

# FAIRER HACKNEY



## IMPACT REPORT 2017/18

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#FairerHackney  
**hackney**  
cvs

@HackneyCVS



We support local residents  
and communities to lead  
solutions to the problems  
they face



Clockwise from top left: Connect Hackney trip to Clacton-on-Sea, young people on the Talent Match programme, our office window describes one of our aims, music at our event celebrating Hackney's Windrush generation, at a luncheon club, Clacton-on-Sea.

# Introduction

## Jake Ferguson, CEO



I am extremely pleased with our work over the last year in supporting the local voluntary and community sector, and in working closely with the public sector to make Hackney a fairer place. For me it's all about relationships, partnerships and making a difference by us all working together on the issues that really matter.

I am proud of our work leading the Connect Hackney programme which has helped thousands of local people over 50 who are lonely or isolated.

The work we are doing with the Council, local schools and the NHS around improving outcomes for young black men is also of paramount importance, especially as the approach is based on what young people and local communities tell us is important to them.

I am also bolstered by the work we have done to ensure the voluntary and community

sector is part of the new health and social care transformation, although there is still a long way to go.

However, all this success is set against a challenging environment for the VCS – rising costs, public sector cuts and sometimes unfavourable commissioning processes, more competition for funding, and in keeping up with the pace of change.

We are currently developing our new three year strategic plan which needs to take account of the difficulties facing the sector but also take up the opportunities presented by the transformation of public services, the planned VCS Strategy for Hackney and the London Mayor's approach to tackling serious violence amongst others – all of which require Hackney CVS to create opportunities for co-production and cross-sector dialogue.

# Delivering our strategy 2016 - 2019

## *How well did we deliver our last strategic plan?*

Our last plan set out three core strategic aims. Here is a summary of how we have achieved these.

**Aim 1 - Local communities and residents will have a stronger voice to influence local services as a result of the opportunities we will provide for dialogue and social action across all sectors.**

We have done well to achieve this in the main despite restricted capacity. We have maintained and enhanced many of our provider networks, particularly around health and social care. We have co-hosted many strategies with the public sector which has allowed the VCS to have more voice. We spent much of the last three years preparing the VCS for the new Transformation agenda. The new neighbourhood pilot provides a real opportunity going forward to demonstrate the value of the VCS to health & social care transformation. We have also worked with schools to influence their agenda


We influenced local and regional criminal justice/ community safety agencies around the needs of young people.

A range of our projects have engaged residents and communities in influencing local strategies using new and innovative ways. The new Older People's Committee and Inspirational Young Black Leaders are examples of this, as is the work we are doing with refugee and migrant communities.

**Aim 2 - The local voluntary and community sector will be better able to find new and improved ways of accessing funding, resources, and support.**

We have totally refreshed our Organisational Development approach and ensured a regular quarterly training offer which is well received and responsive to need. We have worked with clusters of the sector to support them e.g. Community African





Network to deliver projects with new money. We continued to develop Hackney Giving as a way of bringing new money to local organisations.

We have done a lot to support the children and families sector to develop their knowledge and engagement with the public sector, particularly around safeguarding.

We took over the administration of the BIG Local programme in Hackney Wick which has given local residents more of a voice in how the £1m designated for the area is spent. We have administered small community grants, helped commission youth projects and brought organisations closer together for the benefit of residents in the Hackney Wick area. The Hackney Wick Youth report has had significant influence in the development of young people's services in the borough.

We also led the development of Hackney Women's Haven which has secured resources for local BAME organisations to support women facing violence or abuse.

**Aim 3 - Hackney CVS becomes a stronger 'catalyst of change' which results in more local VCS organisations delivering user-led projects which meet the needs of residents.**

We have done a lot in this area, notably the Connect Hackney, TalentMatch and the One Hackney & City programmes which have secured significant resources for local organisations through our leadership and partnership brokerage role.

Similarly we have developed other partnerships which invest in local organisations such as two new ESF Employment projects – Create Your Future and Rise – which support BAME women and refugees into work respectively and benefit from a range of VCS providers.

Our work to co-develop the Young Black Men's Programme has been significant and could bear fruit in terms of long term investment. This programme has been brought to the attention of No. 10 and we are known as a market leader in this area.



