

TOWER HAMLETS

# LOCAL COMMUNITY FUND

**THEME 1 – INCLUSION, HEALTH AND WELLBEING**

APRIL – JUNE 2020

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## Summary

Most projects were able to adapt their services; some more quickly as they already had systems in place to do so. Others needed extra resources (laptops / mobile phones) for staff and in some cases service users in order to provide tangible and effective support to residents.

Some organisations have indicated that this period has enabled them to forge a strong alliance with the Council's Early Help team and Social Services to ensure services reach as many service users as possible. Other organisations which previously did not deliver remote online services, feel this might be an opportunity to explore this an additional resource. One organisation has been working with its Housing Association to plan a community event for Yemen. Another organisation collaborated with George Green School to launch a Girls Club Online for young women on the Isle of Dogs.

There have been mixed reactions to how online services have worked. Some service users have found this particularly difficult being in isolation and experiencing 'screen fatigue'.

Some feedback from service users during lockdown has included:

"we are all here for each other's wellbeing".

"Isolation is hard and being in the same room helps".

"It's amazing. "Thank you, for not letting me go".

Several organisations registered on the council website to provide Covid-19 support and below are some examples of work carried out:

- Co-ordinating from the organisation's premises, food delivery to residents who are shielding
- Delivering medicine to residents who are shielding
- Providing advice and support over the phone for emergency Universal Credit applications to assist residents to claim welfare benefits
- Working with Early Interventions Support Workers from across the borough to ensure support for the families they deemed most in need
- Providing creative online performances for children, young people and their families

Each project adapted its services to support the needs of individuals / collective to ensure effective support to as many services users via the following means:

- Remote working and meetings through Zoom
- Telephone calls
- Video call (only in group and/or family settings)
- eLearning programmes, group video sessions, webinars
- Plays / performances via links to organisation's website
- Performances (poetry / singing / playing musical instruments / drama) by young people delivered via Twitch
- Sending resources via post
- Service users onsite (in refuge) self-managed Covid-19 guidelines on cleaning their spaces and maintaining social distancing

Most organisations have embraced the ‘new normal’ and have tried to adapt their services accordingly. They have continued to support the Council’s effort in dealing with Covid-19 pandemic through the following means:

- Updating safeguarding policies, training staff accordingly
- Adapting activities to meet individual needs
- Willingness of non-LCF funded providers to share online activities with LCF funded groups
- Collaborative work with other providers to ensure vulnerable residents are not overlooked during this period

The Communities team has kept in regular contact with organisations to support them to deliver their projects. However, some organisations and services users found the Covid-19 situation quite challenging. Below are some of the issues noted:

- Furloughing some staff members
- Staff returning from furloughed leave who are unable to find childcare (as not classified as essential workers)
- Organisations envisaging loss in rental income from their premises
- Organisations concerned about securing additional funding from 2021/22 and unable to implement fundraising strategies for the evolving landscape
- Projects unable to engage with all service users
- Service users expressing the feeling of isolation
- Services users and their families expressing anxiety around Covid-19 and the mistrust of using online services
- More vulnerable service users (DV) feel some aspects of their referral pathways have been slow

Projects have kept regular contacts with service users with whom there are co-designing future activities. as follows:

- Some organisations in Council owned building have had rental holiday which has relieved the pressure on their budgets
- Some organisations securing funding for essential items such as laptops / mobile phones for staff
- Some organisations have reported increased co-ordinated responses between the voluntary sector and statutory partners
- Some service users have expressed feeling included and not forgotten during this period
- Some organisations have found new opportunities to explore delivering additional activities remotely

# Canaan Project

Project Name: Canaan Project - Isle of Dogs

**Programme:**

Local Community Fund

**Grant Amount: £100,835.00**

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## Project Description

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**Project Theme:**

Theme 1 - Scheme A: Children, Young People and Families

Canaan Project provides activities for young women aged 11-19 on the Isle of Dogs. Working with George Green's school and Café Forever we offer activities including cooking, craft, sports, and inspirational workshops at our weekly lunch and after school clubs as well as opportunities to join us for regular trips.

**Project Start Date:**

01/10/2019

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## Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Progress**

Whilst we've been unable to meet in person, we've been using our Instagram and TikTok accounts, as well as telephone, email and Zoom to keep in touch with young women. We've promoted a cooking blog that one young woman wrote for us and have published different conversation starters around current relevant issues including Windrush Memorial Day and the Blacklivesmatter movement.

**Type of Organisation:**

Registered Charity

**Area Based:**

Bethnal Green

On the 24th June we launched Girls Club Online for young women on the Isle of Dogs with help from our partner George Green's School, using Zoom to play games and aid conversation. We haven't had much uptake for this but are hoping to see it grow over the coming weeks. We have been in regular contact with both the school and other local youth workers about how we can support young women further, despite the challenges. We've had some phone contact with young women and their parents and are in the process of collecting information from our service users on how we can continue to support young women remotely. Whilst lockdown restrictions are lifting in some ways, we are aware that many of our young women and their families are still very fearful about leaving their homes, especially those from BAME communities.

**No. of paid Staff:**

3

**Area of Benefit:**

Blackwall and Cubitt Town  
Canary Wharf  
Island Gardens

Additionally, much of our work up to this point has been schools based and we are, understandably, still unable to run schools-based provision. For both of these reasons, we are exploring ways of continuing to engage young women online and remotely for the next few months - in line with both government guidance and that from the National Youth Agency.

**Outcomes:**

Young women have increased confidence; they know and are secure in their inherent value and unique identity, and have the resources to care for themselves.

We have been supporting young women engaged in our provision across other areas of the borough, not just on the Isle of Dogs, where LCF funds our work. We have worked for 7 years in Bethnal Green and have much more established relationships with young women there. We have phoned all young women engaged in our provision at least once as well as sending postcards and texts messages to offer our support.

Young women have an increased knowledge of how to build and maintain positive relationships

- We have run 22 sessions from 16th March (the beginning of "working from home"), and throughout lockdown to now
- This is made up of Mentoring and Girls Club Online sessions (via Zoom)
- We have worked with 14 different young women across this period
- Mentoring: we have supported 4 young women across 15 sessions
- Girls Club Online: we have supported 11 young women across 7 sessions

Young women have increased hopes and

We are continuing to work closely with Morpeth School to ensure young women are

aspirations for their futures

supported during this period, including arranging counselling for one young woman through the school.

### Key Performance Indicators

KPI	Target	Actual	Comments
Young women in year demonstrate increased confidence in one or more dimensions, (self-talk, assertive decision-making, ability to vocalise strengths and weaknesses in a healthy way, self-care) after attending at least 4 youth work sessions of lunch clubs, mentoring or after-school provision.	Year 1 Q3 19/20 (Dec) 15; Q4 19/20 (March) 10; Q1 20/21 (June) 10; Q2 20/21 (Sep) 5. Total: 40 Furthermore, we anticipate recording increases in a total of 90 young women by the end of the project year 2 (Q2 21/22), a total of 130 by the end of project year 3 (Q2 22/23) and a total of 150 by the end of project year 3.5 (Q4 22/23).	0	We haven't had sessions for young women to regularly attend and therefore cannot say that they have made progress in these areas.
Young women demonstrate an increased knowledge of how to build and maintain positive relationships in one or more dimension (showing increased empathy, demonstrating knowledge and understanding of safe and age appropriate relationships, understanding of conflict resolution) after attending a weekly lunch club, after school club or mentoring session at least 4 times.	Year 1 Q3 19/20 (Dec) 15; Q4 19/20 (March) 10; Q1 20/21 (June) 10; Q2 20/21 (Sep) 5. Total: 40 Furthermore, we anticipate recording increases in a total of 90 young women by the end of the project year 2 (Q2 21/22), a total of 130 by the end of project year 3 (Q2 22/23) and a total of 150 by the end of project year 3.5 (Q4 22/23).	0	We haven't had sessions for young women to regularly attend and therefore cannot say that they have made progress in these areas.
Young women demonstrate increased development of hopes and aspirations in one or more dimensions (willingness to try new activities, awareness of their ability to propose and effect change, vocalisation of future aspirations and ability to set targets/life goals) after attending a weekly lunch club, after school club or mentoring session at least 4 times	Year 1: Q3 19/20 (Dec) 10; Q4 19/20 (March) 10; Q1 20/21 (June) 5; Q2 20/21 (Sep) 5. Furthermore, we anticipate recording increases in a total of 60 young women by the end of the project year 2 (Q2 21/22), a total of 90 by the end of project year 3 (Q2 22/23) and a total of 110 by the end of project year 3.5 (Q4 22/23).	0	We haven't had sessions for young women to regularly attend and therefore cannot say that they have made progress in these areas.

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## Grant Officer's Comment

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Overall, the project has demonstrated that is facilitating the personal development of service users, as a key focus and is on track with project expectations. However, this has been overshadowed by the Co-vid-19 pandemic which has necessitated the remodelling of programme of activities.

# Half Moon Young People's Theatre

## Project Name: Professional Theatre and Inclusive Participatory Drama for Young People

**Grant Amount: £133,746.00**

**Programme:**

Local Community Fund

**Project Theme:**

Theme 1 - Scheme A: Children, Young People and Families

**Project Start Date:**

01/10/2019

**Project End Date:**

31/03/2023

**Type of Organisation:**

Registered Charity

**Area Based:**

St Dunstan's

**No. of paid Staff:**

7

**Area of Benefit:**

Boroughwide

**Outcomes:**

Children and young people, including those from marginalised groups, improve their health and wellbeing through participation in inclusive cultural activity

Parents/carers of children under 5, including those from marginalised groups, create more positive family environments in which their children are supported to

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### Project Description

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Professional theatre shows and inclusive participatory drama opportunities in an accessible and welcoming venue. The activity is for children and young people from 0-18 (or 25 for disabled young people) from all backgrounds and abilities from across Tower Hamlets, providing free access support to anyone who needs it.

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### Quarter Progress Update – April – June 2020

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**Progress**

Despite the restrictions of Covid-19, we have managed to deliver lots of activity this quarter. As we had not previously delivered activity online, before we could begin doing so, it was important that we interrogated our Safeguarding Policy to make amendments to incorporate safe online delivery. This was achieved in consultation with peer organisations, Tower Hamlets VSCYF and Trustees with relevant knowledge. Once appropriate safeguarding was in place, we began delivering creative sessions online for our five oldest Youth Theatres groups. We delivered 77 sessions in total. We viewed these sessions very much as an alternative social service and felt they should be provided free of charge. We re-allocated staff time to ensure clear communication lines are maintained with all service users to mitigate against lack of participation, as many of our young people are from disadvantaged backgrounds and some are 'digital/data poor'. We explored how we can utilize Zoom in an effective way to adapt activities we would normally do when all together in our theatre space. Participants took part in drama games, activities and script work, with a focus on improvisation and responding to visual stimulus to create drama.

As we were unable to deliver the pre-school Creative Play sessions in person, the Children's Centres approached us to deliver some online activities for families. It was agreed we would highlight two shows for young children (Butterflies and When Spring Comes) and create a bespoke activity video to accompany each show, so the families could watch the shows at home and do the creative activities with their children. The shows and activity videos appeared on the Children's Centres Virtual Timetable. Children's Centre Managers also asked us to deliver online sessions that would lead participating parents/carers and children through a series of interactive creative play activities. Families were referred to these sessions by Early Interventions Support Workers from across the borough to ensure we worked with the families they deemed most in need. We worked with two cohorts of participants and each cohort could attend three sessions – one set in the forest, one set in the desert and one set in outer space. The families were really pleased to engage in creative activities and said they felt able to replicate the sessions at home. Through these online sessions, we discovered that many participating families have not left the house throughout lockdown.

We have been unable to present any live performances, so instead released a filmed production from our archive each week, which were made available free to view online. 11 productions are now online, plus supporting backstage interviews, production

thrive

Young people and families feel less isolated as a result of shared cultural experiences

photos and information about how the shows were created. We also put online a series of live recordings of poems by some of our spoken word artists drawn from our archive. Viewing statistics of the shows are very positive. (See attached document – Half Moon At Home.)

We have attached the beneficiaries report for the quarter, which contains all the equality statistics, etc.

### **Other**

We recruited a new Theatre and Programmes Administrator in October as the previous staff member moved on to work for another theatre. We were pleased to recruit someone with several experience working at another young peoples' venue, Polka Theatre, as well as time working at Battersea Arts Centre. We learnt in November that an application we had made to Arts Council England's Capital Lottery fund had been successful. This will enable us to make improvements to the auditorium – new seating, installation of air conditioning and ventilation, new floor and general decoration, as well as reconfiguring the toilets to offer gender neutral facilities. We aim to carry out this work over the Easter holidays, which is the quietest time of year for activity within the building.

