

# Community Chest Application Summary 2018/2019

Local Authority	SEBC
Organisation	Our Special Friends
Amount Requested	<b>£6,000.00</b> (2018-2019) <b>£6,000.00</b> (2019-2020)
Total Project Cost	£24,960 over 2 years (£12,480 p.a.)
Match Funding	Big Lottery Reaching Communities bid awaiting to hear whether progressed to Round 2. Admin role supervision provided without charge.
Partnerships	No formal partnerships. 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
West Suffolk Bid?	Yes

## Overview

Administration to enable delivery of companion animal support services and animal-assisted activity in the St Edmundsbury area to meet the need for consistent admin support/growth.

Consistent admin support enables Our Special Friends to keep up with essential back end office tasks including filing, phone answering, fundraising applications, volunteer packs and badges, organising and managing events and to keep abreast of entering ever increasing new client information.

Capacity is limited at present and OSF are struggling to maintain efficient service delivery due to increasing demand. The almost exponential growth of demand has focused management attention on the need to secure funding to ensure a sustainable programme. OSF are determined not to turn people away who have nowhere else to go for this support.

## Outputs

This role will help Our Special Friends deliver outputs including:

- 2 or 3 new enquiries/cases every day. 200 – 300 cases annually.

This role will enable outputs including:

- more people helped
- more volunteers engaged in providing a consistent, reliable service, free to all at the point of delivery
- More collaboration with other community agencies
- more talks to groups to empower, influence and inspire others to become more aware of, and involved in, this unique approach.

## Outcomes

This role will enable outcomes including:

- Clients benefit from an enhanced subjective, and objective, physical and mental wellbeing including a feeling of safety. Families and carers feel supported and gain respite and reassurance.
- Volunteers benefit from making a meaningful contribution to vulnerable people in their local community and from the training and support given

to them in their role. Several volunteers have gone on to full time employment as a result of their OSF experience.

**Finances**

Income for last financial year – £42,255  
Expenditure for last financial year - £35,230

**Reserves**

£16,075

**Request breakdown**

Admin role @ £10 p.h.

**Previous Community Chest funding**

2017-18 - £6,000.00 from both SEBC and FHDC for admin role. Exceeding targets in Q1.

**Officer comments**

Supported by 3 Families and Communities Officers



*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	Our Special Friends
Organisation Address	West End House Upper Green Higham Bury St Edmunds
Postcode	IP28 6PA

Organisation main email	office@ourspecialfriends.org
Organisation main tel.	01284-247077
Organisation website	www.ourspecialfriends.org
Organisation Twitter	OSF_charity
Organisation Facebook	OurSpecialFriends

Contact person 1 (main contact)		Contact person 2	
Name	Belinda Johnston	Name	Linda Sadler
Position in organisation	Chief Executive	Position in organisation	Office support
Daytime tel.no	01284-810220	Daytime tel.no	01284-810220
Mobile	07770 855303	Mobile	
email	Belinda.johnston@ourspecialfriends.org	email	Linda.sadler@ourspecialfriends.org
Address if different to organisation's		Address if different to organisation's	
		30 Lower Green Higham Bury St Edmunds	
Postcode	Postcode	IP28 6NJ	

## 2. About your organisation

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

Several, but St Edmundsbury for this application, as the work will be in St Edmundsbury Borough area

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

Registered charity	<input checked="" type="checkbox"/>	Charity number: 1156778
Applying for charitable status	<input type="checkbox"/>	
Company limited by guarantee	<input checked="" type="checkbox"/>	Company number: 08769892
Community interest company	<input type="checkbox"/>	
Part of a larger regional or national charity (Please state which one)	<input type="checkbox"/>	
Constituted community group	<input type="checkbox"/>	
Social Enterprise	<input type="checkbox"/>	What type?:
Other (Please specify)	<input type="checkbox"/>	

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

Trustees	5	Management board	0
Management team	3	Service users	70
Full time paid staff/workers	0	Volunteers and helpers (non-management)	70
Part time paid staff/workers	4		

2.4. When did your organisation start?

2012

Year

2.5. 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.

