

# Community Chest Application Summary 2018/2019

Forest Heath & St Edmundsbury councils



Local Authority	SEBC
Organisation	Relate Norfolk and Suffolk
Amount Requested	<b>£5,000.00</b> (2018-2019) <b>£5,000.00</b> (2019-2020)
Total Project Cost	£18,040 (£9,020 p.a.)
Match Funding	Over two years: £3,400 - Income from Charity Shops £5,040 - Counsellors reducing their fee to help families
Partnerships	Suffolk Wellbeing Service, last year providing 1,112 hours of counselling on behalf of the Norfolk & Suffolk NHS Foundation Trust under the Wellbeing Service. Suffolk Young People's Health Project (4YP) for young people's counselling in the Suffolk Wellbeing service. BREAK charity / CAFCASS to support separated families going through the Court system. Suffolk Council's Early Help Team supporting couples, young people and families.
West Suffolk Bid?	No

## **Overview**

Funding to support Relate's counselling bursary in St Edmundsbury. The uptake for the services of counsellors in both Norfolk & Suffolk increased by 4% this year. Relate services are open to all, they see couples, individuals, young people as well as children under 10 in their family counselling setting. Relate seek help with subsidising costs to allow them to offer their services to all people regardless of their ability to pay.

## **Outputs**

Based on the subsidy provided for St Edmundsbury residents last year, Relate would expect to offer counselling to 450 adults/young people per year of which they estimate at least 75-85 would need to pay a reduced fee. Any dependent children (minimum of 50-60) will also benefit from the service.

## **Outcomes**

Working with young people, individuals, couples and families to make positive choices to improve the quality of their family relationships and stability, including:

- tackling domestic violence and encouraging safe communication for emotional as well as physical safety.
- building strengths, identity, esteem and self-worth
- contextualising relationships and the connections that exist between people and the wider community
- building confidence and encouraging people's ability and capacity to demonstrate power to change their lives for the better.

- helping clients achieve their own specific goals and working in a way, which builds positive goals and an understanding of what is being worked towards.

Outcomes are measured through customer feedback and surveys.

**Finances**

Income for last financial year – £671,508

Expenditure for last financial year - £ 628,476

**Reserves**

£ 131,243

**Request breakdown**

To provide a bursary fund to which clients can apply if they are unable to afford the counselling they need to support their relationships and families.

Management, including reporting and administration

Client Administrator / Bursary Coordinator £9.80 per hour (+ on costs)

**Previous Community Chest funding**

2016-2017 and 2017-2018 – SEBC - £5,000.00 p.a. towards relationship counselling services.

**Officer comments**

Supported by 1 Families and Communities Officer



*St Edmundsbury*  
BOROUGH COUNCIL

Forest Heath & St Edmundsbury councils

**West Suffolk**  
working together

**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 01284 757077. 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:  
[polly.kane@westsuffolk.gov.uk](mailto:polly.kane@westsuffolk.gov.uk).

**Please note:** This form is for applications to the St Edmundsbury Borough Council Community Chest grants scheme. If you wish to apply to Forest Heath District Council the form can be found on the Community Grants page above. [If you wish to apply to both councils, you will need to complete a separate form for each, clearly stating how your activity will benefit the area.](#)

## 1. Contact details

Organisation/lead partner name	Relate Norfolk & Suffolk
Organisation Address	Relate Norfolk & Suffolk, 53 Corbet Avenue, Norwich
Postcode	NR7 8HS

Organisation main email	<a href="mailto:info@relatenorfolksuffolk.co.uk">info@relatenorfolksuffolk.co.uk</a>
Organisation main tel.	01473 254118
Organisation website	<a href="http://www.relate.org.uk/norfolk-suffolk">www.relate.org.uk/norfolk-suffolk</a>
Organisation Twitter	RelateNorfolkSuffolk @RelateNandS
Organisation Facebook	We do not use Facebook

Contact person 1 (main contact)		Contact person 2	
Name	Mark Bishop	Name	Liz Farrow
Position in organisation	Projects Officer	Position in organisation	General Manager
Daytime tel.no	01603 864979	Daytime tel.no	01603 484306
Mobile	07899 792158	Mobile	07986 813855
email	<a href="mailto:mbishop@relatenorfolksuffolk.co.uk">mbishop@relatenorfolksuffolk.co.uk</a>	email	<a href="mailto:lfarrow@relatenorfolksuffolk.co.uk">lfarrow@relatenorfolksuffolk.co.uk</a>
Address if different to organisation's		Address if different to organisation's	
Postcode		Postcode	