Obviously, Covid-19 has had a huge impact on the organisation at the end of March. The team are now working remotely and we are exploring ways of delivering aspects of our services online. The first element of this has been to launch Half Moon Theatre at Home, offering families online access to watch a selection of recent much-loved productions for young audiences, as well as access to backstage interviews and useful information about virtual things to do. A new production is released each Wednesday, alongside access to backstage interviews, production photos and information about how the shows were created. The figures so far are quite encouraging:

Boy's Don't - 1,825 views and 116,229 impressions (after 9 days)

Butterflies - 149 views and 366 impressions (after 2 days)

Once we had closed the building to the public, we were able to allow the contractors in to start work early on the capital improvements. Unfortunately, they were only able to work for 4 days before the stricter lockdown was introduced and they had to pause. As soon as restrictions are relaxed, they will return to the building to finish the works, which should take a further 3 to 4 weeks.

The impact of lockdown upon our full programme was immediate, with the loss of almost all of our earned income and fundraising. We were immediately offered sensitivity and flexibility from our two core funders – Arts Council England and Tower Hamlets - without which our immediate situation would have been critical. We furloughed the two staff members who are unable to fulfil their roles from home and the remaining six core staff began working remotely, with some time re-allocated to develop online activity. We paid our freelance staff for their existing contracted work and then where possible the delivery of activity was reallocated to the core team. As we have begun to deliver increasing amounts of activity online and as we move towards reopening the building for some activity, the two furloughed staff members have re-joined the team. We have just heard that we have been awarded a grant from the Arts Council's Emergency Response Fund, which will help us remain resilient in the challenges that face us going forward.

The contractors undertaking the capital work in the building – replacing the theatre floor, redecorating the auditorium, reconfiguring the toilet facilities – went back into the building in mid-May and completed the work before the end of June. This will

enable us to provide a much improved visitor experience.

Financially, the last few months have been challenging. Due to lockdown our ticket income came to a halt and we had to contact ticket holders for shows that we'd had to cancel to arrange refunds/credit notes/or ask whether they could convert their tickets to donations. Of the total ticket sales of £3,585 at lockdown, to date we have issued credit notes for £896, refunded £1,596 and £126 has been donated. As we also decided it was best to offer the online youth theatre sessions free of charge, we had no income from members fees. We have mitigated some of this drop in income by delivering some of the sessions in-house, rather than employing members of our pool of freelance facilitators. Looking at the year as a whole, we are forecasting that, by the end of September, the work funded by the Local Community Fund will have a small deficit. However, we will be able to cover this with monies from the newly awarded grant from the Arts Council's Emergency Fund.

We take a break from this activity over the summer holidays and the groups will begin again towards the end of September. We currently plan to deliver the groups in person, but obviously we will need to take any Government guidelines or restrictions into account. We have had to take all of the seating out of the theatre for the capital project and will leave the space empty for the moment, so we will be able to accommodate social distancing in the sessions, as appropriate. We are not sure at this point whether we will be allowed to present live professional theatre shows in the autumn but will closely monitor the emerging and ever-changing guidance.

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### Key Performance Indicators

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KPI	Target	Actual	Comments
Each year, at least 113 children and young people (75% of all beneficiaries) will express their endorsement of project activity by attending at least 80% of project's drama sessions which they were scheduled to attend.	In Quarters, 1, 2 and 4 of each project year 113 beneficiaries will attend at least 80% of project's drama sessions which they were scheduled to attend in each of the above terms. For Quarter 3 of each project year 68 beneficiaries will attend at least 80% of project's drama sessions which they were scheduled to attend in Quarter 3.	57	73 members took up our offer of free online sessions. 78% of them attended at least 80% of the sessions. Numbers fell slightly towards the end of term when some young people went back to school, so couldn't attend the sessions. Some members did not sign up due to not being comfortable with, or nervous about using Video Conferencing. For example, one young person did not want other people to see into their family home as they felt it was too small and untidy. Another example being the young person did not like the idea of using technology and their parents were not keen on using the online software. Others did not sign up as they did not have the means to access the platform - only one laptop in the household which was being

			used for parent's work.
For each of the project's three terms at least 95% of beneficiaries participating in the project that term are enabled and supported by the project to take part in a public performance that term that is organised by the project.	For Terms 1 and 2 of each project year 143 beneficiaries will participate in a public performance taking place that term which is organised by the project. This activity will be confirmed in reports to LBTH in Quarter 1 (for Term 1) and Quarter 2 (for Term 2) of each project year. For Term 3 of each project year 86 beneficiaries will participate in a public performance taking place that term which is organised by the project. This activity will be confirmed in reports to LBTH in Quarter 3 of each project year.	0	Youth Theatre members were unable to perform in end of term shows for friends, family and members of the wider community, as the term was delivered online.
Each year, at least 150 children and young people will show improved communication skills over the course of their attendance at Youth Theatre sessions. agreed	In each year of the project at least 150 beneficiaries (target of 60 beneficiaries for October 2022-March 2023) who have completed project activities will report that the project has enabled them to improve their communications	0	Due to the outbreak of Covid-19, we have been unable to complete end of year impact measurement questionnaires with our Youth Theatre groups and thus capture the changes that have occurred for them since they began in September.  Young people have expressed their joy at be able to continue to have time to play with drama and to be able to see one another on screen. Many of the young people

	<p>skills on the following basis:</p> <ul style="list-style-type: none"> <li>• 60 beneficiaries report in April that the project has assisted them as outlined above.</li> <li>• 90 beneficiaries report in August that the project has assisted them as outlined above</li> </ul>		<p>throughout lockdown had not seen or communicated with any other young people (outside of their household), they were grateful to Half Moon for giving them a platform throughout this difficult time. One parent expressed to us that the online sessions her daughter were involved in ‘the only live contact she had had with other kids for weeks’.</p>
<p>Each year, at least 150 children and young people will show improved skills to express themselves creatively over the course of their attendance at Youth Theatre sessions.</p>	<p>In each year of the project 150 beneficiaries (target of 60 beneficiaries for October 2022-March 2023) who have completed project activities will report that the project has enabled them to improve their skills in expressing themselves creatively on the following basis::</p> <ul style="list-style-type: none"> <li>• 60 beneficiaries report in April that the project has assisted them as outlined above.</li> <li>• 90 beneficiaries report in August that the project has assisted them as outlined above.</li> </ul>	0	<p>We have been unable to measure this but below is some feedback from parents/carers:</p> <p>“It's been an extremely stressful few months and I cannot thank you enough for putting a smile on my daughters' faces. I really love the way they engage with the games; they help me forget how grim is the present situation.”</p> <p>“Thank you very much for the initiative and all the efforts that Half Moon team are making to make sure all the children continue to enjoying and taking part in the theatre. You all rock!!!”</p> <p>“Please pass on my regards to the team. A is definitely looking forward to getting back into the theatre! If there is anything I can do as a parent to assist with ensuring we are back to in person rather than virtual sessions let me know. A did however enjoy the weekly zoom sessions, so well done for that.”</p>

<p>Each year, at least 150 children and young people will show improved social skills over the course of their attendance at Youth Theatre sessions.</p> <p>reed</p>	<p>In each year of the project at least 150 beneficiaries (target of 60 beneficiaries for October 2022-March 2023) who have completed project activities will report that the project has enabled them to improve their social skills on the following basis:</p> <ul style="list-style-type: none"> <li>• 60 beneficiaries report in April that the project has assisted them as outlined above.</li> <li>• 90 beneficiaries report in August that the project has assisted them as outlined above.</li> </ul>	<p>0</p>	<p>We have been unable to measure this. However, during our online sessions everyone said they had been feeling lonely and that seeing friends via Zoom made a real difference. They were struggling with how their normal routine and the things they love to do with others had disappeared from their lives. Some told us that they hadn't seen anyone other than their family, even via virtual communication, until they started our sessions. Some young people articulated that they must not come into contact with people outside. They have lost their care-free attitudes and feel high levels of anxiety and responsibility to keep their parents safe if they are shielding. Some young people have not wanted to join online sessions and these young people could I feel very isolated when they come out of lockdown.</p>
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### Grant Officer's Comment

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Despite the restrictions of Covid-19, HMYPT has managed to deliver lots of activity online during this quarter. HMYPT explored how it could use various social media to in an effective way to adapt activities which would normally be delivered in the theatre space as is evident in its document - Half Moon At Home.

## Look Ahead Care and Support

Project Name: Domestic Abuse Children's Worker

**Programme:**

Local Community  
Fund

**Grant Amount: £141,825.00**

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### Project Description

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**Project Theme:**

Theme 1 - Scheme A:  
Children, Young  
People and Families

A specialist Domestic Abuse Children's Worker to support children who are vulnerable due to early exposure to domestic abuse. Providing emotional support through age appropriate engagement, e.g. play, to address challenges faced by children living at our LBTH Domestic Abuse Service and in the community.

**Project Start Date:**

01/10/2019

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### Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Type of Organisation:**

Other Please Specify

**Area Based:**

Out of Borough

**No. of paid Staff:**

994

**Area of Benefit:**

Boroughwide

**Outcomes:**

Children, aged 0-16, living in LBTH exposed to domestic abuse living in LBTH will have improved psychological wellbeing, which will improve early help assessment outcomes.

Local statutory and voluntary agencies working with children who have exposure to domestic abuse and reflect the diverse make up of the

**Progress**

The activities have been running much slower during this time due to the covid-19 however, we adapted to new ways of communication and working. As part of the Children's support work a booking system was organised for the families as individual mother – child play sessions. The mother child play initially started running from the 25th of May 2020 with a scope of providing the families an easily accessible escape from the Covid-19 isolation. The families accommodating at the refuge can have access on a daily basis with first-come-first-serve approach which is accessed by the booking the monthly sign up form (Please refer to Appendix 1). The play is taking place in the children's room where the Children's support worker is interacting from distance, initiating conversation and observing the engagement. All the families are encouraged every week to use this service. The communication is taking place with the two meters distance and the families have the responsibility to clean up and disinfect everything as followed by the covid-19 regulations.

Through this interaction it enabled the Children's support worker to create individual supporting steps and plan for each family. This includes liaising with other agencies and attending multi-disciplinary meetings for a person centred and holistic support. This includes the Children's centre within the borough, the safeguarding team, the educational team, team around the child, parenting support. Some families were also supported by provision of online courses and referrals for further or multi-disciplinary support. Contact and referrals were put in place for music therapy and art therapy for some residents; however the progress has been slower due to the covid-19. Through these times where necessary items were not easily accessed connection with organisations and charities has been made. This contact included the little village and baby dinosaurs that donates clothes for young children. Ramadan children activity packs were handed to the residents who follow the Islamic culture. The future plans include gardening/outdoors activities. We are expecting plant seeds delivery to begin running projects for the garden where mother and children can interact by enhancing the natural life of the garden.

**Other**

At this time staff can meet residents with 2 meters distance. The hub service, as the children's sessions' service, is booked on a first-come-first-serve basis with the maximum of one household. There has delay with the move-ons of the costumers as the homeless path has been closed, which made our progress slower.

The residents have been encouraged to engage with several activities through emails.

borough, will increase their awareness of the associated risks and be able to better support the children.

Single mothers, who have experienced domestic abuse, will be able build a more positive family environment by improving their own wellbeing.

The activities varied from lessons, art, music, exploration of nature, live observing of animals in zoos, physical activities for outdoors play etc. (refer to appendix 2, 3 & 4). They have also been send out information regarding the coronavirus (please refer to appendix 5) (in LCF April to June 2020 Performance Summary Guidance\_.docx)

### Key Performance Indicators

KPI	Target	Actual	Comments
Recruitment of new child beneficiaries to be supported by the project	<p>Oct 2019 to March 2021 30 children, with minimum of 5 children starting in a quarter</p> <p>Apr 2021 – Mar 2022 30 children, with minimum of 7 children starting in a quarter</p> <p>Apr 2022 – Mar 2023 30 children, with minimum of 10 children starting in first three quarters of year.</p>	0	We have had no throughput as move on pathways have come to a halt. Therefore no service users have moved out of or into the refuge.
Children, aged 0-16, living in LBTH exposed to domestic abuse, will have improved wellbeing, which will improve early help assessment outcomes.	<p>Oct 2019 to March 2021 30 children, with minimum of 5 children a quarter reporting progress from Apr –Jun 2020</p> <p>Apr 2021 – Mar 2022 30 children, with minimum of 7 children a quarter reporting progress</p> <p>Apr 2022 – Mar 2023 30 children, with minimum of 7 children a quarter reporting progress</p>	0	Initials scales have been put in place however no outcomes have been able to be measured. Please see LCF April to June 2020 Performance Summary Guidance_.doc x for more information.
Mothers of all children supported by the project will report improved communication with their child.	<p>Oct 2019 to March 2021 Mothers of all children report improved communication with their child, with minimum of mothers of 15 children reporting progress from June 2020.</p> <p>Apr 2021 – Mar 2022 Mothers of all children report improved communication with their child, with minimum of mothers of 15 children reporting progress from September 2021.</p> <p>Apr 2022 – Mar 2023 Mothers of all children report improved communication with</p>	0	Initials scales have been put in place however no outcomes have been able to be measured. Please see LCF April to June 2020 Performance Summary Guidance_.doc x for more information.

	their child, with minimum of mothers of 15 children reporting progress from September 2022.		
Local statutory and voluntary agencies working with children who have exposure to domestic abuse and reflect the diverse make-up of the borough, will increase their awareness of the associated risks and be able to better support the children.	Oct 2019 to March 2021 3 organisations in a full project year report an increase in understanding after having received training and support from project.	0	Partnership relations are starting with schools and GPs, however due to Covid-19, we have not been able to provide training.
Single mothers, who have experienced domestic abuse, will be able build a more positive family environment by improving their own wellbeing.	Oct 2019 to March 2021 Mothers of all children report progress, with minimum of mothers of 15 children, reporting progress from June 2020.  Apr 2021 – Mar 2022 Mothers of all children report progress, with minimum of mothers of 15 children, reporting progress from September 2021.  Apr 2022 – Mar 2023 Mothers of all children report progress, with minimum of mothers of 15 children, reporting progress from September 2022.	0	Initials scales have been put in place however no outcomes have been able to be measured. Please see LCF April to June 2020 Performance Summary Guidance_.doc x for more information.