## Supporting the sector

“More Meet the Funders please! These are always popular and packed.” Jon, Fundraising Manager

Our Organisational Development team provide support on fundraising, governance, policies and procedures, safeguarding, DBS checks, monitoring and evaluation, media and marketing and setting up new community groups.

### Capacity building & training

Over the last two years we provided hundreds of training sessions for the sector with 73% of attendees saying that Hackney CVS training has helped their organisation.

Apart from training most of our Organisational Development work has been delivered through our 'Delivering Change' project which ended in November 2017 and supported 90 organisations.

We supported local VCS groups to develop skills in monitoring and evaluation, impact reporting and financial management. We provided an intensive programme of training workshops, 1:1 support and site visits to 21 small frontline organisations. Participants attended a total of 189 training sessions on 24 different courses.

Topics covered a range of key skills including Theory of Change, Project Planning, An Introduction to PQASSO, Communicating Impact, Financial Record Keeping, Finance Reporting & Policies, Business Planning and Managing Money.

As usual we supported the Council's launch of the Hackney Grants programme elements throughout the two years by helping out with the workshops and providing representatives from the VCS to participate in the grant assessment process.

### Reviewing our offer

In March 2017 we reviewed our Organisational Development work, including a co-design session with stakeholders to identify needs and to help shape future organisational development priorities. This led us to develop a more comprehensive training package to organisations as well as implementing a CiviCRM database that allows us to track the interventions with the organisations we support.

# Projects update

## Community African Network

The Community African Network (CAN) through Hackney CVS received a grant from the Healthier City and Hackney Fund to pilot a new approach to increasing awareness of bowel cancer and the uptake of bowel cancer screening in the older Black African community through targeted outreach and working with GP surgeries in low uptake areas in Hackney.

## Create Your Future

Create Your Future is a pre-employment project for Black, Asian and Minority Ethnic (BAME) women who are not working and not studying. To date we have supported 142 women on this programme.

## Lunch Clubs

We manage the lunch club contract on behalf of Hackney Council. There are 14 lunch clubs in Hackney and they all provide good food and fun social activities. The clubs serve 6,054 lunches per quarter.

## Hackney Giving

Our work with East End Community Foundation to coordinate Hackney Giving delivered over £170k in grants to over 30 community projects with funding from our corporate partners, State Street, Linklaters, UBS, and Societe Generale.



“I find the YBM learn about m

# Our work with young people

## *Inspirational Leaders*

### **The young people's monitoring group**

The young people's monitoring group have delivered Know Your Rights programmes to young people across the borough. Additionally, they have:

- Delivered 7 workshops to the police about community perception
- Attended a dip sampling of body worn cameras
- Given presentations with the Police Firearms team
- Held monthly stop & search meetings with the police.

### **Young Black Men (YBM)**

We continue to play a key role in the development of this strategic programme which aims, over the next 10 years, to ensure young black men have the same outcome as their non-black peers.

We are part of the officer group driving forward system change within the public sector and developing new approaches to engage and empower local young people and their families. Hackney CVS continued to support a group



of inspirational leaders that have acted as ambassadors for the programme ensuring young people's voices are heard throughout the development of the action plan.

We are looking to secure long-term funds which will invest in local community organisations, parent champions and YBM themselves to be part of the solutions going forward.

### **Talent Match**

As the lead in Hackney for the five year Talent Match programme, we worked with partners to test innovative solutions to unemployment. The partnership with SkyWay, Immediate Theatre, St Giles Trust, Shoreditch Trust and Off Centre engaged over 580 young people, with 269 getting into



I project very insightful. I think it's very interesting because I myself and it takes you out of your comfort zone. *Joshua*



work and over 145 achieving sustained employment.

### **Safer Young Hackney Network**

SYFN has focused on influencing the strategies around Young Black Men as well as how to work together on key issues such as knife crime and gang membership.

Hackney CVS hosted a series of workshops consulting with local VCS organisations to explore how they might want to contribute to the YBM initiative. Strong messages emerged about enabling the community to take a lead role in finding solutions. The need to provide home-grown role models echoed across the workshops – acknowledging

that communities would like to call on the talent within to support their young people.

### **The Children & Young People's Providers Forum (CYPPF)**

has focussed on:

- Getting ready for integrated commissioning
- Contextual safeguarding
- Childhood obesity
- Mental Health awareness including promoting Mental Health First Aid training
- Parent engagement to improve outcomes for Young Black Men.

