

# Appendix 1 - Area Committee Funding Application

## PART 1 - Overview

Short description of your project (Max 60 words)

It's been proven that COVID increases the health and financial inequalities for all. In Ipswich there are some of the most deprived areas in the county and country. It is a simple fact that here, in Ipswich, that divide has been felt most strongly.

This funding application would be a preventative measure to support disadvantaged people that we have identified as 'between the cracks' cases across all five areas, ensuring that funds are ringfenced for each individual area so that the residents of each area get the whole benefit of the award. We are often approached by customers who are not eligible for funded support but have been severely impacted by the Covid-19 pandemic. This would allow us to provide urgent practical help to people on the outskirts of support agencies.

Through our work with the NHS and ACS we have found terrible deprivation and some of that has been shocking. Ipswich is home to some of the worst hoarding that we have ever seen. Our Homeward Bound Service, contracted by Ipswich and East CCG, has brought us into the home of people so far hidden from the radar of all support agencies. It is this work, that brings us into homes at the very start of people's tailspin, the point where their lifestyle becomes a danger to their welfare, the point when they are brought to hospital, that makes us ideally placed to make a real difference. It is here, at crisis point, that we meet people suddenly thrust into a caring role, or at breaking point and finally ready to admit that they need help and have needed help for some time.

We request £2K from each committee

Amount of funding requested

£10k

## PART 2 - About your group

Name of Organisation/Group:

Lofty Heights CIC

Address:

Brightspace

160 Hadleigh Road

Ipswich

IP2 0HH

Name of person completing application:

Jaki Field

Contact Address (if same as above leave blank):

Telephone Number:

██████████

E-mail Address:

████████████████████

Type of organisation:

Constituted Group	Charity	Community Interest Company	Not for Profit	Private company
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Charity Number:

(if applicable)

Company Number:

(if applicable)

08041855

Date organisation established:

June 2012

What does your organisation do? Please outline the vision, values and main activities:

(Max 500 words)

Lofty Heights CIC is a non-profit social enterprise based in Ipswich and supports vulnerable people across Suffolk to live safely at home with our decluttering, homeward bound and house clearance service.

We have become specialists in the decluttering industry, helping to support disadvantaged individuals, many of which suffer with hoarding disorder, those that have chaotic lifestyles, mental and physical health and those suffering self-neglect.

We use these skills through our contracts with the West Suffolk and Ipswich and East Suffolk CCGs for our Homeward Bound Service. This provides help to move furniture, make space and carry out targeted cleans to enable people to be discharged from hospital and return to their homes, freeing up vital and costly hospital bed spaces. Lofty heights also specialise in preventative measures for people in the community to prevent admissions to hospitals.

Hoarding can present many significant problems, some of which include:

- When the amount of clutter becomes a risk and interferes with everyday living, for example, the person is unable to use their bedroom, kitchen or bathroom and cannot access rooms
- When the clutter is causing significant distress or negativity affecting the quality of life of the person or their family, for example, they become upset if someone tries to clear the clutter and their relationship fails or worst, they become homeless due to eviction.

Lofty Heights specialise in making homes safer by sensitively decluttering, deep cleaning and organising belongings and living spaces to support our customers to live safer, healthier lives in the comfort of their own homes.

Our services are available to everyone, no matter how big or small a job maybe and our social impact is measured in the following ways:

Collaborative Impact – We work closely with the NHS, Local Authorities, Charities and Housing Associations. Our work with ACS and the NHS has brought us into contact with a huge cross section of society and there is a huge need for decluttering on a variety of scales. These decluttering skills extend out to small targeted jobs that are so hard to get help with, things like: empty lofts, garages and sheds. Garden clearances are a priority as they can dramatically reduce the risk of doorstep fraud, harassment and potential cuckooing.

Recycling and reclaiming – We address furniture poverty by sourcing items of furniture through donations and where possible sharing these with customers who have a clear need but lack the affordability of purchasing such items.

Educate and inform – Lofty Heights provides training and guidance sessions to educate partner organisations and communities on how to help vulnerable adults.

We are passionate about helping people and this fund would support Lofty Heights to continue to focus on being preventative and break the cycle before it becomes a much bigger and expensive issue for the local authorities.