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### Grant Officer's Comment

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Despite the restrictions of Covid-19, Look Ahead has managed to provide some activities and support. Some families noted the service was somewhat understandably slow because of Covid-19. Families have been encouraged to take some responsibilities in the assessment of risk and observing Covid-19 guidelines.

# Newark Youth London

Project Name: Girls in Action

Grant Amount: £70,634.00

**Programme:**

Local Community Fund

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## Project Description

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**Project Theme:**

Theme 1 - Scheme A: Children, Young People and Families

Our project aims to increase access to regular youth services by girls and young women so they develop their confidence and lifeskills; make them resilient and enable them to participate in a six month social action project and other learning opportunities so they develop their leadership, communication and organisational skills.

**Project Start Date:**

01/10/2019

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## Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Progress**

Due to Covid 19, at the end of March 2020, all our face to face sessions (indoors & outdoors) stopped. As an organisation, we quickly took the decision to go digital and provide online services for our clients. From April 2020 we started delivering a weekly Zoom session, every Thursday from 4pm-4:45pm for our Girls in Action project. The idea was to keep the girls connected during the pandemic and enable them to stay engaged and support their mental wellbeing.

**Type of Organisation:**

Registered Charity

**Area Based:**

Whitechapel

In this quarter we delivered 11 sessions for our Girls in Action project. In total we registered 15 new girls to the project through our partnership with Sir John Cass School. On average we had 7-10 girls joining the sessions and 11 girls attended 5 or more sessions.

**No. of paid Staff:**

4

**Ethnicity Breakdown of Girls**

- 13 Bangladeshi
- 1 Irish and Spanish
- 1 White European

**Area of Benefit:**

Limehouse  
Shadwell  
St Dunstan's  
Stepney Green  
Whitechapel  
Boroughwide

In this quarter we focused on the girls understanding the skills needed to succeed in education, employment and their everyday life. We helped them to design and structure their CV, learn how to write cover letter and personal statement, understand the different types of interviews, questions and how to answer them. They did role play to practice their interview techniques. They also learned about work etiquettes and body language. The overarching aim was to improve their confidence, communication and presentation skills to help them deliver the social action project in the next quarter. The girls started planning for their social action project and decided to organise a community event to raise money for Yemen.

**Outcomes:**

Increase in girls and young women accessing youth services and activities

One of our Girls in Action project session was observed by Tower Hamlets council youth service team and the feedback has been very positive. They were impressed with the sessions content, active participation from the girls and numbers joining the session. One of the challenges we faced delivering the online sessions is that it's very difficult to do group work, especially when you need to discuss planning a community event. With restrictions easing, we are hoping, we can do some small face to face group work in the next quarter.

Increase in confidence in girls and young women and they feel included and access other services

Delivering the sessions online we encountered issues with lack of laptop/mobile devices and internet connectivity for some young people. We are looking to recycle some old laptops to give away to the girls and are also looking to buy some new ones for them to borrow. We have also asked the school if they can help.

Increase in Lifeskills and Resilience

Increase in Leadership Skills and set up their own initiatives

As an organisation, delivering online, we had to buy new laptops and mobile phones for staff to deliver the sessions. We were lucky, we received funding from London Emergency Funding – wave 2 grant to buy 4 new laptops and 2 mobile phones.

Increase in Accredited Qualifications

In the next quarter, the girls will put their plans into action and deliver the community event for Yemen. They will also complete an ASDAN Leadership course.

**Other**

We have recruited a new member of staff to lead on this and she will be starting from January 2020.

We have recruited 2 new member of staff to lead on this project. 1 Started in April and 1 will start in May 2020.

Due to Covid-19 the organisation has had to stop all its outdoor and face to face sessions and started delivering services online. Staff worked remotely and only went to the office for essential work.

We are updating some of our policies and procedures so they are in line with delivering digital service and when we finally decide to go back to delivering outdoor and face to face sessions.

As we agreed to be one of the organisations to be on the council website for providing Covid-19 support we received 3 contacts to help local people. Out of the 3, 1 women needed help with getting her medicine from the pharmacy, which we delivered to her house. The other 2, they did not require our support as they were able get their shopping but appreciated our contact to help.

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**Key Performance Indicators**

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<b>KPI</b>	<b>Target</b>	<b>Actual</b>	<b>Comments</b>
Number of girls and young women registering onto the project (contacts)	175 Girls and young women by March 2023 register on the project (50 girls and young women per year).	15	We done exceptionally well to register 15 girls onto our project in this difficult times
Number of girls and young women attend 5 or more sessions (participants)	123 (70%) project beneficiaries by March 2023 increase access to youth services and activities (35 project beneficiaries per year).	11	On average we've had 7-10 girls joining every session.
Number of girls and young women state they are able to cope with things better after gaining knowledge and understanding and getting advice and guidance	88 (50%) girls and young women by March 2023 will state they are able to cope with things better after gaining knowledge and understanding and getting advice and guidance (25 girls and young women per year).	20	A separate report will be sent.

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**Grant Officer's Comment**

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In response to Government guidelines on the Covid-19 pandemic, Newark Youth

London suspended its onsite face to face service delivery during this period. The organisation quickly took the decision to go digital and provide online services for service users. From April 2020, NYL started delivering a weekly Zoom session, every Thursday from 4pm-4:45pm for the Girls in Action project. The idea was to keep the girls connected during the pandemic and enable them to stay engaged and support their mental wellbeing.

NYL delivered a total of 11 sessions for 15 new girls through the partnership with Sir John Cass School. There was an average of 7-10 girls joining each session and 11 girls attended 5 or more sessions.

## Osmani Trust

Project Name: Family Mentoring Project (FMP) Early Help

Grant Amount: £126,000.00

**Programme:**

Local Community  
Fund

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### Project Description

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**Project Theme:**

Theme 1 - Scheme A:  
Children, Young  
People and Families

Our project aims to provide through family mentoring a range of Early Help support to children, young people and their families to help them overcome their immediate challenges and meet their needs in order for them to thrive in healthy and safe families.

**Project Start Date:**

01/10/2019

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### Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Type of Organisation:**

Registered Charity

**Progress**

For this quarter April to June the service was adapted to meet the needs of our young people, families and mentors during the government issued lockdown. We met with clients at a pace suitable for each young person and family, using the communication tool that best suited them, whether it was Zoom or via telephone. Text and email was also incorporated to remind or inform clients of scheduled sessions or to check-in with them when telephone or Zoom was not suitable. Mentor supervisions were adapted to be virtual only via Zoom Video Conferencing which has worked very well for both parties.

**Area Based:**

Spitalfields and  
Banglatown

We have been working with a total of 28 families this quarter.

**No. of paid Staff:**

15

Some families as a result of the lockdown has stopped engagement since initial contact. They either require regular home visits or are not yet ready to participate in such a programme during lockdown. Those cases although contacted multiple times to encourage engagement, are having to be closed due to lack of effective participation in the programme.

**Area of Benefit:**

Boroughwide

However, all other families are progressing. For example, a young person on the programme has been engaging very well with the programme during lockdown and has improved relations with her mum since. She has also improved in her positive interaction with her siblings and has been taking on more responsibility at home, as well as engaging positively in activities with the family. Towards the end of the quarter she was accepted into mainstream education and will be starting school in sept. We are working closely with her key worker and supporting this young person accordingly with the transition to help her prepare for this change.

**Outcomes:**

Increase in families  
getting Early Help

The programme has encouraged numerous young people during lockdown to take up exercise and advised them accordingly to make it as adaptable as possible to their individual home situations. For example, we planned on taking a young person out to the park for exercise sessions to help her meet her health and tackling her negative body image goals. However, due to lockdown and other barriers this has not been able to be achieved. During lockdown, the young person was persuaded to do easy and flexible exercises at home, which she incorporated into her weekly routine.

Young people and  
girls are able to, and  
do, access a range of  
spaces, activities and  
social opportunitites  
across Tower Hamlets

Some of our other young people who are engaging really well with their mentors, have given positive feedback stating they are really enjoying the sessions and activities via zoom under the circumstances.

Increase in confidence  
in young people and  
families

**Other**

Increase in resilience  
in young people and  
families

One of our two part-time workers on this project is now on maternity leave from July 2020

Parents improvement in parenting skills

Increase in young people and families awareness of local services and access them to deal with crisis

Improvement in family relationship/environment for children and young people

Improvement in managing with long term health conditions, disability, addiction, anti-social behaviour, etc.

we have been supporting families and young people who required extra advice and support due to impacts of Covid-19 lockdown / financial issues etc and directed them to relevant support both in house and external agencies

### Key Performance Indicators

KPI	Target	Actual	Comments
Increase in families getting early help	30 families a project year join the mentoring program, 7 families a quarter.	5	Following the government issued lockdown we were unable to accept any further referrals during this time. This was due to the fact that we could not make home visits and carry out the necessary assessments required. This affected our ability to fully meet this target.
Increase in confidence in young people and families	20 families a project year (10 families every two quarters) state improvement in confidence on exit/post questionnaires, after having received support from the project for three to four months.	11	
Parents Improvement in parenting skills	20 parents attend parenting course every project year and report improvements in parenting skills (10 parents every six months)	7	Due to the government issued lockdown, parenting skills workshops were tailored and delivered on an individual basis over the phone and via Zoom video conferencing. All families who participated have been using the skills gained and progressing on the programme
Increase in young people and families awareness of local services and access to deal with crisis	50% of young people and families participating in the project every project year (15 families a project year) have better awareness of local services and how to access them if in crisis	14	Tailored information was given to families during lockdown to support their needs, such as Talking Therapy and Study Support services. As well as Welfare and Benefits support, Food Banks and food delivery services.
Improvement in family relationship/environment for children and young people	20 families a project year (10 families every two quarters) state better environment at home on the post goal based outcomes questionnaire	11	

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## Grant Officer's Comment

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Overall, the project has demonstrated that it is facilitating the personal development of service users, as a key focus and is on track with project expectation. The project uses a collection of baseline evidence such as attendance records, self / group assessments as well as staff / volunteer observations. An average case takes approximately six months to conclude.

# St Hilda's East Community Centre

Project Name: St. Hilda's Girls Driven Project

**Programme:**

Local Community Fund

**Grant Amount: £57,624.00**

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## Project Description

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**Project Theme:**

Theme 1 - Scheme A: Children, Young People and Families

St. Hilda's Girls Driven Project is an inspirational initiative designed to support, inspire, drive girls and young women to reach their full potential and realise their authentic ambitious life goals. Enhance core skills, confidence, grit, motivation, equality and leadership by building on current and long heritage of successful girls work.

**Project Start Date:**

01/10/2019

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## Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

### Progress

**Type of Organisation:**

Registered Charity

This quarter has obviously brought about a lot of challenges due to the Covid 19 Pandemic however we have worked incredibly hard to still offer an 'Out of building' service albeit limited, to those young people we are currently engaged with and has widened out the offer as an extension to the families, who really needed additional support in such an extraordinary situation, bringing into sharp focus the themes of healthy living and healthy choices and community safety.

**Area Based:**

Weavers

Immediately when the country went into lock the youth team worked with the local schools, community and young people to provide an emergency response and best understand what was happening in young people's lives in respect of their individual and collective circumstances. The timing of the pandemic was of course during the academic school year and understanding the situation with home schooling was an important aspect of the changing circumstances as well as access to digital equipment and how young people were coping with lockdown both mentally, emotionally and physically.

**No. of paid Staff:**

35

**Area of Benefit:**

Bethnal Green Weavers

As the pandemic continued, we decided to map our face to face delivery and replicate this as closely as possible in an online space. We did start to explore the online/virtual options that were available and sought to connect with other charities nationally that were doing this well. Digital engagement was not previously part of the project delivery however this situation has presented the St. Hilda's with an opportunity to explore, accelerate and develop new ways of working and options to reach more young people through a revised model in the weeks and months ahead.

**Outcomes:**

-Girls and young women develop more self-confidence.

-Improved inclusion of girls and young women, who are able to access a range of youth related services in Tower Hamlets.

-Improved resilience of girls and young women.

