoid duplication of effort, applicants will need access to a web-based database	
Membership schemes	Relatively simple to implement with a reasonable return for the effort expended	These too would provide rapid results so a membership scheme or schemes should also be examined as a matter of priority.	£5k
Donations from individuals	Can be quite lucrative but donors need keeping sweet so medium effort.	These will be the result of service delivery but letters of thanks should be written by members of the fundraising committee	£10k
Donation boxes	Low yield, easy to set up but need regular maintenance.	Need to identify retail sites where cash is still spent, rather than contactless cards etc. Garages, pubs	£1k
Charging for services	Relatively low effort but needs very careful handling of existing relationships. This could be to provide training of organisations needing to understand more about the Human Animal Bond	Results from this would be almost immediate. The CEO should thus look at ways of implementing charges as a matter of priority.	£3k
Local Authority Grants	Relatively high impact for modest effort. Currently applications have been the responsibility of the CEO but, with guidance, these could be passed to the fundraising committee for action.		£5k
Events	These can be productive, but unless OSF is the nominated charity for an event organised by others (e.g. excellence of Youth) then these events need a significant amount of resource to make them	Excellence of Youth. Ask for OSF to have a three year agreement with EOY. “Walk and Talk” with health professionals and councillors etc. Available on the walk for conversations during the walk. Regional lunches	£5-10k

	happen.		
Pennies / Just Giving	These can be set up relatively easily and should be low effort once set up and yet enable people to give on a regular basis, or to use these		£1k
Affiliate schemes	These would be achieved via an option on a company website. An initial effort to set up but then should be steady state. If combined with e.g. a pet retailer (or veterinary practice) this could be an annual event organised by the affiliate company.	Eg when a customer is buying an insurance policy, or subscribing to Vetstream's services, this site will have an option for people to make a commitment to donate a regular amount each month or year.	£1k

Maximum of 300 words

18. Which years funding are you applying for? 04/2017-03/18; 04/2018-03/2019; 04/2019-03/2020

19. How many people do you expect to benefit directly from the project on either a weekly, monthly or annual basis?

20+/week, difficult to predict due to influencing and training others which escalates the outcomes

20. What results (including targets/numbers) do you expect to see as a result of the funding and how do these relate to the Community Chest funding criteria? If your project is health related how does it improve health outcomes for residents within community networks and beyond?

More people receiving OSF services empowering them and enabling the evidenced health and social benefits to be optimised; enhanced independent living, subjective wellbeing, community cohesion.
Efficient and effective service delivery and volunteer management, training, support and retention.
Complete and accurate data entry (please see attached case for support)

Our work is a relatively low cost preventative health initiative. There is a large amount of evidenced research which we are currently having summarised.

<https://habri.org/research>

£37,440

https://www.amazon.co.uk/Handbook-Animal-Assisted-Therapy-Foundations-Interventions/dp/0128012927/ref=dp_ob_title_bk

21. What is the total cost of the project?

Please provide a full breakdown of the total cost of this project, including VAT if applicable along with any in-kind contributions such as volunteer hours.

Item or activity	Cost (£)
Paid admin @ £10 ph, (8 hrs pd, 3 days pw) 24 hrs per week	240
52 weeks pa	12,480
3 years	37,440
Total cost of items listed above:	37,440

22. How much funding are you applying to us for?

£18,000

23. What funds have you raised so far for this project?

Source	Amount (£)
We have none raised to date but we have other initiatives in line with our developing fundraising strategy.	
Total fundraising:	

24. What other funders have you applied to for further funding for the project?

Funder	Amount (£)	Timescale for decision
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None so far. Very much work in progress. However, we have identified the following grant making trusts as potential sources: The Alborada Trust; The H.B. Allen Charitable Trust; The Lord Faringdon Charitable Trust; The Ganzoni Charitable Trust; Simon Gibson Charitable Trust; The Hobson Charity Ltd; The Muriel Jones Foundation; The Kennel Club Charitable Trust; The Mackay and Brewer Charitable Trust; The Persula Foundation Richer Sounds; Mrs L D Rope Third Charitable Trust; Annie Tranmer Charitable Trust; Henry Smith Foundation; Lloyds Bank Foundation Trust; Pet Plan Charitable Trust.		
Total:		

25. What other grants and contracts has your organisation received over the past year from either Forest Heath District Council or St Edmundsbury Borough Council?

Funder	Amount (£)	Reason for funding
Bury St Edmunds Locality Funding (Risbygate)	500	Volunteers & dog assessments, fish tank, bird feeders & leaflets
Forest Heath DC Community Chest	6000	Database software & salaried admin
Forest Heath Council Locality Budget	500	Laptop & software
Total:	7000	