## 2. About your organisation

2.1. Which local authority area(s) does your organisation currently work in?

We work across the whole of Suffolk

2.2. What type of organisation are you? (please check the relevant box)

Registered charity	<input checked="" type="checkbox"/>	Charity number: 1068906
Applying for charitable status	<input type="checkbox"/>	
Company limited by guarantee	<input checked="" type="checkbox"/>	Company number: 349047
Community interest company	<input type="checkbox"/>	
Part of a larger regional or national charity (Please state which one) N/A	<input type="checkbox"/>	Part of Relate but we are a local independent charity
Constituted community group	<input type="checkbox"/>	
Social Enterprise	<input checked="" type="checkbox"/>	What type?: Charity shops
Other (Please specify)	<input type="checkbox"/>	

2.3. How many people are currently involved in your organisation?

Trustees	6	Management board	6
Management team	1	Service users	3443
Full time paid staff/workers	1	Volunteers and helpers (non-management) • Counsellors (part paid) • Charity Shop Managers P/T (paid) • Charity shop volunteers	21 11 25
Part time paid staff/workers	3		

When did your organisation start? Year

2.4. What is the purpose of your organisation? Please briefly describe why your organisation was set up, its aims and objectives, what activities it carries out and who primarily benefits.

Relate Norfolk & Suffolk's Vision is a future in which healthy relationships are actively promoted as the basis of a thriving society.

Relate Norfolk & Suffolk's Mission is to:

- Enhance the quality of couple, parental and family relationships
- Support people to build better couple relationships by helping relationships withstand the pressures which could otherwise lead to a breakdown
- Work to limit the damage, which commonly accompanies failing relationships, separation and divorce and increasing the prospect of subsequent relationships succeeding

Relate is here to help clients make the most of their couple and family relationships, past, present or future.

We can help even if people are not currently in a relationship.

Our services include Relationship Counselling for individuals and couples, Family Counselling, Mediation, Children and Young People's Counselling and Sex Therapy. We also provide friendly and informal workshops for people at important stages in their relationships.

Relate aims to deliver its services with cultural sensitivity and without discrimination and believes that:

- an individual's well-being and emotional and mental health benefit from a committed relationship
- children thrive in families where relationships are positive and free from destructive conflict
- people gain from an understanding of their sexuality expressing clear commitments is a helpful contribution to a healthy and secure couple relationship

Relate services operate using the Practical Quality Assurance System for Small Organisations (PQASSO) framework and external professional benchmarks including the ethical frameworks of the British Association of Counselling and Psychotherapy (BACP), the College of Sexual and Relationship Therapists (COSRT) and the Association for Family Therapy and Systemic Practice (AFT).

Relate has a clear track record of community work, having 75 years' experience of delivering high quality therapeutic interventions.

- 2.5. What was your organisation's total income for last financial year? (your branch if part of a larger organisation) £ 671,508
- 2.6. What was your organisation's total expenditure for last financial year? (your branch if part of a larger organisation) £ 628,476
- 2.7. Does your organisation have more than six months running costs? (your branch if part of a larger organisation) **No**
- 2.8. What are your organisation's current unrestricted reserves or savings? (your branch if part of a larger organisation) £ 131,243

### 3. About Your project

- 3.1. 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. Please include outputs (what you will deliver).

We are seeking funding to support our bursary in St Edmundsbury

The uptake for the services of our counsellors in both Norfolk & Suffolk increased by another 4% this year.

The economic situation is not easing for our clients with lower income families having increasingly smaller amounts of disposable income. This highlights the necessity for the maintenance of our bursary fund, which supports clients unable to pay the full fee and allowing us to provide equal access to all, regardless of ability to pay. We believe that our services should be available to everyone and we need this community chest grant to enable us to support the most vulnerable couples and families in the area, thereby fulfilling the 'Understanding Relationships' element of your Families and Communities Approach.

Research shows a strong link between the quality of the relationship between parents and the quality of their parenting.

Our services are open to all, we see couples, individuals, young people as well as children under 10 in our family counselling setting. We are open to people of all faiths, ethnicity and sexual orientations. We seek help with subsidising our costs to allow us to offer our services to all people regardless of their ability to pay.

Relate believes that to have a happy childhood it is essential to have a good quality of family relationships and stability and that children who have low levels of happiness are much less likely to enjoy being at home with their family, feel safe when with their friends and feel positive about their future. Children unhappy in this way are also more likely to experience longer-term confidence and health issues with knock-on implications for a wide range of public services.