-Improved capacity of girls and young

The main support offered during the quarter has been 'checking in' calls or keeping in touch via Social Media channels with the young people to provide ongoing social, emotional and practical support with trusted adults, with a focus on those young people who may be most at risk such as in vulnerable housing situations. The youth team have been calling our young people regularly, some are daily other weekly depending on the needs of the young person, to make sure that they are ok This contact has kept the relationship we have built with the young people alive when we are unable to have face to face contact.

In addition, the youth team have delivered shopping and medication for some of the families of St Hilda's young people as many of these people either could not

women to make a positive contribution to their community and build good relationships between people of different generations.

-Increased personal and social development opportunities of girls and young women.

-Develop leadership skills of girls and young women beneficiaries.

-Improved participation of young people, safely and effectively in groups and feel welcomed and a part of the community.

-Enhance and broaden perspectives of young people through new experiences and thinking.

afford to buy shopping or where they were shielding so unable to leave their homes.

We were also aware of the impact of the news coverage of the pandemic leading to increase worry and we started to see early signs of potential anxiety worry which could progress into more serious mental health issues. As a result, our experienced youth team intensified their efforts and ensured that we were asking the right questions in terms of mental health and well-being posting positive messages and uplifting quotes as well as activities such as Self Care Bingo for secondary school students, a 'coping calendar' from the Action for Happiness team. Insta Account – Girls Unity Project

**Other**

**Key Performance Indicators**

KPI	Target	Actual	Comments
Number of girls and young women who report an increase in confidence.	50% / 17 young people per year or 4 per quarter record an increase in confidence	0	
Number of girls and young women have developed skills through activities and workshops to be a support system for others.	50% of 125 girls/young women engaged over the life of the project, 4 girls/young women report positively per quarter	0	
Number of girls and young women participating in intergenerational activities which will help them build bonds with older members of the community.	2 intergenerational activities per year. Total of 5 in the lifetime of the project.	0	

**Grant Officer's Comment**

In response to Government guidelines on the Covid-19 pandemic, St Hilda's East Community Centre suspended its onsite face to face service delivery during this period. The Project manager reports that as the pandemic continued, the organisation decided to map its face to face delivery and replicate this as closely as possible in an online space with mixed reactions. St Hilda's has been unable to provide any KPI's for this quarter.

## Stifford Centre Limited

Project Name: Stifford Young Girl's Project

**Programme:**

Local Community Fund

**Grant Amount: £50,974.00**

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### Project Description

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**Project Theme:**

Theme 1 - Scheme A: Children, Young People and Families

The Project will run a Young Girl's Club that will offer disadvantaged young girls a safe space in which they can socialise, participate in a range of activities that encourage their wellbeing, improve confidence and learn skills that are useful for their future development.

**Project Start Date:**

01/10/2019

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### Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Progress**

Due to the current pandemic Covid-19, Stifford Centre had been closed to the public and our regular sessions had been ceased. We have adapted to this change by keeping in touch with our service users & participants, virtually via email, WhatsApp, video call & chat and by telephone.

**Type of Organisation:**

Registered Charity

We also shared resources, articles, online support for course health and well-being tips in order to keep connected with our users & participants and to help combat potential feelings of isolation.

**Area Based:**

Stepney Green

Unfortunately, due to the current situation we have had to stop face to face sessions to protect our staff, volunteers and young people's health and safety. We have delivered the sessions through video call, chat and telephone.

**No. of paid Staff:**

4

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### Key Performance Indicators

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**Area of Benefit:**

Shadwell  
St Dunstan's  
St Katherine's and  
Wapping  
Stepney Green  
Whitechapel

KPI	Target	Actual	Comments
40 young girls report feeling less isolated and happier as a result of accessing a range of activities	40 Young Girls attend at least 5 sessions per year and report feeling happier and less isolated.	0	Though we couldn't achieve our target for this quarter due to the Pandemic Covid-19, but we will achieve all our target outcomes over the lifetime of the project.
24 young girls attending a range of workshops and reporting increased levels of self-esteem.	24 young girls access a range of activities and report increased levels of self-esteem.	8	Due to the pandemic Covid-19, we have delivered the sessions virtually through video call, chat and telephone.
16 disadvantaged young girls report having improved social, personal and educational development as a result of completing accredited training	16 Young Girls complete accredited training	0	Though we couldn't achieve our target for this quarter due to the Pandemic Covid-19, but we will achieve all our target outcomes over the lifetime of the project.

**Outcomes:**

improved physical, creative, inter-personal, leadership and educational attainment

Personal goals and sustained activity will be protected from harm

Registration from participants that belong to childhood

minority groups  
(disabled or LGBTQI)

Young people will feel less isolated and happier because of engaging with our services

Registration includes young carers from the community.

Participants rate the quality of service provided as "Good" or "Very Good" and feel it has actively contributed towards improving their wellbeing.

30% of participants go on to train as youth workers or develop their own business.

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## Grant Officer's Comment

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Stifford Centre reports that the girls project combines a wealth of physical, leisure, health and creative activities which run in tandem with workshops promoting learning opportunities for personal and professional development. However, it has been difficult measuring the impact of the activities provided during this period.

Staff worked remotely and only went to the office for essential work. The project was in regular contact with service users in order to help combat potential feelings of isolation. It would have been helpful for the project to provide a little more descriptive account of online activities delivered.

# The Yard Theatre Ltd

Project Name: Tower Hamlets Teens

Grant Amount: £129,196.00

**Programme:**

Local Community Fund

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## Project Description

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**Project Theme:**

Theme 1 - Scheme A: Children, Young People and Families

Free, fortnightly youth leadership workshops, weekly drama workshops, summer masterclasses, and schools performances for Tower Hamlets teenagers. Delivered at Tower Hamlets assets, Hub67, The Yard, and local schools, it increases access to youth services, improves participants' health and wellbeing through cultural activities, and supports community cohesion through public events.

**Project Start Date:**

01/10/2019

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## Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Progress**

Our activities in the past quarter were affected by the Covid-19 pandemic, and the disruption has continued through this quarter. Despite significant challenges (the majority of our staff team placed on furlough and a loss of almost 80% of our earned income), we allocated our resources to support and prioritise the needs of local residents during lockdown, particularly young people aged 13-19. The continued support and flexibility of Tower Hamlets Council during this time has made a huge difference to our ability to respond effectively to the crisis and retain our support for young people affected.

**Type of Organisation:**

Registered Charity

**Area Based:**

Bow East

**No. of paid Staff:**

17

Our full Covid-19 crisis response is outlined in more detail below.

**THE COMMITTEE:**

Regular sessions have continued to run fortnightly, occasionally weekly, as online Zoom sessions to maintain activity whilst social distancing. In addition, to support other local young people during this time, the group have developed a brand new project called 'share notes / bring joy'. This project engages lonely and vulnerable residents through a reciprocal mail-art project with members of The Committee. They have also continued working on a four week intensive module about the Yard's upcoming capital project alongside our architects: reviewing designs for the new building and making suggestions on how it can best serve local residents, particularly young people. This element of their work will grow over the coming year and we are excited to see the outcome.

**Area of Benefit:**

Bow East  
Bow West  
Boroughwide

**QUEEN'S YARD COMPANY:**

Sessions have continued to run weekly as online Zoom sessions to maintain activity whilst social distancing. The project, guided by Dr. Brian Lobel, had already planned to address the role of technology in young people's lives pre-pandemic. The content of the work has been influenced greatly by the pandemic and the planned live performance has moved to a digital one. This is intended as to be a showcase for an invited audience at the end of July. A few company members have dropped out of the project due to challenges in participating digitally and feeling fatigued by the impact of the pandemic and lockdown. However, this has been very limited and we have stayed in touch with weekly check-ins to offer support and hope to re-engage them at a later date. Feedback during lockdown has included: "we're all here for each other's wellbeing...every session we do a check in and ask how is everyone? Isolation is hard and being in the same 'room' helps...it's amazing." "Thank you, for not letting me go."

**Outcomes:**

Young people aged 13 - 19, particularly those living / working / studying in Bow East and West, will have much greater access to, awareness, and use of high quality, creative youth services in their local neighbourhood, with schools playing a crucial role in building relationships

Hub67 and The Yard

will become centres where young women aged 13 - 19 are transformed into the community and cultural leaders of tomorrow, by amplifying the reach and impact of their voices today

Young people aged 13 - 19, particularly those in Bow East and West, will be healthier and happier than before, with culture and creativity being the fuel that powers young people's mental and physical strength and resilience

Young people aged 13 - 19 will go on to tangible employment and educational opportunities, enriching the Tower Hamlets community after exiting our programmes

Community cohesion, particularly in Bow East and West, will increase, and social isolation will decrease, with a particular focus on strengthening the relationship between new and existing local residents in Fish Island and Bow East at a time of rapid change

#### SCHOOLS' PROGRAMME:

We had been in the later stages of planning a series of school performances for the play, 'an unfinished man', by Dipo Baruwa-Etti. This was originally scheduled for April 2020, but was postponed due to the Covid-19 pandemic. We are pleased to have plans in place to remount this production at a later date in 2021 when we expect our in-door space to reopen. However, in the meantime we will explore alternative ways of engaging schools.

The Committee's new facilitators, interviewed and selected by the young leaders. Ashleigh Bowmott and Laura Sweeney are job sharing the role, to support maternity needs. Ashleigh Bowmott is a Tower Hamlets resident, with several years' experience of producing and facilitating arts education projects, while Laura Sweeney has worked with The Yard on many previous theatre projects. We are delighted to bring them into the local team. All other members of the team have stayed the same.

In mid-March, owing to Covid-19, The Yard closed its public spaces, asking staff to work from home where possible (providing support such as equipment, new policies and guidance). From this point on, staff were tasked with exploring what activity could be moved online.

The Yard has been impacted severely by the Covid-19 pandemic and lockdown, losing 80% of its income through earned sources. In order to safeguard the future of the organisation, we placed over 50% of our staff on furlough at the very beginning of April - we prioritised retaining the hours of our local team to ensure support for the community and young people remained intact. The reduced team took over moving our services online, contingency planning and developing an emergency response, with support from our regular freelance artist facilitators.

In order to take advantage of cost-savings via the Government's part-time furlough scheme from July onwards, we have subsequently placed the majority of the remaining workforce on part-time furlough between the 9th and 30th June. To ensure support for our communities continued over this time, we retained a core staff of 6, plus our freelance facilitators. Ultimately, this will help The Yard respond more flexibly as an organisation to the phased relaxation of social distancing, but it has put further pressure on the remaining staff to prioritise workloads and postpone non-essential work, which we are now working to catch-up on to ensure positive outcomes remain maximised for our young people and local residents.

We have:

- \* Worked with our artists and facilitators at speed to move 80% of our youth services online, ensuring we continued offering continuity of support and free creative activity during this time of increased risk of loneliness and isolation - with fantastic results
- \* Offered 9 hours a week of free online activities and drama workshops for ages 4-19 (Yardlings, Yard Youth, Queen's Yard Company, Art Club and The Committee). The older children are working on a project about the role of art in a time of disconnection, which we are delighted to say will be channelled into a production (virtual or otherwise) in the summer.
- \* Supported our local community in the following ways:
  - Coordinating the delivery of food packages to vulnerable, isolated local residents
  - Buddying older residents up with less-severely affected residents for minimum weekly phone calls
  - Coordinating the delivery of shopping for local residents who cannot/should not be leaving their homes

- Convening local groups to come together: including reinvigorating and coordinating a Hackney Wick and Fish Island Town Hall
- Doing wellbeing check-ups with young people on a weekly basis
- Produced a festival of online performances, workshops and discussions called Yard Online on Saturday 17th May, which reached 631 people. This 'donate what you can' festival included a public Town Hall on the Future of Theatre; a 'cook-a-long' with Zoe's Ghana Kitchen, featuring a past Committee member; a one-to-one phone performance by Stacy Makishi, online performances from Chris Green and marikiscrycrycry, and an online DJ event by Eastern Margins. We were delighted that the festival was subsequently featured in The Guardian on the 18th May.