Does the organisation/group have a recognised governing document e.g. constitution, memorandum etc.?

Yes  (please attach) No

Does the organisation/group have a committee with at least three members?

Yes  No

Does the organisation have a bank account in the organisation/group's name?

Yes  No

Has your group/organisation previously received Area Committee funding for the same or similar project in the last 3 years? Yes  No

If yes, please provide the amount and date received:

Date	Amount (£)

Are you registered on **InfoLink**? If not, think about joining the single directory for Community & Voluntary Sector services and groups in Suffolk. It's quick and free to register. Find out more here.

<https://infolink.suffolk.gov.uk/>

Yes

### **PART 3 – Why is your project needed?**

What is the need for your project? Who will be helped?

Please relate this to the relevant [Area Committee Action Plan](#)

Through our Homeward Bound Service, we have uncovered a huge need for assistance throughout Suffolk but quite prevalent in Ipswich, in all five locality areas. Our Homeward Bound service brings us into the homes of people who need support to prevent their admission to Ipswich hospital, or to enable their discharge from hospital following a health crisis. This point can be pivotal in a person's wellbeing, it is often the first realisation that things have got out of hand. We are also high on the radar for ACS, housing and Suffolk Family Carers, who will ask us to assess homes that have been flagged as potential safeguarding risks. Our close partnership working with Suffolk Family Carers, Suffolk Carers Matter, REACT, British Red Cross, PALs, and targeted support like SSAFa, puts Lofty Heights on the frontline.

Healthy Communities: CAC, NEAC, NWAC, SEAC, SWAC

We are currently working with the Sheltered Scheme managers to help sheltered tenants regain control of their properties. Much support was snatched away in the first lock down and much of it has not returned yet. Cleaning services stopped abruptly and now we are finding homes that cannot return to their regular cleaning service because their homes are too dirty or disorganised for regular cleaning to recommence. This is exacerbated by the fact that visits inside the home were banned by so many agencies and therefore the reality of what was happening behind closed doors have only recently come to fruition, this has a direct impact on the cost/time now needed to declutter the properties in question.

The food shortages and reliance on food parcels has also caused clutter problems with people stockpiling items out of anxiety but also because many food parcels contained items that people didn't like. Pasta and rice for older people, tinned vegetables for the younger recipients.

Lofty heights are also launching a pilot scheme on the 14<sup>th</sup> February called the Hoarding, relapse and Prevention Programme, working with specific customers that have been recognised as a repeat hoarder. The programme will provide up to 15 customers with a personalised counselling support programme that will run adjacent to the service in which we deliver through our decluttering work.

Health and Disability: ALL

With waste disposal also being an ever-increasing issue, Lofty heights is often faced with stockpiled rubbish and bulky items that have amassed to a crisis point and, on many occasions, pose a serious risk to the environment and the community. There is an issue with elderly people being able to dispose of bulky items through the differing council collection services, mainly because these will only be collected from outside and elderly or disabled people are unlikely to be able to do this and Lofty Heights is becoming very concerned about the inequality of access to waste disposal, especially for those who are unable to dispose of their items by attending a dedicated recycling centre.

Safe Communities: CAC, NWAC, SEAC, SWAC

Cluttered gardens are a key indicator for doorstep crime. It is a visual sign that the person inside a property is vulnerable and does not have a strong family network for support. These visual clues can attract criminals, scammers and county lines gangs. They are also a source of frustration and resentment and result in neighbour disputes and complaints to the Environmental Health and Housing.

Living Environment and Pride in our Neighbourhood: NEAC, NWAC, SEAC, SWAC

A positive outlook is very hard to maintain in a chaotic home. It impacts the health and wellbeing of the person but also their neighbours. Homes that look dingy, are unkempt, that have household items stacked outside can be an eyesore to the whole neighbourhood but they are also a clear indicator of mental health issues, loneliness and people struggling to care for themselves.

Clutter can also impact access to maintain or improve homes such as heating repairs or property maintenance, when safe access is required by multiple agencies.

All of these issues impact every area of people's lives but they come to a head when people have a medical or mental health crisis. The adverse effect of this crisis is that it can impact on vital medical equipment not being installed, mobility aids not being fitted, and carers refusing to enter the property for their own personal safety until the conditions found are resolved.