### **Children & Young People's sector support and development**

Key areas of work of the CYP team at Hackney CVS include: health, education, housing, and support to families.

Safeguarding is threaded throughout our work and linked to local forums such as Hackney Refugee Forum and the Hackney Faith Network.

# Connect Hackney Ageing Better



Connect Hackney is a six year partnership (2015 – 2021) funded by The National Lottery Community Fund which aims to improve the wellbeing of Hackney residents aged 50 and over by reducing and preventing social isolation. Between 2015 and 2018, Connect Hackney invested over £1 million in 23 projects.

Connect Hackney is overseen by a Partnership Board which includes representation from the Council (political and operational leads for older people), the Clinical Commissioning Group, local age specific providers and older people themselves.

We also have an Older People's Committee (OPC) made up of 19 local residents to provide a voice for older people across the programme.

In March 2018 we commissioned projects to support men and older people with learning disabilities - £240k capped at £40k per project.

We also commissioned Shoreditch Trust to run a Community Connectors service (£240k). Community Connectors provide a time limited service to reach socially isolated people aged over 50 to connect them to a wider range of opportunities or local activities.

We are currently commissioning projects for people with dementia, anxiety and depression, and for people who have difficulty leaving home regularly.

We are also commissioning projects to support people from the following communities:

- Turkish and Kurdish
- Smaller Black African communities, for example, African Francophone
- Asian: Indian, Bangladeshi, Chinese and Vietnamese
- Other smaller ethnic communities in the borough, for example, Latin American.

“It really makes me feel very good to go somewhere and be with people.”



## What we've learnt so far...

- We all need to **think differently about older age** – by recognising and challenging ageist assumptions about how older people should behave
- Think **beyond bingo!** Design activities with older people and run new and different activities
- See **London as an asset** full of low cost days out and free attractions that can be explored together – these special, shared experiences help people bond
- **Explore the transport issue** – problems with transport take many forms
- Have a supportive **therapeutic approach** which can help people manage the challenges of ageing such as feelings of vulnerability, bereavement and health conditions.



# Projects update continued...

## Hackney Refugee Forum (HRF)

- Focussed on delivery of the Information & Signposting Programme funded via the CCG Innovation Fund to support seven community organisations to give signposting support to local residents. Over 1,600 people were signposted to services.
- Gathered evidence on the mental health issues of migrant and refugee communities for consideration by the Mental Health Programme Board
- Gathered evidence of the advocacy and interpreting needs of Turkish and Kurdish communities and presented the recommendations at CGG/Patient and Public Involvement meetings

## One Hackney and City Integrated Health and Social Care

A pilot project, designed to provide more coordinated services for the most vulnerable, high risk patients. At its heart it was about integrated working with wider project teams - Community Nurses, IIT, ACRT, Mental Health Alliance, alongside local Voluntary Sector service providers who were commissioned and supported by Hackney CVS – around £1.2m of funds.

The key aims of One Hackney and City were to:

- Reduce inappropriate hospital admission/ support timely hospital discharge /decrease the use of emergency bed days
- Decrease the number of readmissions/increase the number of people dying out of hospital (where that is their choice).

The One Hackney and City project worked with over 2000 patients and the Navigator team at Hackney CVS received 655 referrals.

One Hackney and City produced a strong body of learning with regard to Integrated Care and ways of working. This learning has helped to inform the transformation agenda more broadly, particularly around unplanned care and prevention.

## Peer support grants

We run the Peer Support Grants programme in partnership with the funder, City & Hackney CCG. The programme aims to:

- Support residents with long term conditions manage their health
- Assess if community led and culturally specific approaches to supporting residents to manage their health conditions have good outcomes
- Support small and black and ethnic minority led organisations develop a body of evidence for the work they do.

In 2017/18 we distributed £119k to groups to deliver this programme.

## Safeguarding

Hackney CVS has represented the voluntary and community sector on the Safeguarding Children Board and Adult Boards. Over the last year we have played an ambassador role in safeguarding adults. Key safeguarding messages have been conveyed across the sector and through this work many more VCS organisations understand its relevance to their service users, staff and volunteers.