## Key Performance Indicators

KPI	Target	Actual	Comments
<p>Participants will report:</p> <ul style="list-style-type: none"> <li>- Greater feelings of positive self-regard than they had before participating because they have a space to develop and express their own creative ideas and civic activities</li> <li>- Greater feelings of maturity, responsibility and purpose than they had before participating because they interact and collaborate with peers, adults and the wider community regularly</li> <li>- Greater feelings of physical health, vitality and mobility than they had before participating, because the workshops and performances are active, stimulating and challenging</li> </ul>	<p>Participants reporting in agreement with improved wellbeing measures:</p> <p>At 6 months: 70%</p> <p>At 12 months: 80%</p>	78	<p>Our questions to and responses from young people at this time have shifted slightly, with a focus from on collecting data about young people's experiences of the pandemic 100% of participants say that they still like being in touch with The Yard during this period, with 79% strongly agreeing that it is important to them ('working with the yard [is] bring me hope and joy at the moment') but many also acknowledge how challenging this time is: "I feel like zoom calls r in some ways more draining than real life interactions."</p> <p>Overall, feedback on the impact of online session so far has been overwhelmingly positive, so we plan to continue providing sessions online until it is safe and responsible to begin moving to in-person sessions again.</p>
<p>Regular participants report seeking employment / education opportunities that excite them and are relevant to their skills Regular participants seek and are offered</p>	<p>60% of young people eligible in employment or higher education.</p> <p>Participants agreeing with statement about work-</p>	79	<p>We are pleased to report that 79% of young people across The Committee and The Queen's Yard Company are in employment/higher education, but we have seen early indication of the impact of Covid-19 on young people's lives, as 35% of YP have had</p>

<p>support on interview technique, application writing, and are sign-posted to relevant opportunities Regular participants report being successful in applications and securing places</p>	<p>readiness: At 12 months: 80%</p>		<p>work/volunteering cease as result of Covid-19. Unsurprisingly, as a result, wellbeing and happiness have also been impacted: 74% of young people surveyed are currently worried about their futures as a result of Covid-19, with 79% unconfident that things will return to normal. When surveyed about their concerns, young people were particularly worried about their ability to work in the arts, or get the educational attainment needed for opportunities in the future, saying: "I'm worried about my career within the arts"; "my biggest concern is not getting good enough grades to get into the uni I want". We know that being consistent in delivering our services is supporting them, and we are staying in touch through weekly check-ins to offer support to all of our contacts.</p>
<p>Programme participants identify as coming from a broad range of protected characteristics (race, gender, sexuality, disability)  Local residents attend and engage with young people's work, hearing vital stories and voices that couldn't be found elsewhere in London</p>	<p>Throughout project : - 50% will identify as BME - 65% as female - 15% as LGBTQ - 10% as disabled or living with a chronic illness  TH residents engaging in CYP's work through public events: At 12 months: 200 (At least 20% of these TH audiences will describe themselves as new residents to Tower Hamlets)</p>	<p>78</p>	<p>Participant monitoring information returned: 63% BAME 78% identify as female 10% disabled  This is consistent with reporting from Q2.  While most of our activities during lockdown have been based around emergency response and maintaining workshops with young people, our producing team created an online festival for the wider community: Yard Online on Saturday 17th May. Attended by 631 people across the course of the day, we are pleased to report that:  85% of respondents had been to The Yard before and 92% would come to a similar 18% BAME</p>

	<p>At least 80% of participants and audiences will report:</p> <ul style="list-style-type: none"> <li>- Bow East and West benefitting from an accessible cultural space where residents can share different lifestyles and viewpoints.</li> <li>- Believing there is equality of opportunity for local residents to take part in our services, irrespective of their background or beliefs.</li> </ul>		<p>54% LGBTQ+  54% identify as female  7% disabled  40% of respondents described themselves as working class, the highest recorded number since we began monitoring socio economic status.</p>
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### Grant Officer's Comment

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In response to Government guidelines on the Covid-19 pandemic, The Yard Theatre suspended its onsite face to face service delivery during this period. It has continued to deliver sessions on a weekly basis. The Grants Officer observed one such session.

Thanks for giving me the opportunity to watch the performances of Are We There Yet?

I was a little unsure initially how all of this would look like remotely. My views were soon dispelled when I saw the effort young people had made independently without the comfort of props, stage managers, lighting and sound engineers. I am delighted that the Yard Theatre's young people have found ingenious ways to tell their story online.

It was great that some of the stories through music, poetry, (I loved Zainab's piece on the ukulele and harmonica), touched on thorny issues such as cultural appropriation and appreciation and how young people are stereotyped and perceived. Young people want to tell their own narrative about their fears, anxieties about lockdown, social media, on further education. At the same they want to be taken seriously about the aspirations they hold to be model citizens and having fun along the way. Each of the participants portrayed this message so engagingly well.

Despite what the media would have us believe, young people want to belong to a community that is not broken society – their stories show the vulnerability of young

people and the burdens of being young and part of family, school community and friends – Lucas’s message with his computer games brings this to life. This realisation brings with it, challenges which young people have to deal with themselves. Are We There Yet enables young people to show their maturity in trying to work their way through some of the challenges of life.

I commend the Yard Theatre and Brian Lobel and Cassie for facilitating and skilling up young people to deliver such assured and powerful online performances. I hope to attend some live face to face performances and meet some of the creative network of young artists, when it is safe to do so.

Thanks once again for inviting me to observe the creative work of young people. I wish the Yard Theatre continued success in its work for young people, in supporting them to achieve their potential.

## Age UK East London

Project Name: Caxton Hall, a dynamic activity centre led by older people for the whole community.

**Programme:**

Local Community Fund

**Grant Amount: £258,090.00**

**Project Theme:**

Theme 1 - Scheme B: Older People

**Project Description**

Caxton Hall is a dynamic activity centre led by older people. Come and enjoy a warm welcome, healthy snacks at our cafe, meet your neighbours and connect to others young and old in your community.

**Project Start Date:**

01/10/2019

**Quarter Progress Update – April – June 2020**

**Project End Date:**

31/03/2023

**Progress**

Please see in attached documents

**Type of Organisation:**

Registered Charity

**Other**

Caxton Hall Centre Manager and Service Manager for Community have changed. We have recruited the Community Engagement Officer and he started 2nd Jan 2020

**Area Based:**

Bethnal Green

Caxton Hall Centre Manager and Service Manager for Community have changed.

**No. of paid Staff:**

45

We have recruited the Community Engagement Officer and he started 2nd Jan 2020

We moved to an online activity service due to the lock-down. See narrative in attached document.

**Area of Benefit:**

Bow East  
Bow West  
Bromley North  
Bromley South  
Mile End

**Key Performance Indicators**

**Outcomes:**

1. Isolation and loneliness among older adults will be reduced.
2. Older people are able to continue to make a positive contribution to their communities
3. Older people feel more included and integrated in their communities and are

KPI	Target	Actual	Comments
Number of new older people accessing services at Caxton Hall each year.	80 new per year. 280 in total. 75% of repeat attendance in year 2 and year 3	11	There were 11 new users for this quarter (accessed online sessions) <ul style="list-style-type: none"> <li>• Since October 2019, there have been in total of 54.</li> </ul>
Number of older people contributing to running the Hub Café per quarter	10 new people per quarter, 40 per year, 100 in total. 80% report that they 'feel more useful' as a result of helping out	0	The cafe was closed due to the lock-down.
Number of older people feel more included and integrated as a result of participating in a community cohesion project	45 participants per year. 155 in total. 80% report feeling more included	36	Total since October 2019 = 116 people have reported an improvement.

able to mix with people of different ages and from different backgrounds to increase the sharing of skills, experience and knowledge both amongst older people and between different generations.

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### Grant Officer's Comment

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The project has met 2 out of the 3 KPIs and has met all the project conditions except the lease condition which is currently pending/being negotiated with LBTH.

## Age UK East London

Project Name: Friend at Home

Grant Amount: £220,866.00

**Programme:**

Local Community Fund

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### Project Description

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**Project Theme:**

Theme 1 - Scheme B: Older People

PROJECT SHORT DESCRIPTION

Matching housebound older people who would like a bit more company at home with volunteers who would like to share an enjoyable hour or two of conversation and company with them.

**Project Start Date:**

01/10/2019

**Project End Date:**

31/03/2023

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### Quarter Progress Update – April – June 2020

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#### Progress

**Type of Organisation:**

Registered Charity

**Area Based:**

Bethnal Green

**No. of paid Staff:**

45

**Area of Benefit:**

Boroughwide

**Outcomes:**

Isolated, housebound older people are supported to access Friend at Home support.

Isolated, housebound older people experience reduced loneliness.

Isolated, housebound older people experience improved psychological well-being.

Volunteers are prepared and supported to volunteer in the role.

- Pre-lockdown, we surveyed the existing matched Befriender clients to see what their needs may be if they had to stay at home for a prolonged period.
- The majority was that they would still like to have a form of socialising and contact. With this in mind, we decided to move to a remote telephone befriending service in order to continue the relationships that had been built with their existing volunteers for weekly calls.
- From this, 84% of all clients were matched either their existing volunteers for telephone befriending or new ones. Example reasons for some new and existing clients not taking up the offer include:
  - Some only wanted the face to face service
  - Declined because they already had enough 'do-gooder calls.
  - Lived in a care home with no phone access
  - Was already receiving telephone befriending elsewhere.
  - Moved out of London or living with relatives during lock-down.
- Where previously, we recruited, interviewed and trained volunteers in person, we had to adjust to a remote and online process of interviewing, vetting of DBS and ID. The regular training was done via Zoom with a paid befriending trainer from Cody Dock.
- We also introduced a volunteer peer support initiative to provide a meeting time for all mutual befrienders and are invited to meet once a quarter to network, discuss volunteering queries and experiences. These have been in occurrence twice weekly and we hope to have all existing volunteers attending one session every quarter.

## Key Performance Indicators

KPI	Target	Actual	Comments
120 Isolated, housebound older people are matched with a Friend at Home and receive weekly one-hour visits.	120 annually. 10 new matches quarterly	33	From April to June 2020, there have been 33 new matched completed to receive telephone befriending. Since October 2019 - Present, there have been a total of 58 matches made, with 89 active users.
102 (85%) of isolated, housebound older people report an increase (or stabilisation) of SWEMWBS response.	102 (85%) people report an increase (or stabilisation) of SWEMWBS response per year.	44	89% report an increase (or stabilisation) of SWEMWBS response: 'I've been feeling close to other people' recorded on Charity Log
75% of isolated, housebound older people report an increase (or stabilisation) of SWEMWBS response.	75% report an increase (or stabilisation) of SWEMWBS response per year.	47	94% report an increase (or stabilisation) of SWEMWBS response: 'I've been feeling optimistic about the future' recorded on Charity Log

## Grant Officer's Comment

The project has adapted to remote services, operated during the Covid-19 lock-down. The KPIs and the project conditions have been met except the lease issue which is still pending,

# Community of Refugees from Vietnam - East London

## Project Name: Vietnamese and Chinese Lunch and Social Club

**Programme:**

Local Community Fund

**Grant Amount: £114,548.00****Project Theme:**

Theme 1 - Scheme B: Older People

**Project Start Date:**

01/10/2019

**Project End Date:**

31/03/2023

**Type of Organisation:**

Registered as Company Limited by Guarantee

**Area Based:**

Poplar

**No. of paid Staff:**

3

**Area of Benefit:**

Boroughwide

**Outcomes:**

Improved diet and healthy eating habits for up to 60 older Vietnamese and Chinese residents of Tower Hamlets

Improved cooking skills for up to 20 older people living on their own

Reduced isolation for an estimated number of 15 older people living on their own or housebound.

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### Project Description

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The Vietnamese and Chinese Lunch and Social Club project provides healthy lunches and social and health promotion activities for people aged over 50, from the Vietnamese and Chinese community in Tower Hamlets. The Club meets every Monday and Thursday at St. Nicholas Church, Aberfeldy Street in Poplar.

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### Quarter Progress Update – April – June 2020

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**Progress**

During the coronavirus 19, We were in line with the guidance from the Government in relation to the Coronavirus outbreak we were taking several steps to reduce the risk of infection to our elderly members and a result with all our face to face advice sessions, Luncheon club, Information sessions on diet and healthy cooking habits befriending visits and health weekly activities have been temporarily suspended to 60 Vietnamese and Chinese older adults in Tower Hamlets.

We closed our day centre at the end of March, but our office continued to open from Monday to Friday to provide services to our members. We started to set up the digital and telephone communication project to help our older people to remain safe, socially connected to reduce their loneliness, to have adequate supplies of food, basic essentials, welfare benefits and health advice. We use a range of methods reach out to our older people. Telephone calls enable us to make contact with them, we use social media like Facebook to talk to our members, we distribute Covid 19 information leaflet and race hate incident leaflet in Vietnamese and Chinese. We have one duty staff to work in the office everyday. Two staffs are working at home for telephone befriending. Three volunteers provide food delivery services and pick up prescriptions.

**Other**

We have moved to Dockland Settlements, 4A Saunders Ness Road, Isle of Dogs, London E14 3PS. The service has already started at this premise from 1st February 2020. Because of Covid 19, we had to close our service from 26 March 2020.

In the next quarter, we will set up Zoom system for our elderly members, vulnerable and isolated members to stay active with our twice a week Tai Chi exercise programme. We will set up video conference for forum, health information, information sessions on diet and healthy cooking habits.

We had contacted to Dockland Settlements manager when we will be able to use their premise. He told us that we need to set up the social distance policy and we will need to follow their policy. But we can only offer a limited luncheon club, members have to book in advance as spaces are limited due to social distance. Members can chat at a distance. We can allow them to play table tennis and Tai Chi exercise.

We have been called our members, many of them told us that they do not want to come to our club yet although it is anxious about the thought of staying indoors and not sure what they're going to do, they are not able to go out and about, see friends and family and go about their day-to-day life as normal. They are afraid of using public

transport and they might catch Covid 19 during travelling.

We will look at everything again in August and what our members want. In the mean time we will continue our plan to provide services to our elderly members.

Greater social integration for 60 Vietnamese and Chinese older people, sharing community experiences and history, establishing friendships and enjoying special community festivals.

Increased physical activity to improve health and well being for 60 older Vietnamese and Chinese residents of Tower Hamlets.