This will often result in a need to move to a home more suited to the newly established needs of the person but little help is available to assist with moving, for example emptying lofts, sheds etc. which is often an overwhelming task.

What evidence do you have of this need?

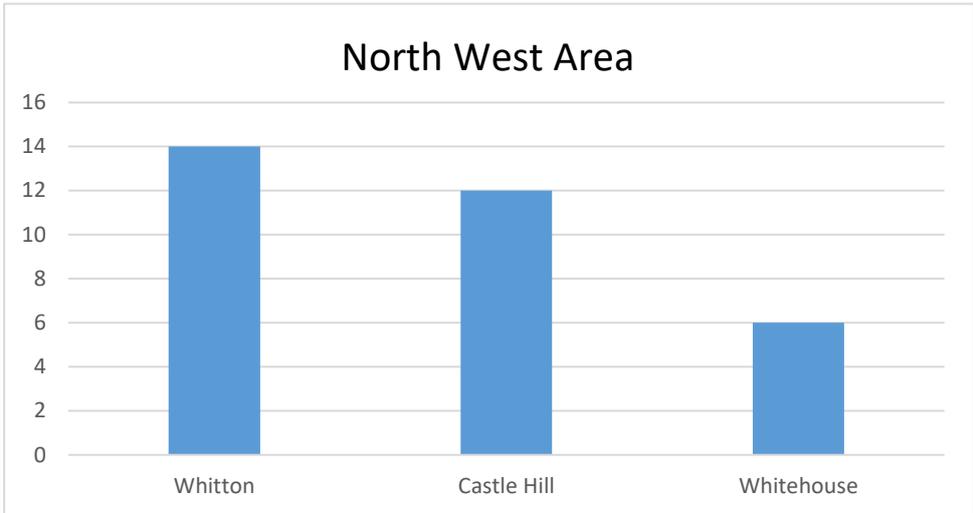
*Please include results of any consultation*

We can evidence the need from the 157 referrals and enquiries that we have received this year, this is from April 2021 to January 2022 and is not a whole year.

We have experienced the need via our Homeward Bound Service. This service brings us into the homes of many people living under the radar of ACS and other support agencies. It also brings us into contact with carers that may have never registered officially as a carer.

We have recently been working to support two residents in Walton House and the information received from the manager indicates that there is somebody in need of our services in every one of the 15 schemes run by IBC, we are following up this conversation with the whole team. We are currently carrying out this work under our Household Support Grant provided by Suffolk Community Foundation, this closes on 31/3/22.

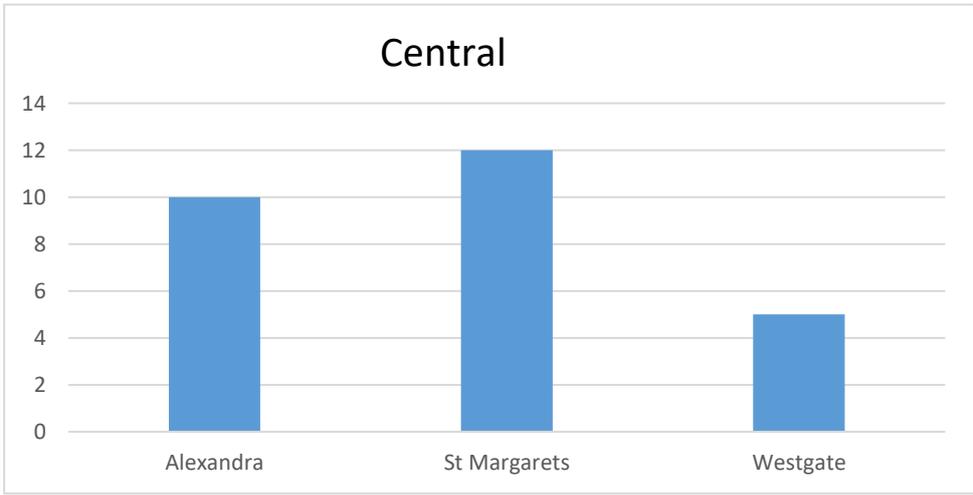
Three years ago we received £2,000 worth of funding from IBC Communities Fund. The subsequent planned project was cancelled and after discussion with the Ipswich team we used this funding as an emergency pot. This was hugely successful, we emptied a loft for a lady with mobility issues, cleared a garage to provide storage for a mobility scooter and provided a day's clean for a recovering addict, a mini garden makeover, and moved bulky waste items outside for two elderly people.