## The City & Hackney Health & Social Care Forum (HSCF)

HSCF is a network of local health & social care voluntary and community sector organisations. Over the past two years we have been successful at ensuring the VCS is supported as a strategic partner in the transformation of health and social care:

- Through selecting and supporting VCS representatives to sit across the Transformation workstreams
- Working with the HSCF Steering Group to support the VCS to be ready to take a full delivery role in remodelled health and social care system
- Disseminating information to the wider sector on transformation
- Supporting better coordinated sexual health campaigns
- Supporting dissemination of benefit changes to the wider VCS, and partnership working to mitigate the impact, via regular meetings between DWP and the local VCS
- Building links between the business sector and local VCS.



## Statistics & outcomes



**2,611**  
older people  
got involved in

**522** people  
volunteered (the  
majority of whom  
were older people)

**£540k**  
the amount we  
are currently  
commissioning out for  
Connect Hackney



**540**  
**young people** we have worked  
with on employment programmes



**269**  
Number of young people  
we have **moved into jobs**

Youth leaders working on the Postcode Lottery's Inside Out project have delivered **52 wellbeing sessions to 325 young people** in schools and youth clubs.



**1,600**  
people supported by  
**Hackney Refugee  
Forum & partners**  
to access the right  
health and support  
services through the  
**Information &  
Signposting project**

**£1,000,000**

We took over the administration of the BIG Local programme in Hackney Wick which has given local residents more of a voice in how the £1m designated for the area is spent.

**£49,500**

The amount we gave to organisations through peer support grants (via the CCG)

**£170k**

given in grants to 30 community projects through Hackney Giving (via corporate support: UBS, Linklaters, Societe Generale, State Street