Improved psychological well being for 60 older Vietnamese and Chinese residents of Tower Hamlets through increased friendships, sharing experiences and problems.

Increased knowledge by 60 older Vietnamese and Chinese residents of health conditions affecting older people.

Promoting integration through greater knowledge of the culture and food of different ethnic communities and regions for 60 older Vietnamese and Chinese people.

## Key Performance Indicators

KPI	Target	Actual	Comments
Number of people attending the project reporting that they have an improved diet and healthier eating habits Number of people participating in trips to farms and recipe sessions.	60 people a year access 2 healthy lunches a week; And 4 information sessions on diet and healthy cooking habits; End of year assessment shows improved diet and habits in at least 65% of attendees	60	- 60 leaflets Covid 19 information in Chinese/Vietnamese distributed to elderly members - 60 leaflets Race hate incident in Chinese/Vietnamese distributed to elderly members. - Every month we delivered food to 20 elderly members in the last quarter.
Number of housebound people supported to reduce isolation	53 (25%) people by March 2023 (15 per year).	3	Telephone befriending: 60 elderly members and 3 existing vulnerable members and isolated clients have social contacts over the phone. Shopping and pick up prescription for 3 vulnerable members.
Establishing Lunch and Social Club with an activity programme and information sessions twice a week. Indoor games such as Mahjong, Chinese chess and Vietnamese card games. Obtain funds for karaoke equipment and establish karaoke sessions as part of the indoor activity programme.	60 people per year report improved psychological wellbeing through increased friendships, sharing experiences and problems.	15	Information and Advice line: We will advice on a range of urgent issues such as welfare benefits, rent arrears, health and social care needs and offer guidance to ensure older people remain safe and well in their home. Every month 15 members received welfare advice.

## Grant Officer's Comment

In this period the project has been able to provide an alternative service provision because of C-19 situation. The project has met all the grant conditions this quarter.

# East London Out Project

Project Name: Tower Hamlets LGBT Support

**Programme:**

Local Community Fund

**Grant Amount: £96,661.00**

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## Project Description

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**Project Theme:**

Theme 1 - Scheme B: Older People

LGBT Community Support to enhance peer networks, lessen isolation and provide mental health crisis prevention support. Two facilitated social support groups, for older people, people with mental health needs or other disabilities, Individual mental health crisis prevention support provided. LGBT training available to other organisations.

**Project Start Date:**

01/10/2019

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## Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Type of Organisation:**

Registered Charity

**Area Based:**

Out of Borough

**No. of paid Staff:**

6

**Area of Benefit:**

Boroughwide

**Outcomes:**

LGBT over 50's report less isolation and feel less lonely as a result of accessing LGBT social activities

LGBT over 50's report improved mental and psychological health

LGBT over 50's have increased social connections and feel more connected to their local community

LGBT people experiencing mental health concerns are

**Progress**

We have been delivering all of our support on line and our social and support groups have been available since 20th April. It took three weeks to set up these group, ensure staff were trained in providing on line support as well as ensure promotion for these groups. We also recruited a volunteer to design some publicity for these groups and a volunteer to undertake further research in order to promote the groups on line. These groups have been running weekly since the 20th April, every Monday and take place between 1.00 - 3.00 and 3.30 - 5.30. The first group is for Over 50's and has been attended by 6 people, with two people attending weekly and others dropping in and out of the group. Two of those that regularly attend this group, have made strong connections with each other, and now spend time with each other outside of the group, having been for a socially distanced walk and regularly communicate with each other outside of the group. The other group has had four attendees, with attendance being variable. The social support group has been attended by those people who are socially isolated with additional needs, such as depression or other mental health needs and has been attended by both those who identify as Asian or white British. Both groups have been impacted by being run on line, as there is a limitation of what we can do, and some people have had difficulties with internet connections. We have been contacted by some people who do not have access to a PC or do not have a safe space in their living environment to use to be able to join the group. We are exploring options as to where people can go to make use of PC's, as more spaces open up. We have also provided individual mental health support to 8 people who live in Tower Hamlets. Altogether we have provided support to 18 people this quarter

**Other**

Current worker leaving 9th January and new worker due to start week of 14th January

Change in where services will be provided from

Restrictions to service provision re Covid - 19. Have spent time looking at how to provide alternative services and worker focused on planning group sessions that can be done on line. Some of our individual support will move from mental health plans to also include other one to one support whilst people experiencing additional issues with self isolation and social distancing and we have staff and volunteers currently gathering information ready for us to set up remote services to support mental health in the Tower Hamlets LGBT community

Change in where services will be provided from - as now being provided on line.

more confident in managing their mental health

Disabled LGBT people or those experiencing mental health concerns have increased awareness of local service and LGBT support

LGBT people with mental health concerns and disabilities report better quality of life and increased overall life satisfaction

LGBT people with mental health concerns and disabilities feel less isolated and have build peer network to build confidence

Mainstream services are more confident in providing services to disabled LGBT people and those experiencing mental health concerns

Restrictions to service provision re Covid - 19. Have spent time looking at how to provide alternative services and worker focused on planning group sessions that can be done on line. Some of our individual support will move from mental health plans to also include other one to one support whilst people experiencing additional issues with self isolation and social distancing and we have staff and volunteers currently gathering information ready for us to set up remote services to support mental health in the Tower Hamlets LGBT community. All our services are going to remain remote during 2020. We have provided individual information to those seeking support, and have made referrals to LGBT housing services for residents of Tower Hamlets who are living in unsafe housing provision during lockdown. As an organisation we are working on renewing our constitution and are working on a name change which will take place between September 20 and March 21

### Key Performance Indicators

KPI	Target	Actual	Comments
LGBT people over 50 per year accessing new social activity per year and report on increased social connections and increased social activity and feeling less lonely.	6 - 8 people per quarter attending social support group. Group provides peer support, information, and facilitated activity. 6-8 people demonstrate improved self rating of social contacts, well being & connection to others One social support group a week: 8 in first quarter (Oct-Dec 2019) and 12 in quarters 2, 3, and 4. 6 - 8 people to have attended 4 groups in quarter 1 (Oct.-Dec. 2019) and 6-8 people to have attended 6 groups in quarters 2,3, and 4.	6	We have been impacted by Covid, as not everyone likes remote support. We have been contacted by 12 people to attend this group, but it takes a time for people to build up the courage to attend, and only 6 of those twelve have attended (re over 50 group). As seen above 2 of these 6 have formed strong relationship outside of the group. All those attending have demonstrated stronger social contact through this group, and improved well being. We have run 10 groups this quarter (not on bank hol in May and not at beginning of April due to Covid
Disabled LGBT people or those experiencing mental health concerns attend either group or individual support per year and report better life satisfaction	10 – 13 people per quarter report overall life satisfaction increase 10 – 13 people to have received support via social support group or one to one crisis support 8 groups held in first quarter) held and 6 - 8 people per quarter attending	12	12 people have been supported either via group or one to one mental health support. Some people clearly find attending for individual support easier than joining a group. In response to this we are also providing mental health workshops and a recharge mental health group so that there are additional ways for individuals to receive support, if the social group

<p>and better quality of life 3 months after start of service.</p>	<p>social support group. Group provides peer support, information, and facilitated activity open to all but aimed at those with mental health concerns or other disabilities 12 groups held from quarter 2 onwards 90% will report better quality of life and increased life satisfaction through receiving support via group or one to one crisis support By the end of year March 2023 150 people will have received this support</p>		<p>does not meet their needs. However these 12 people are counted from the individual support or social support group 94% report better quality of life and increased life satisfaction: We have run 10 group sessions (not on Bank Hol Monday in May and not at beginning of April re Covid) We have provided 66 hours of individual mental health support with the 8 individuals being provided with between 5 - 12 hours of support each. Some of these people will continue to receive support in the next quarter. For those that have completed end of service forms/ or quarterly monitoring forms for those attending the group: 100% have reported better mental health, life satisfaction has not been improved as people have been struggling with lockdown and fear in relation to Covid.</p>
<p>Organisations by end of March 2023 will have received training.</p>	<p>4-6 organisations in year 1 and 6-8 in years 2 and 3 to have received training, totalling 25 by end March 2023 1 in quarter 1 (Oct.- Dec. 2019) and 1-2 in quarters 2,3 and 4. 2- 4 in the following quarters. 250 staff / volunteers trained by March 2023 90% of those attending training report having more knowledge about the needs of LGBT people. These are the same organisations as in the above outcome By the end of March 2023 25 organisations will have received training.</p>	<p>1</p>	<p>we have been promoting the training we can offer to organisations in Tower Hamlets and in this quarter ran one training organised through the Royal London Hospital. This was on line and had 7 people attend, and were staff who had various roles within health care. The focus on the training was the impact of Covid on the LGBT community. This training was interrupted by a number of people coming in towards the end of the training and disrupting the training with homophobic and transphobic comments and displaying pornographic material. This has been reported to the police as a hate crime and is being investigated. This was reported to the council. Support has been offered to</p>

		<p>those attending and who witnessed this. Despite this the feedback received from the training at the time and via email afterwards was very positive. One person was also provided with additional information to take to a culture change meeting to support the work on equality. We are also looking to provide training that individuals can attend and not just for staff teams, to promote uptake of training. Training has been advertised to teams this quarter through THCVS and TH LGBT practitioners network. All those attending started their knowledge had improved about the needs of LGBT people at the end of the session. This was collected in number form at the beginning of the session and again at the end of the session. To date we have run two training sessions.</p>
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**Grant Officer's Comment**

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The Project has been able to provide an adapted service through their on-line social and support groups. All grant conditions have been met. Satisfactory report

# St Hilda's East Community Centre

## Project Name: Older People's 'Feeling Good!' Wellbeing Project

**Programme:**

Local Community Fund

**Grant Amount: £105,000.00**

**Project Theme:**

Theme 1 - Scheme B: Older People

**Project Start Date:**

01/10/2019

**Project End Date:**

31/03/2023

**Type of Organisation:**

Registered Charity

**Area Based:**

Weavers

**No. of paid Staff:**

35

**Area of Benefit:**

Weavers Boroughwide

**Outcomes:**

Disadvantaged and vulnerable older people report they feel less isolated and lonely as a result of taking part in the Feeling Good! activities programme

Vulnerable and disadvantaged older people experience enhanced wellbeing through activities which improve their physical and mental health

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### Project Description

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'Feeling Good!' wellbeing project is based in Weavers Ward and open to older people from throughout the Borough, Monday-Friday. Providing nutritious lunches, it is more than an ordinary Lunch Club, providing invigorating opportunities from indoor sport, IT learning, singing, art, intergenerational activities with schoolchildren, outings and quizzes, and much more!

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### Quarter Progress Update – April – June 2020

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**Progress**

This quarter has obviously brought about a lot of challenges due to the Covid 19 Pandemic, however we have worked incredibly hard to still offer an emergency out of building service to those who really need support in such an extraordinary situation. Immediately once the country went into lock the over 50's team worked on delivering lunches and activities to our service users. As the pandemic continued we formed and partnership with Tower Hamlet Homes to support even more of the borough older and vulnerable resident that had been left stuck inside. This involved TTH and other organisations such as link Age + and social prescribers refereeing clients to us for a number of different support needs via our Local Support hub that had been created. So far we have supported over 300 people during the pandemic many new referrals that we had not previously known about.

The main support offered during the quarter has been the meals we have been delivering twice a week to residents across the borough. At the end of June we have delivered 3078 Meals to 101 individual users. This has only been possible with the support of a lovely team of volunteers who have been on foot and bikes delivering meals to users. We have an active team of 34 volunteers but expect this to decrease over the coming weeks due to things opening up and people returning to work. In Addition to the meals the local support hub has delivered 434 Food parcels in connection with our food co op based at St Hilda's many of these people either could not afford to buy shopping or where shielding so could not leave there houses. Although most people were able to arrange medication deliveries via their G.P. or the local pharmacy a small number where unable to do so there 22 medication deliveries carried out.

As many of our users we not leaving the house the feedback we were getting was about how easily boredom set in. this led to users watching a lot of TV many focussing on the almost 24 hour a day news coverage of the pandemic leading to increase worry and panic regarding the pandemic. As a result we immediately sent out activity packs and craft colouring packs to distract the users from the news coverage and give them something to do. In total 640 activity packs have been delivered as wells as 640 craft packs. We found this was a good alternative to online sessions as we found the feedback from many of our users were that they either did not have the skills to be able to take part in digital activities or did not have the hardware or internet access at

Through taking part in the Feeling Good! project, older people gain skills and confidence and are supported to continue to contribute to their communities.

Through taking part in the Feeling Good! project's varied activities and in St Hilda's wider programme of work, older people are supported to share and broaden their experiences and say they feel more involved in their communities.

home. However the last week of march we introduced weekly Zoom Tai Chi sessions for those who could access. These have been greatly appreciated and continue weekly.