3.2. How does your project contribute towards the council's Families and Communities Strategy and Families and Communities Approach? Please refer to guidance and reference both in your answer.

Our way of working perfectly matches the Council's commitment to support families, believing that family breakdown and crisis can be avoided by providing the relationship counseling support they need.

The families and communities 'strong foundations' approach is similar to our model in that our project believes in the family being an asset and in valuing and prioritising strong and healthy relationships.

Our counsellors work with young people, individuals, couples and families to make positive choices to improve the quality of their family relationships and stability.

We know from our work with the Suffolk Early Help Team that children are aware of their parent's relationship pressures and that children across the UK are becoming increasingly unhappy or depressed. It is vital that we are able to offer counselling and to act early, preventing problems and improving life outcomes. We know that counselling provides a lifelong benefit and believe families are the building blocks for resilient and thriving communities.

Looking at the Families & Communities approach, it is notable how our approaches are so complementary:

- A Safe Place, tackling domestic violence and encouraging safe communication for emotional as well as physical safety.
- Recognising Individuals, to express their needs and dreams and in building their strengths, identity, esteem and self-worth.
- Understanding Relationships - is our key work contextualising relationships and the connections that exist between people and the wider community, our work is nurturing and practical.
- Encouraging Agency. Our counselling builds confidence and encourages people's ability and capacity to demonstrate power to change their lives for the better.
- Developing Vision. Our counselling is client-led and adapted to help clients achieve their own specific goals and working in a way, which builds positive goals and an understanding of what is being worked towards.

Maximum 300 words

- 3.3. How many people will benefit from your project (on a weekly, monthly or annual basis) and how? Please include outcomes (how your project will benefit the people who are involved in it) and how you will collect evidence of this.

We track fee subsidies by postcode so we know precisely what we have spent in each area. Based on the subsidy provided for St Edmundsbury residents last year, we would expect to offer counselling to 450 adults/young people per year of which we estimate at least 75-85 would need to pay a reduced fee. Any dependent children (minimum of 50-60) will also benefit from the service.

We will be able to provide a monitoring report to inform the review of the project and identify any amendments that may be needed, to include:

- Client activity (Statistics on numbers of sessions attended) and we anticipate being able to support 75 clients directly, plus their children (minimum of 65) indirectly each year with a reduced fee from the bursary. (Showing evidence of need backed up with community support for the project)
- Client-reported improvement in wellbeing for at least 60% of the clients (based on results of the outcomes measurement tool (CORE10 / CORE YP) which measures the clients' levels of stress / anxiety / depression at the start and end of counselling) (Showing that the project has a strong element of capacity building for individuals and the wider family)

- Client feedback / quotes (Questionnaire) (Showing capacity building and community support)
- Cost analysis (including client contributions)
- Critical incidents, safeguarding issues, complaints, compliments and feedback (Showing strong evidence of the project having clear outcomes that fit with West Suffolk's priorities for families and communities)
- Examples of partnership working with other voluntary sector organisations (showing that the project has tangible links with the local third sector as well as involving strong partnership working)

Maximum 300 words

3.4. Are you working with any other organisations/groups on this project? No

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

However, our counsellors are proactive in working with other organisations in supporting our clients. We have really effective partnerships and active referral mechanisms in place with a range of organisations in Suffolk including:

- Suffolk Wellbeing Service, last year providing 1,112 hours of counselling on behalf of the Norfolk & Suffolk NHS Foundation Trust under the Wellbeing Service.
- Suffolk Young People's Health Project (4YP) for young people's counselling in the Suffolk Wellbeing service
- BREAK charity / CAFCASS to support separated families going through the Court system.
- Suffolk Council's Early Help Team supporting couples, young people and families.
- Signposting to / from:
  - West Suffolk's GPs
  - Health Visitors
  - School Family Workers
  - Children Centre Staff
  - Social Workers
  - CAB
  - Police / Police DV unit
  - Leeway

Maximum 150 words

3.5. What evidence do you have that there is a need for this project? Please include sources of evidence, including any public/user/community consultation and research you have carried out.



We have seen an increased demand for our services over the last year. Overall providing 11,894 counselling hours in 2016/2017 (11,479 previous year) and 3,443 people registering for our counselling services.

The increased demand for our services shows that there is a need for this project. We also provide all people that receive help with our fees an exit questionnaire. At each Trustee meeting we review the exit questionnaires and the changes to our service that clients suggest and agree any changes we need to make.