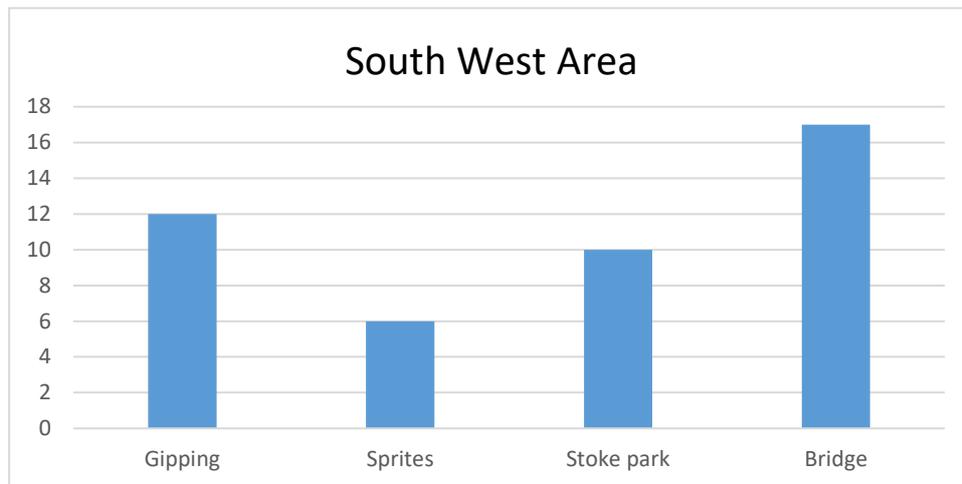
*North West Ipswich referrals to Lofty Heights for period April 2021 to January 2022*



*North East Ipswich referrals to Lofty Heights for period April 2021 to January 2022*



Central Ipswich referrals to Lofty Heights for period April 2021 to January 2022



South West Ipswich referrals to Lofty Heights for period April 2021 to January 2022



South East Ipswich referrals to Lofty Heights for period April 2021 to January 2022

#### **PART 4 – How will your project work?**

Please describe your project and how it meets the need (max 500 words)

Ipswich Emergency Relief Plan, would enable Lofty heights to provide any help required by Ipswich residents. We would carry out checks to ensure that alternative funding is not available and that the work is not the remit of a statutory agency, meaning that IBC would not be subsidising ACS, NHS or other housing associations, and that the residents would not be able to fund this themselves.

We would plan to use this funding against work requiring a maximum of a single day, but our focus would be on smaller jobs that would take a half day or less where possible and allow us to use this funding to support more people. This would therefore promote value for money and would allow Lofty Heights to support up to a maximum of 58 people across all five areas.

Our Match funding would add an additional 40.6 people

We would include:

Loft emptying

Shed/garage clearance

Small handyman tasks

Removing clutter to charity for donation

Garden Clearance

Preparation for medical/safety equipment to be installed

What risks have you identified for your project and how will you manage them?

There is no risk associated with this project that is not already covered through our rigorous risk assessment process. Each job would require a maximum of two people and therefore any staff shortages would be mitigated by utilising other members of the workforce.

Referrals to our service remain strong and we work with a plethora of referral partners, all of which would welcome the additional support for those customers not deemed eligible for funding.

Does the organisation/group have a safeguarding policy in place?

Yes  (please attach) No  Not applicable

How many beneficiaries will benefit from the project?

58 people as a minimum figure, across all areas, that becomes 11.6 people for each individual area in Ipswich. Monies will be ringfenced so that area money does not subsidise residents in neighbouring areas.

How will potential beneficiaries be made aware of the project?

Lofty Heights has a strong following of referral partners that have identified individuals not eligible for funding that would feed directly into this funding, example Suffolk Family Carers.

We would also advertise our support package through social media, our website [www.lofty-heights.org](http://www.lofty-heights.org) and whilst taking an enquiry from an individual rather than a referral agency.