Staff have been calling our regular 55 users regularly, some are daily other weekly depending on the needs of the user, to make sure that they are ok and have everything they need. As well as these welfare calls it keeps the relationship with have built with the service users alive when we are unable to have face to face contact. In many case we are the only people that they have contact with so we wanted to continue this for as long as we still have capacity for it. To support the befriending needs of the additional users we have received during this pandemic a telephone befriending service was set up, where volunteers were matched with users and would receive a weekly phone call from them.

Some quotes from users are listed below as well as some photos of the work carried out by the Local Support hub during the pandemic.

"This has been a life line, without it I don't know what I would do"

"Waiting for you, for my lunch, is the highlight of my week."

"it's like having a birthday, twice a week."

#### Other

Due to the Coronavirus pandemic the Community centre was closed on 13th March 2020. However the over 50's Feeling Good team have continued to deliver an alternative service as much as possible with all of our service user self isolating.

### Key Performance Indicators

KPI	Target	Actual	Comments
Number of older people attending the varied 'Feeling Good!' activities programme report feeling less isolated and lonely.	150 per year reporting feeling less isolated and lonely. 40 per quarter	0	
Number of older people report improved wellbeing: the regular nutritious lunch they have improves their health	40 per year report improved health as a result of eating a nutritious lunch, 10 per quarter	0	
Number of older people who feel more involved and included in their communities	50 older people per year report positively; say they feel more connected to the local community, 13 per quarter	0	

### Grant Officer's Comment

The project has delivered an adapted service during this period. The project has met all grant conditions. A satisfactory report.

# Tower Hamlets Friends and Neighbours

Project Name: Older Peoples Befriending Project

**Programme:**

Local Community Fund

**Grant Amount: £175,000.00**

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**Project Description**

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**Project Theme:**

Theme 1 - Scheme B: Older People

THFN will be providing befriending and advocacy services to older people in the borough. Our team of befriender advocates will provide regular one to one support to people in their own homes and assist with making appointments and help in accessing services, as well as organising small group outings locally.

**Project Start Date:**

01/10/2019

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**Quarter Progress Update – April – June 2020**

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**Project End Date:**

31/03/2023

**Progress**

This project targets the most isolated and vulnerable older people in the borough of Tower Hamlets, where 1 in 4 older people are reported as having depression, and where loneliness and inactivity contribute to a reduction in mental and physical wellbeing. THFN is targeting this isolated client group who are unable to access information outside their homes unassisted, and for whom no home-based activity is provided. Through this project they are enabled to interact socially and access activities which promote their well-being in their home.

**Type of Organisation:**

Registered Charity

**Area Based:**

Bethnal Green

**No. of paid Staff:**

5

Due to the corona virus, THFN have ceased face to face visits and adapted services to support beneficiaries remotely through a tele befriending service.

**Area of Benefit:**

Boroughwide

This calls enable us to:

- Reduce anxiety – many older people we visit live alone and have no social contact with anybody other than a carer. The pandemic has led to an increase in their loneliness and through our calls, we have been able to provide a friendly voice at the end of the telephone which has also helped to reduce their stress and anxiety;

**Outcomes:**

Older isolated adults that are housebound report feeling less isolated as a result of a visit from a befriender

- Welfare issues – During our calls, we check to ensure carers are visiting, there is enough food for them, and utilities are in order etc

Older isolated adults in the borough experience a reduction in loneliness through greater contact with other older people

- Health issues - we check to see they understand and follow Public Health guidelines around shielding, washing hands, going out, what to do if unwell etc

Older people feel more included in their communities through the sharing of skills

- Family Support - we have been supporting families of people who do not live locally – acting as a go between for the families and providing them with support and help. Many of these are not close by and many live abroad.

- Support for families of older people who do not live locally – we have been acting as a go between for the families and providing them with support and help; the majority of our clients live alone and whilst some have families, many of these are not close by and unable to visit. We are playing an important role, in supporting these family members who are often anxious and worried about their loved ones in Tower Hamlets;

- Increased advocacy – we have found a huge upsurge in request for additional support and the time taken in dealing with the concerns our clients which has meant

and experience with younger adults

that we are spending more time with them. e.g. organising home shopping deliveries, arranging collection of prescriptions etc

Older people feel more integrated in their communities through sharing knowledge and experience with young children

Increase the number of older people with dementia who live well through support from Befriender Advocates who are Dementia Champions

Increase support for those that Care for people living with dementia through additional support from trained dementia champions

Increase the number of older people making a positive contribution to their communities

### Key Performance Indicators

KPI	Target	Actual	Comments
Number of isolated older adults are visited by a befriender advocate on a fortnightly basis per year.	50 isolated older adults are visited by a befriender advocate on a fortnightly basis per year. 75% of adults visited report improved outcomes, reduced isolation	12	12 new referrals assessed and telebefriended during this quarter
Number of older people attending group outings	5 group outings are organised with at least 5 older people attending per outing per year. 80% of participants report reduced loneliness in questionnaire	0	No outings could be arranged due to lockdown.
Number of people per year with dementia are visited on a regular basis by a Befriender Advocate who is a Dementia Champion, to undertake a range of activities including reminiscence, and other activities that stimulate the brain.	15 people per year with dementia are visited on a regular basis by a Befriender Advocate who is a Dementia Champion. 75% report improved results on loneliness questionnaire.	23	All clients diagnosed with dementia and telebefriended by a Befriender Advocate who is a Dementia Champion
Number of older people taking up volunteering opportunities to provide support to other older people.	Recruit at least 4 older volunteers to provide support to other older people. 85% report positive feedback	2	2 Older volunteers recruited in April 2020

### Grant Officer's Comment

The Project has delivered tele-befriending services during Apr-Jun. It has met most of the KPIs and met all the grant conditions.

# Toynbee Hall

Project Name: The Wellbeing Centre at Toynbee Hall

**Programme:**

Local Community Fund

**Grant Amount: £144,949.00**

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## Project Description

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**Project Theme:**

Theme 1 - Scheme B: Older People

PROJECT SHORT DESCRIPTION

This project will offer holistic relational support to older people aged 50+ in Tower Hamlets. It aims to make Toynbee Hall's existing provision at our Wellbeing Centre more inclusive and responsive to needs and to build stronger networks of information sharing and peer-support between users and those not accessing services.

**Project Start Date:**

01/10/2019

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## Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Progress**

During this quarter we have recruited a new Community Centre manager which will assist us in delivering this work going forwards.

**Type of Organisation:**

Registered Charity

Our office and therefore community centre is currently and for the foreseeable future closed. We are engaging with service users through telephone and digital means and will be able to deliver detailed reports on this at the end of the current quarter or when requested.

**Area Based:**

Spitalfields and Banglatown

We have also been working to support local families and children during the lockdown period. We have distributed nearly 200 Eid gifts to families with no recourse to public funds and in collaboration with London Play have been working to distribute play packs to vulnerable children through local schools.

**No. of paid Staff:**

53

**Area of Benefit:**

Spitalfields and Banglatown

As we have been unable to use our community centre for community activities during the period we have made the space available to a local food bank who needed space in order to operate.

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## Key Performance Indicators

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**Outcomes:**

Increased ability and confidence to take control of their health and tackle challenges for 80 older people aged 50+ per year

120 older people aged 50+ per year report increased social networks and maintain these relationships outside the Wellbeing Centre

More flexible and supported

KPI	Target	Actual	Comments
Number of individuals (older people) attending health promotion sessions per year held at the Wellbeing Centre per year.	80 older people attend 12 health promotion sessions per year.	0	We have been unable to run these sessions during the lockdown period
Number of service users recruited into volunteering opportunities per year.	40 service users recruited into volunteering opportunities per year.	3	3 service users were recruited into the telephone befriending service and have been making befriending calls to other older people
Number of social activities held at the Wellbeing Centre per year.	144 social activities held at the Wellbeing Centre per year.	0	We have been unable to run these sessions during the lockdown period

volunteering  
opportunities means  
40 older people aged  
50+ feel able to make  
a contribution to their  
communities per year

Regular social,  
physical and skills  
sharing activities lead  
to better physical and  
mental wellbeing for  
120 older people aged  
50+ per year

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## Grant Officer's Comment

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The Project has been able to deliver an adapted service while the wellbeing centre was closed down. All grant conditions have been met.  
Satisfactory report.

# Globe Community Project

Project Name: Take Back Your Life

Grant Amount: £98,165.00

**Programme:**

Local Community Fund

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## Project Description

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**Project Theme:**

Theme 1 - Scheme C: Access, Information and Self-Management

A mindfulness-based pain management programme, addressing chronic pain/illness, related social isolation and inactivity. Designed for Tower Hamlets residents with potentially lower language, literacy and income levels and/or from hard to reach groups. Based on the award-winning book: 'Mindfulness for Health' and delivered by experienced, fully accredited Breathworks trainers.

**Project Start Date:**

01/10/2019

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## Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Progress**

The transfer from live to remote provision has, for the most part, gone very well and been well received. We offered:

**Type of Organisation:**

Registered Charity

- A pilot online "Mindfulness Based Stress Reduction" course (5 weeks x 1.5 hours for 6 participants)
- Weekly online "zoom" follow-on sessions for cohort 1 and cohort 2 of our "Take Back Your Life" pain management and mindfulness program.
- Sets of up to six, one to one, 30 minute, phone mindfulness support sessions for past and new clients.

**Area Based:**

Bethnal Green

**No. of paid Staff:**

0

Retention:

- Despite the difficult conditions of the current pandemic, all participants completed the online pilot course.
- Between 2 and 7 participants have attended the weekly, one hour mindfulness support sessions on a Monday (for cohort one and before) and up to 6 people per week have attended on a Tuesday (for our Poplar Union and pilot online mindfulness cohorts).

**Area of Benefit:**

Boroughwide

Numbers vary from week to week due to participant commitments.

- 8 people benefitted from our sets of phone support sessions.

**Outcomes:**

40 - 48 people per year with chronic pain and illness from disadvantaged communities across Tower Hamlets have increased knowledge, tools and skills (through mindfulness, nutrition and exercise) to manage their health condition and live independent lives

Gender:

Pilot course:

- 1 male and 5 females

1:1 phone sessions:

- 1 male and 5 females

Mindfulness support sessions:

- 15 females

Age range: 30 to 75

Ward: The program is offered Borough wide. More detailed reporting will be offered in the annual annex b report.

- NB" For the "pilot" online mindfulness course, we offered places to people living or working in the Borough.

Between 50 and 100 additional people over the 3.5 year period to meet the above outcome through the

It has not been possible to meet our planned KPI's or provide statistics for this course as our pilot course participants did not necessarily have pain issues. Due to the Covid

mindfulness  
champions cascading  
learning programme

40 - 48 People per  
year with chronic pain  
and illness from  
disadvantaged  
communities across  
Tower Hamlets  
experience reduced  
pain experience and  
pain discomfort and  
increased ability to  
manage pain through  
development of  
mindfulness practise

40 - 48 people per  
year with chronic pain  
and illness from  
disadvantaged  
communities across  
Tower Hamlets report  
feeling less socially  
isolated as a result of  
meeting others with  
similar health  
conditions during the  
programme

40 - 48 per year  
people with chronic  
pain and illness from  
disadvantaged  
communities across  
Tower Hamlets have  
increased awareness  
of and access to a  
range of local support  
services to help  
manage their health  
and mental wellbeing  
developed through  
signposting and follow  
on sessions

pandemic, we were not able to recruit a full pain course. Shannon Phillips from the University of Leeds is currently researching the long term effects of the program.

The current pandemic made recruitment difficult for several reasons:

- People were busy looking after family members and home schooling children,
- We weren't able to run taster sessions in local community groups.
- An online course can be a barrier to some of our demographic.
- Without ongoing treatment and therapies, some participants were experiencing flare ups.
- Anxiety can exacerbate pain symptoms.

To enable as many people as possible to benefit from our program, we adapted the course to help with general pandemic conditions as opposed to just offering it to people with pain and chronic illness.

Even though this course was not pain specific, stress is a huge factor in pain management and this course was still applicable to those with pain.

Due to the changed nature of the course, we adapted our method of assessment and asked participants questions at the end of the course:

- 6 out of 6 surveyed participants said they would be very likely or extremely likely to use mindfulness in the future.
- All 6 participants found the course useful to varying degrees (one person said "useful", 3 people said "very useful", 2 people said "Extremely useful")

### **Other**

The Chair of GCP died in March. The organisation has since recruited two new trustees.

Further developments:

In this quarter, we confirmed a new partnership with Poplar Harca Housing Association.

We ran two Facebook live sessions to publicise the program and will offer live face to face courses at Poplar Harca community centres around the borough when government regulations permit this action.

Our Service Level Agreement with St Margarets House was cancelled due to covid 19 and we hope to re-establish our partnership when the centre eventually opens.

In the next quarter (July, August, September) we will offer:

- Weekly one hour follow-on, mindfulness support, online sessions for cohorts from our first two courses and of past programs, ie. We will offer two, one hour online sessions per week (Monday for course 1 and previous attendees, Tuesday for course 2 attendees)
- Approximately 6 sets of 6 weekly individual 30 minute phone mindfulness and pain management support sessions. If the take up is not high, we will offer ongoing support sessions to those who take up the provision.
- Project lead has recruited for will facilitate our first smaller online "pain management course". This course has 1 participant from last quarter's cancelled course, who will support the course and one participant from outside the borough. The

course has 8 participants including our supporter.