Our counsellors offer a one-to-one counselling session with each of the couple, which helps us to identify issues within the relationship more quickly (including issues such as domestic violence and alcohol abuse). This enables us to provide a more efficient service to the clients and in many cases, has lessened the number of counselling sessions couples require.

"Action Research" is the main style of working that we do with each counselling session being designed around the needs of the client and being tailored to their needs, with the client themselves setting the agenda.

Maximum 200 words

- 3.6. How has the project been developed out of the community's desire to improve the lives of local people? What role have users and/or the community had in developing this project?

The measuring outcomes work we do asks clients about the extent to which the counselling met their needs and in future, we will be better able to monitor this data and use it to improve our service to clients.

We ask our clients for feedback, including asking how we might improve our services in the future and all feedback we receive goes to the Trustee meetings for their consideration and our Wellbeing Service initiative requires clients to complete a form at the end of counselling to comment about our services.

The Way We Are Now: is our survey of the nation's Relationships, with data from over 5,000 people, the survey is one of the largest studies of relationships in the UK. The study covers not just couple relationships but also friendships, our family and workplace relationships.

<https://www.relate.org.uk/policy-campaigns/our-campaigns/way-we-are-now-2016>

Relate's approach is designed around acting early with parents and families to positively influence longer-term life outcomes, with an emphasis on preventing problems and determining life outcomes.

Maximum 200 words

#### 4. Timescales and sustainability

- 4.1. When will your project start and end? (the period for which you are asking the council for funding)

Start date

End date

- 4.2. If this is an ongoing project, how will it be funded and supported after the end of the grant period?

Ultimately, our Trustee Board would like us to move away from the necessity to receive grant funding and we are working towards having a contract-led budget. This is going to take time and although we have been successful in developing contracts, we still need to receive some grant funding to support clients who need our bursary fund.

We are also hoping that the economy will improve sufficiently that more clients will be able to make more of a contribution themselves and our counsellors do discuss this with each client.

To help further support the bursary, we set up and run four charity shops, which are directly helping to subsidise the costs of client appointments. However, to maintain the service at its present level, the charity will require grant support from St Edmundsbury Council, which is so vital to us in helping local families.

Maximum 150 words

#### 5. Funding request and budget

- 5.1. Which years are you applying for funding for? Please delete as applicable

2018/2019 (£5,000)

2019/2020 (£5,000)

- 5.2. What is the total cost of the project? (project costs only, not for your whole organisation and not just the funding you are requesting)

5.3. Please provide a full breakdown of the total cost of this project, including VAT if applicable. Please only include direct expenditure for this project.

<b>Item</b>	<b>Amount</b>
<b>Staff and volunteers</b> (including roles, hourly rates and NI/tax contributions where applicable)  Management, including reporting and administration Client Administrator / Bursary Coordinator £9.80 per hour (+ on costs) x circa 150 hours	£2,040
<b>Overheads</b> (including items such as venue/office costs, utilities, back office services, insurance)	Zero
<b>Equipment and resources</b>	Zero
<b>Other</b> To provide a bursary fund to which clients can apply if they are unable to afford the counselling they need to support their relationships and families.	£16,000
<b>Total</b>	<b>£18,040</b>

5.4. Please provide a full breakdown of all other funding and in-kind support\* you have secured for this project.

<b>Item</b>	<b>Amount</b>
<b>Funding already secured</b> (please detail funders, amounts and funding periods individually)  Income from our Charity Shops	£3,000
<b>Volunteer contributions</b> (including estimated hours given and roles) Counsellors reducing their fee to help families £2,520 x 2 year	£5,040
<b>Equipment and resources</b> (please itemize)	Nil
<b>Other</b>	Nil
<b>Total</b>	<b>£8,040</b>

\*In-kind support is assistance and items you would normally expect to pay for, but which you are getting for free, such as volunteer hours or a free venue. You

might find it useful to give volunteer hours a value, such as the minimum wage, or higher if you have volunteers with particular expertise it would be expensive to pay for.

5.5. What other funders have you applied to for this project but have not yet had a decision from?

Funder	Amount requested	Decision timescale
	£	
	£	
	£	

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

**2018/19** £5,000

**2019/20** £5,000

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

Funding source	Amount (£)	Reason for funding
Community Chest funding has been approved by Forest Heath District Council to the sum of £2,000 for the financial years 2016/17, 17/18 and 18/19.		To support the clients' bursary fund
In addition funding has been approved by St Edmundsbury Borough Council to the sum of £5,000 for the financial years 2016/17 and 17/18.		To support the clients' bursary fund
<b>Total:</b>	£7,000	