How will your project affect people from different backgrounds? Have you considered how to make your project fair for everyone in relation to the Equality Act of 2010?

Lofty Heights services are open to all and through our generalised marketing platforms such as Facebook and through local advertisements for example within the Housing News Magazine and local parish newsletters, we aim to ensure that everyone within the community is made available of the support service available.

Please describe how you will minimise the environmental impact of your project

Lofty Heights takes waste clearance very seriously and all of the staff work incredibly hard to minimise the impact on the environment through the following measures:

Furniture and items of use – We have a strong relationship with many charitable organisations who take furniture and bric-a-brac as donations.

Recycling – Any items that can be recycled such as scrap metal as an example is taken to a dedicated recycling centre for disposal.

Any disused wood is often donated to Genesis Orwell Mencap to fuel their furnace and help to reduce the cost of such fuel.

General Waste – This is either brought back to our head office and disposed in a dedicated skip or collected onsite where we have allocated a suitable waste disposal solution depending on the size of the job.

All of these measures significantly reduce the impact of on the environment and reduce the amount of waste that is sent to landfill.

## **PART 5 – Costs & Funding**

Please provide a breakdown of project costs and enclose quotations from suppliers where applicable:

Description of expenditure	Cost (£)
Staffing Costs	<p>£6,465</p> <p>Declutter Operatives</p> <p>235 hours @ £12ppph for a team that consists of two members of staff and their van.</p> <p>Assessments by our Declutter Officer</p> <p>30 hours @ £15ph</p> <p>Admin time: including detailed signposting for support, finance and care needs provision – this also ensures that persons able to fund work themselves do not receive subsidies. Also include follow up feedback calls to review benefit of the work carried out and feedback on Area Committee’s funded project</p> <p>25 hrs @ £15ph</p> <p>(Match funding for an additional 40.6 people would equate to £4525.50 of costs)</p>
Travel Costs (including fuel and maintenance)	<p>£2,750</p> <p>This will include Trade permits for parking at £30 per 5 tickets. Tickets could be required for each assessment and subsequent work visit. It cannot be quantified until referrals and work are completed.</p> <p>Based on 58 jobs - £696</p> <p>£2054 for fuel and maintenance using the costing 45p per mile equates to 380 miles per month as an average.</p> <p>(Match funding for an additional 40.6 people would equate to £1925 of costs)</p>
PPE and supplies £300	<p>Required for all sorts of Jobs: Suits for dusty/unsanitary environments</p>

Matching funding would increase this cost by £210 to incorporate the additional 40.6 persons	<p>Plastic sheeting required for loft empties, along with PP3 silicon masks with charcoal filters for glass fibre protection</p> <p>Gauntlet gloves for bramble and hedgerow protection. Goggles and headgear for hedge cutting, we hold supplies but wear and tear may require replacements.</p> <p>Bin bags for rubbish</p> <p>Boxes for storage</p> <p>Cleaning equipment</p>
Marketing £70 for match funding uplift	£100
Dedicated waste disposal Additional £269.5 required from match funding for additional persons	£385 for emergency waste needs (could be costed against bulky waste collection if not free)
Total project costs	£17,000
Total amount requested from Area Committee	£10,000

Please attach any quotations obtained for large purchases

How will any remaining costs be met?

Lofty Heights have already committed £5,000 from our Breathing Space and Household Support Grants. We have also ringfenced a further £2000 from our top up Household Support Grant which was based on the need that we were able to present to Suffolk Community Foundation.

Please show in the table below how much funding you have already secured or are currently applying for towards the project:

Name of Funder	Amount of funding requested	Granted (yes/no)	Waiting for outcome (yes/no)
N/A			

How will the project be sustained after the funding has been spent?

Lofty Heights continues to seek funding for ongoing needs like the ones identified here. We do not intend for this to become a regular service but we do intend to seek funding to provide this kind of emergency help. The variety of funding options may mean that we would have to work within other locality/circumstantial restrictions that cannot be predicted until appropriate grants are opened and applied for.