Our vision is 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. OSF 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.

OSF is:

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.

OSF can identify unmet health and social care needs which may be concealed from others and can link to 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. When people or animals are vulnerable there can be welfare issues for both. Accessing and addressing these issues makes a real difference to anxiety, subjective wellbeing and quality of life.

Reaching people through their love of animals in an easily accessible, non-confrontational way makes OSF a diagnostic tool and a preventative health initiative.

Individuals (clients and volunteers), family members and carers benefit alongside organisations that need our specialist eg AgeUK, St Nicholas Hospice, Community Mental Health.

Maximum 300 words

- 2.6. What was your organisation's total income for last financial year? (your branch if part of a larger organisation) £42,255
- 2.7. What was your organisation's total expenditure for last financial year? (your branch if part of a larger organisation) £35,230
- 2.8. Does your organisation have more than six months running costs?  
Yes/No  
(your branch if part of a larger organisation)
- 2.9. What are your organisation's current unrestricted reserves or savings? (your branch if part of a larger organisation) £16,075

### 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).

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

**Need for consistent admin support/growth**

Consistent admin support enables us to keep up with essential back end office tasks e.g. filing, phone answering, fundraising applications, volunteer packs and badges, organising and managing events and to keep abreast of entering the 'ever increasing' new client information. However, our capacity is limited, at present although managing, we are struggling to maintain efficient service delivery to our current area due to the increasing demand. The almost exponential growth of demand has focused our management attention on the need to secure funding to ensure a sustainable programme. We are determined not to turn people away who have nowhere else to go for this support.

Outputs include more people helped and more volunteers engaged in providing a consistent, reliable service, free to all at the point of delivery. More

collaboration with other community agencies and more talks to groups to empower, influence and inspire others to become more aware of, and involved in, this unique approach.

Maximum 300 words

- 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.

OSF is all about prevention and early intervention and is relatively low cost, high impact. We encourage care planning to avoid crises and we can help maintain stability by appropriate, person-centred support. OSF is unique and innovative. We bridge the gap between existing services, filling the void with a collaborative multi-disciplinary approach. It involves local people helping each other, encouraging residents who have not volunteered before to come forward. Feedback we have received from our volunteers in the community has shown that this is a mutually beneficial relationship.

A case example where early intervention of emotional and practical support has prevented the escalation of a difficult situation. By identifying and increasing the network of support available, close to home, from within the community; timely medical intervention and empowerment is enabled:

Elderly widower, wife died 4 months ago. Small pug and a hospital operation planned. Anxious and concerned about the dog's welfare while in hospital. Approached OSF who matched him immediately to a gentleman volunteer who lived within 300m of him. Known to each other as the volunteer runs the local camera club which our client attends, they are also on the same village hall committee; however, the client had not spoken of his need. OSF bridged this gap and linked them together. Operation date brought forward to a time when the volunteer was away, so a new volunteer was matched to foster the dog and the original volunteer has been able to support the owner before and after his hospital stay. The supportive relationship is ongoing.

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.

Our most recent report of a 3 month period showed:

**47** new cases

**58** ongoing cases

**51** action required

*NB Some clients required more than one service*

We are dealing with 2 or 3 new enquiries/cases every day. This would mean that annually we would hope to be able to support 200 – 300 cases. The nature of our practitioner approach means that this is difficult to predict accurately but our experience is that it is an ever increasing number.

Clients benefit from an enhanced subjective, and objective, physical and mental wellbeing including a feeling of safety. Families and carers feel supported and gain respite and reassurance. Volunteers benefit from making a meaningful contribution to vulnerable people in their local community and from the training and support given to them in their role. Several volunteers have gone on to full time employment as a result of their OSF experience.