**14**

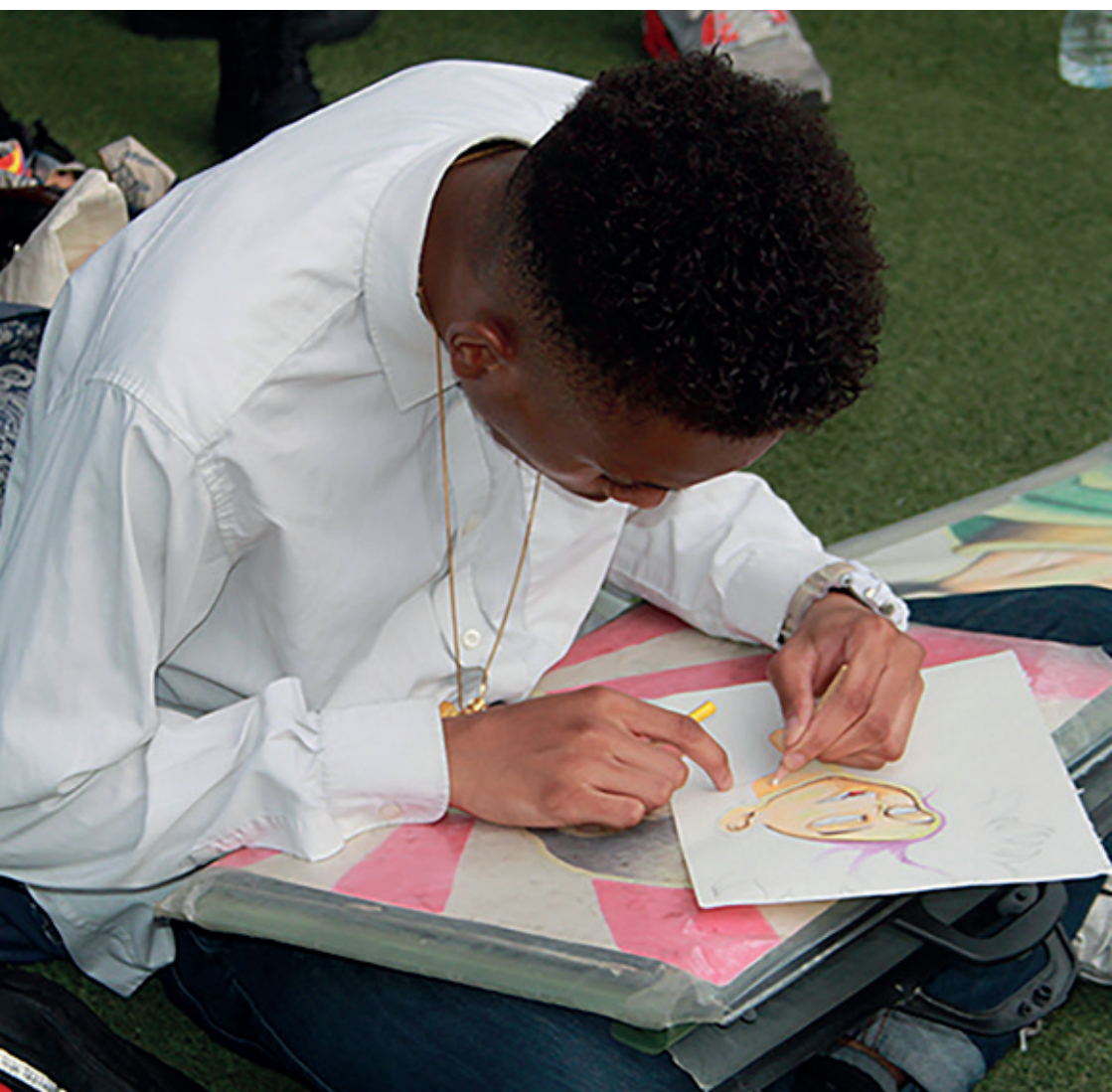
**Number of  
Hackney lunch  
clubs**

**1,167**

**Members aged 55+**

**6,054**

**lunches served per  
quarter**



# Communications

Communications across platforms supports and contributes to the strategic aims of Hackney CVS and supports the sector to understand the latest policy changes, training and support available and fundraising opportunities that can be accessed as well as promoting good practice case studies locally.

Through a rich mix of media, human-interest stories, case studies and data, we promote the work of Hackney CVS and the local voluntary sector.

Content reflects and celebrates the diversity of the borough and challenges discrimination – for example the Connect Hackney website and our Hackney Senior magazine challenge ageism and promote the skills and contributions that the borough's older residents make to local society.

We have four websites and associated social media accounts:

[www.hcvs.org.uk](http://www.hcvs.org.uk)  
[www.hscf.org.uk](http://www.hscf.org.uk)  
[www.connecthackney.org.uk](http://www.connecthackney.org.uk)  
[www.hackneygiving.org.uk](http://www.hackneygiving.org.uk)

Our audiences are growing. Our weekly Hackney CVS electronic newsletter audience has grown from 1,549 in January 2017 to 1,655 in July 2017.

We have produced an exciting range of films on various subjects including International Women's Day, LGBT+ projects, Hackney Giving, and the Connect Hackney media group. See examples at <http://hcvs.org.uk/films/>

We rebranded Hackney CVS and our new website and brand was launched in September 2017.

## Finance

Extract from consolidated statement of financial activities  
For the year ended 31st March 2018

Income from	Total 2018 £
Donations & legacies	25,053
Other trading activities	73,725
Investment income	18,404
Charitable activities	2,552,608
Income from subsidiary	59,773
<b>Total operating income</b>	<b>2,729,563</b>

During this period, we distributed 55% of our income to organisations and groups in the local voluntary and community sector.

Our full audited accounts are available online at [www.hcvs.org.uk](http://www.hcvs.org.uk)

## With thanks to our principal funders

City Bridge Trust  
Community Links  
Groundwork  
Mercers  
PostCode Community Trust  
Trust for London  
The City and Hackney Clinical Commissioning Group  
The National Lottery Community Fund  
The National Lottery Heritage Fund  
The London Borough of Hackney





## Quotes



"When my husband died, I'd lost all my friends because he was ill for 7 years. So, it was somewhere to come out and meet and talk to people. I did look forward to it – a nice barbeque in the garden, that was lovely." *Irene, Connect Hackney participant*

"With mental health you feel powerless. Coming here has given me knowledge and things to help. It's nice to have alternative ways to cope and not taking tablets."

*Participant on the peer support programme for people with long term health conditions*

"Last year I hadn't been in this country for long and I didn't know how to find work. I came on this course, then I asked to volunteer and now I am employed as a co-facilitator."

*Participant on Create Your Future, our employment project for BAME women*

"I like having a laugh and joke - it makes you feel so much better, we always have a nice time here." *Barbara, Nightingale lunch club*

"This Luncheon Club is absolutely marvellous, I honestly don't know what I would do without this place".

"Economically, socially and culturally the Windrush generation have made their contributions, for which they will be cherished." *Diane Abbott, MP, writing in the introduction to our Windrush publication*

"If I have a group to go to, I've taken myself away from the pain for a while."

"Hackney CVS are trying to push young people and young leaders, to not just earn money now, but how to survive for the future." *Moses*



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