## **PART 6 – Supporting Information**

Please attach your supporting documents as appropriate to your application

### **All Grants**

- Recognised governing document e.g. constitution, memorandum, Charity or Community Interest Company registration etc.\*
- Proof of bank account in the name of the organisation (e.g. bank statement or letter) \*
- Results of consultation (if applicable)
- Safeguarding policy (if applicable)
- Quotations for project costs (if applicable)

### **Medium & Large Grants (£1,000 over)**

- Yearend accounts \*

If no yearend accounts are available (for instance if you are a new group), please provide a copy of your accounts to date and a scan of your latest bank statement

### **Large Grants (£5,000 and over)**

- Business plan or similar document setting out your plan to sustain your organisation & project.\*

\* required, as appropriate to grant size.

## **PART 7 – Monitoring your success**

The Area Committee will require progress reports during the life of the project, what methods will the organisation use to measure success of the project?

Lofty Heights will internally measure and complete a monthly report with specific focus on the number of customers identified eligible for the funding, the number of jobs undertaken and their duration and the demographics to show the areas in which these jobs have been completed.

Each quarter a report will be shared with the Area Committee (unless instructed differently) to report on the above data sets and also anything specific the committee wish to see within the report.

At the end of the project/funding an end of funding assessment will be completed to show the value added and social impact the funding has had along with total participants, costing and demographics.

## **PART 8 – Terms & Conditions**

Any misleading, incorrect statement, or fraudulent action or statement at any stage of the application process, whether deliberate or accidental, may render the application invalid and require the repayment of Area Committee Funding in full if paid or the withdrawal of the Area Committee Funding offer.

Applications found to be fraudulent will be reported to the police.

The Area Committee Funding will be used for the purpose set out in the approved report or as amended with the agreement of the Area Committee and the applicant organisation.

Any Area Committee Funding awarded will not be increased in the event of an over spend.

Applicants should note that the award must be acknowledged as Ipswich Borough Council Area Committee Fund and must comply with any reasonable requests relating to publicity.

Any organisation awarded Area Committee Funding shall be subject to monitoring, which could involve site visits and the collection of statistics.

The applicant will forward to the Communities Team, performance information within 6 months or on completion of the project. Failure to submit this information may render the applicant ineligible for further Area Committee Funding and may be asked to repay the funding in part or full.

We confirm that all staff / volunteers working with children, young people or vulnerable adults have had the relevant DBS checks completed (applicable where appropriate).

Area Committee monitoring and evaluation helps us to ensure that funding is spent in accordance with Area Committee guidelines. You will be sent a link to an online form following the completion of your project, or bi-annually until your project is complete.

**Please note that your declaration confirms that you have read and accepted the terms and conditions for Ipswich Council Area Committee Funding.**

We require the signatures of two people authorised to sign on behalf of your group (that are not directly related to each other).

## Signatures

We, the undersigned, on behalf of the applicant organisation/group understand and agree that:

- We are authorised to complete this application on behalf of our organisation/group.
- We have the power to accept the Area Committee funding awarded to our organisation/group subject to the terms and conditions listed and the power to repay the Area Committee Funding in the event of any funding condition not being met.
- This funding application falls within the objectives of our group or organisation.
- All staff / volunteers working in a position of trust with children, young people or vulnerable adults have had the relevant DBS checks completed.

Signed by authorised signatory (1):	Signed by authorised signatory (2):
<p>Date: [REDACTED]</p> <p>Name: [REDACTED]</p> <p>Position: <u>Operations Manager</u></p>	<p>Date: <u>15/02/2022</u></p> <p>Name: [REDACTED]</p> <p>Position: <u>CEO</u></p>

Please return your completed form to the Community Engagement team at Ipswich Borough Council:

e: [communities@ipswich.gov.uk](mailto:communities@ipswich.gov.uk)

**James Turnbull,**

t: 01473 432224 e: [james.turnbull@ipswich.gov.uk](mailto:james.turnbull@ipswich.gov.uk)

**Sloane Potter,**

t: 01473 432225 e: [Sloane.potter@ipswich.gov.uk](mailto:Sloane.potter@ipswich.gov.uk)

**Laura Cooledge,**

t: 01473 433273 e: [laura.cooledge@ipswich.gov.uk](mailto:laura.cooledge@ipswich.gov.uk)