Collaborative interagency work benefits the community from a more cohesive, joined up approach with less chance of people falling into a void. Organisational outcomes are enhanced by the involvement of OSF.

We are constantly collecting data for analysis using our Harlequin (CRM) software and surveys (survey monkey) in order to evidence and evaluate our approach, intervention and outcomes; looking at both quantitative and qualitative evidence which includes most importantly personal testimonials (written, verbal and video).

Maximum 300 words

3.4. Are you working with any other organisations/groups on this project? Yes

If yes, please state the names of these organisations/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.

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.

Our evidence of need includes the feedback from professionals and other members of the public alongside the increasing demand for our services and the testimonials, donations received.

OSF was initially set up to find and support isolated grieving people (before, during and after companion animal loss due to relinquishment or death/euthanasia). It developed out of bereavement workshops within the veterinary profession and the animal welfare sector and a clear need was identified. Vets see mental and physical frailty in clients but are not in a position to address this.

The number of vulnerable human-animal relationships was a surprise and the animal-assisted activity (visiting dog programme) developed from the cases that could not have a residential animal due to housing (no pet policies) or health issues (living with dementia, immobility).

The Hidden Needs in Suffolk (2011-2016) report describes the issues in Suffolk. Analysis from our own data records supports our contention that our service is seen as important, having positive effects on wellbeing. There is a wealth of academic research and other evidence including a recent publication stating that the wellbeing benefits of companion animals save the NHS over £2.45 billion a year.

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?

Our volunteers are coming from a whole spectrum of sources and many of them have not volunteered before. Some have been clients and received our services. We are finding that the network of people who are part of OSF is continually expanding and the volunteers' input and client feedback are fundamental to the development of the services and infrastructure. Cases are being referred to OSF from a wide range of organisations and individuals as they see the need and want the residents to benefit from our intervention (where possible).

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?

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

Immediate Options identified by our fundraising team.

Type	Activity required	Initial objective per annum to reach £100k pa
Grants/Donations from organisations	Applications are being identified and made continuously.	£40k
Donations from individuals	These will be the result of service delivery and word of mouth	£10k
Donation boxes	Continue to yield a contribution. OSF is about to gain 100 more from a grant awarded for their purchase	£1k
Local Authority Grants		£?!k
Events	Others continue to support OSF with their own fundraising initiatives. OSF is also organising our own events including a "Walk and Talk" with health professionals and counsellors etc.	£5-10k
Legacies	OSF intends to implement a legacy scheme	£?k

Maximum 150 words

## 5. Funding request and budget

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

2018/2019	2019/2020
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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)

£24,960

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) Paid admin @ £10 ph, (8 hrs pd, 3 days pw) 24 hrs per week 52 weeks pa 2 years	240 12,480 24,960
<b>Overheads</b> (including items such as venue/office costs, utilities, back office services, insurance)	
<b>Equipment and resources</b>	
<b>Other</b>	
<b>Total</b>	<b>£24,960</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)	
<b>Volunteer contributions</b> (including estimated hours given and roles)	
<b>Equipment and resources</b> (please itemize)	
<b>Other</b>	
<b>Total</b>	<b>£0</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
Lottery	££217k Stage 1	Dec 2017 as to whether we proceed to Stage 2

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

**2018/19**       **2019/20**

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?

<b>Funding source</b>	<b>Amount (£)</b>	<b>Reason for funding</b>
<b>Funder</b>	<b>Amount (£)</b>	<b>Reason for funding</b>
Bury St Edmunds Locality Funding (Risbygate)	500	Volunteers & dog assessments, fish tank, bird feeders & leaflets
Forest Heath DC Community Chest (2016/17)	6000	Database software & salaried admin
Forest Heath Council Locality Budget	500	Laptop & software
Forest Heath DC Community Chest (2017/18)	6000	Admin
St Edmundsbury Borough Council (2017/18)	6000	Admin
<b>Total:</b>	<b>19,000</b>	