- Project lead will run a second online course for participants who's program was cut short due to the pandemic and for other recruits.
- Project lead will continue training and development in Health Coaching as an additional branch to the program. As part of her training she will offer free health coaching sessions to course participants.

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### Key Performance Indicators

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KPI	Target	Actual	Comments
40 - 48 participants per year report increased knowledge, awareness and confidence to self-manage health condition (through mindfulness, nutrition and exercise) over one year.	10-12 people per quarter report increased knowledge, awareness and confidence to self-manage health condition (through mindfulness, nutrition and exercise)	0	This KPI could not be met as we offered an agreed "Introduction to Mindfulness" course. We looked instead at changes in managing Stress and difficulty).  However the case studies and videos of participants in our mindfulness support sessions demonstrate that the KPI is being met in some instances.
40 - 48 participants reporting increase in levels of pain self-efficacy after 5 week course	10-12 people per quarter report increase in levels of pain self-efficacy after 5 week course	0	This KPI could not be met as we offered an agreed "Introduction to Mindfulness" course. We looked instead at changes in managing Stress and difficulty).  However the case studies and videos of participants in our mindfulness support sessions demonstrate that the KPI is being met in some instances.
40 - 48 participants reporting decrease in levels of pain catastrophising after 5 week course	10-12 people per quarter report decrease in levels of pain catastrophising after 5 week course	0	This KPI could not be met as we offered an agreed "Introduction to Mindfulness" course. We looked instead at changes in managing Stress and difficulty).  However the case studies and videos of participants in our mindfulness support sessions demonstrate that the KPI is being met in some instances.

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### Grant Officer's Comment

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Report is satisfactory in context of ongoing restrictions on service relating to Covid-19 pandemic.

## Real DPO Ltd

Project Name: Taking control of your life

**Programme:**

Local Community Fund

**Grant Amount: £218,714.00**

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### Project Description

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**Project Theme:**

Theme 1 - Scheme C: Access, Information and Self-Management

The "Taking control of your life? project delivers creative support planning support alongside a user-led co-production group harnessing the views of people with lived experience of disability. This project maximises independence, supporting people to make decisions on how they want to fulfil their ambitions and also help ?change the system?.

**Project Start Date:**

01/10/2019

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### Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Progress**

During our first quarter of the project, we were focused on project set up. Included in this was a period renegotiating our performance indicators, including setting new key performance indicators that would better represent the impact the project intends to make. As such, while we are not reporting figures against the key performance and other indicators, we will update on the actions undertaken and networks created which will help ensure the project is led by disabled people and can have a meaningful and positive impact on their lives. The KPIs were set up to have little/no delivery in the first quarter.

**Type of Organisation:**

Registered as Company Limited by Guarantee

We launched Taking Control of Your Life at the Tower Hamlets Health and Wellbeing Forum on the 25th of June, to a variety of organisations based or delivering locally, including People Plus, Age UK East London, The Carers Centre Tower Hamlets, Healthwatch Tower Hamlets, and Positive East. In addition to practitioners and organisations, this event also included disabled people as individuals commenting on the discussions. Roughly 30 people attended, in addition to the presenters and supporting staff from the Tower Hamlets Council for Voluntary Service.

**Area Based:**

Blackwall and Cubitt Town

We chose this Forum meeting because it was focusing on Personalisation and so perfect as a launch platform. The topics covered organisations introducing their approach or key concerns around personalisation:

**No. of paid Staff:**

8

- The Macmillan Tower Hamlets Living with Cancer programme presenting about their Macmillan Local Authority Partnership Programme

**Area of Benefit:**

Boroughwide

- London Borough of Tower Hamlets on the commissioning aspects of Personalisation and People Plus on how they support people with direct payments

**Outcomes:**

Residents of all ages are better informed / equipped to manage health conditions

- The Carers Centre on how personalisation works in practice for carers

Real then covered the following in our presentation to the Forum:

Increased awareness of and access to local services, including crisis support

- Setting context and explaining our past work, including on the social model of disability

More mainstream services are culturally inclusive, welcoming and accessible for disabled people and

- Context of working to simplify and make accessible systems of support

- The present, including Covid-19 and exploring social isolation and limitations on life opportunities

- Key issues for the future, including digital and social exclusion, sustained recession, and the need for creative solutions

- In the project, our approach to support planning and user-led personalisation of support

- Coproduction underpinning the project, including ensuring our approach is brought to decision-makers within statutory bodies and providers

people experiencing mental health issues from different ethnic backgrounds, different faith backgrounds, and who are LGBTQI

Adults with complex needs (i.e. who have multiple issues affecting their lives) have better health outcomes

Disabled people and people experiencing mental health issues are more independent; are more aware of and more likely to participate in local services; have a better quality of life.

Disabled people and people experiencing mental health issues are more in control of their lives

- How the forum can be involved with the project, both in terms of referring clients, and in coproduction in the parts that “change the system”.  
Breaking into groups, we then discussed their insights into personalisation and our approach. We in particular discussed different support planning opportunities that can be used both in and out of a Care Act context and how this could help ensure that our work with the project is innovative and creative. Disabled people were able to input into all aspects of these conversations and discuss the real impact that personalisation can have on their lives.

The forum discussed how to ensure that, as well as hitting our Key Performance Indicators, we would have the most real impact in making change for individuals.

### **Other**

Recruitment and onboarding against the project of staff continues. The positions were advertised using the national CharityJob website. We also used a range of partners and networks to target both disabled and local people, including: THCVS, Inclusion London, and direct emails to some 15 partner organisations asking them to spread the word. They’ve also been promoted on our social media.

Alongside the recruitment for this project, we have also been recruiting a new Communications and Marketing Coordinator. Amongst other things their role will be to support development of communications and marketing strategies that allow us to be more relevant to more people. In doing this they will also need to take into account the post-COVID 19 new ways of working.

### **On Continuous Co-design**

We will be bringing this work to our own coproduction group, which hopefully several individuals connected to the forum will join, and will be using our own group to highlight structural and practical barriers that can be removed to enabled disabled people are supported to have agency within their lives. Following our presentation and break-out groups, we ensured we built connections to other organisations, and individuals had an invitation to join our coproduction group.

Outside of work with the forum, we have also partnered with Inclusion Barnet to understand better their approach to personalisation and support planning, including their Enablement Partnership. This was also an opportunity to build links outside of London, as we collectively met with two members of staff from the National Think Local Act Personal initiative, and with a representative from the National Co-production Advisory Group to input into our project. Central to Taking Control of Your Life is making change for disabled people in a structural way. We shared experience and insights into inputting into decision-making within statutory bodies, and helping to ensure providers are inclusive to a wide variety of disabled people.

During this set up time building a series of networking opportunities and insight into our planning, we have also been undertaking project set up work alongside promotion. Our Project Administration team, and Head of Programmes, have been working to put into place the systems and processes that will underpin our advice work, coproduction, and reporting.

Coronavirus had an impact on us as an organisation as we had to move all of our staff (the majority of whom are disabled) to a home working situation. This had an impact on some of our mobilisation activities, delaying us slightly. It has of course had a significant and disproportionate impact on many disabled people themselves, with higher death rates, different issues to deal with compared to non-disabled people (such as managing their own care and support and shopping arrangements differently), and higher levels of social and digital exclusion. This will mean that people are not currently focusing on longer-term issues such as planning their future, getting rehomed, getting a new job, et cetera. Throughout our narrative on the key performance indicators we have sought to explain where it has had or will have specific impacts, and how we are addressing them.

Realising Change is an existing, autonomous coproduction group with a complementary remit. They have been involved in making change in the borough for some time, including working on the Integrated Personal Commissioning, and as such have a wealth of experience and understanding around support planning and the key barriers for disabled people taking control of their lives. As well as offering an opportunity for existing members of Realising Change to join the new co-production group underpinning all of the work in Taking Control of Your Life, Real will also be working with the chairs on ensuring the whole group's experience and understanding can inform our approach.

In the context of COVID 19, traditional ways of getting disabled people to meet are going to be less possible. In terms of the coproduction elements of this project we will need to find new and more creative ways of enabling group work given that many will not be able to travel or attend group meetings. We have been piloting this in our parallel Local Voices project but even this shows many disabled people need technology support and skills training to do things that others take for granted, such as accessing Zoom meetings. We are looking at this across our organisation, and also working as part of the THT Digital Exclusion task force, to find creative new solutions in these challenging times. We are also fundraising for additional equipment to loan people to support their inclusion.

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### Key Performance Indicators

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KPI	Target	Actual	Comments
Number of people to be supported per year to develop a holistic support plan	Year 1	0	<p>We want to ensure we use existing good practice, and develop best practice. We are developing the project to codify new practice, as part of the ongoing process of giving advice and support planning around health. We are working with the Health and Wellbeing Forum and Inclusion Barnet to understand what good practice looks like elsewhere in the Borough and with connections to other boroughs in London. We have also ensured that our own database of practice from prior projects is up to date and accessible to all staff providing support planning advice.</p> <p>In response to the coronavirus situation we put up extensive information on Real's website, in conjunction with THC and other partners, to help people be informed and make improved choices. This included a significant range of resources around accessing PPE, using direct payments budgets creatively, and advice for people who use personal assistants. It can all be found at <a href="http://www.real.org.uk/coronavirus">www.real.org.uk/coronavirus</a>. The information was highly acclaimed by the Director of Social Services and has been held out as good practice around the UK.</p>
	34 people		
	Year 2		
	46 people		
	Year 3		
	46 people		
% of people who have developed a support plan	Year 1	0	Our coproduction group will from the beginning have access to the combined expertise of members of the Realising Change group, who have been working on an agenda of
	90%		

<p>who report that they feel more independent and have a better quality of life</p>	<p>Year 2 90%</p> <p>Year 3 90%</p>		<p>personalisation for disabled people for some time – please see the following section on Realising Change. With our work with Inclusion Barnet, our advice service will input into our coproduction group to discuss what independence and quality of life look like for disabled people, collected by our Project Administration and coproduction and engagement teams. We will then bring this work to statutory decision-makers and providers.</p> <p>The above mentioned coronavirus guidance includes specific additional guidance for people on direct payments and who run and control their own social care support. This was particularly important at this difficult time when people needed to change the way that they were managing their own care and support plans at this point. Because of the need to get this guidance out quickly we were not able to develop quick ways of understanding how many people access the guidance, to add data to our initial KPIs. We will however see whether we can use Google analytics or other methods to establish some of this retrospectively. It may need to be evaluated qualitatively rather than quantitatively.</p>
<p>% of people who access new services who report that they have had a positive effect on their lives</p>	<p>Year 1 50%</p> <p>Year 2 60%</p> <p>Year 3 70%</p>	<p>0</p>	<p>We have undertaken an initial survey of services and support within the borough using expertise from exist and previous coproduction groups and staff, which has been collated via our Project Administrators and other staff into a series of documents. This will form the start of a live comprehensive list of where people can access services. Our advice and signposting services will have a series of processes, including in our follow-up surveying of those who have undertaken support planning. This will feed into the work that our coproduction group will be undertaking targeting specific barriers that disabled people face as part of the rest of their identity as identified in the performance indicators.</p> <p>We do know from our parallel advocacy service that many disabled people, during the COVID-19 situation, have been focused on the basics of ensuring they receive their social care requirements, and are able to get food to eat. From a disabled people the relaxation of lockdown will not have an immediate effect as they will need to continue to socially distance, whether for medical reasons or because they have no choice (e.g. no safe access to transport). We will need to carefully map out</p>

			how this will have an ongoing effect on the project.
% of people supported to develop a support plan report feeling they have more choice and control over their lives	Year 1 80% of people supported Year 2 80% of people supported Year 3 80% of people supported	0	We have been developing a network of expertise and lived experience of the positive impacts of personalisation through our work with other VCS organisations through the Tower Hamlets Health and Wellbeing Forum. This includes discussions with existing practitioners in a variety of projects, but also disabled people as individuals who may receive support to gain a further element of choice and control over their lives. This work, and our coproduction group who we hope a number of these individuals will engage with, will work to continuously improve our support planning advice.

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### Grant Officer's Comment

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Satisfactory report in terms of project start up in context of Covid-19 pandemic and delays caused by funding agreement negotiations.

## London Tigers

Project Name: Exercise for health: BAME women, children and young people

**Programme:**

Local Community Fund

**Grant Amount: £149,590.00**

**Project Theme:**

Theme 1 - Scheme D:  
Healthy living and healthy choices

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### Project Description

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Exercise for health project delivers a series of sports, physical activities and health-related workshops for women, young people and children to make positive choices about their health and wellbeing. It will provide pathways to stay involved, excel in sports, and develop healthier habits for life.

**Project Start Date:**

01/10/2019

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### Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Progress**

During the last 3 months of our project, we continued to engage and provide positive activities to our beneficiaries through digital base provisions. Our staff sustained building a positive relationship and helped to create a resilience atmosphere during these uncertain times for local women, young people to receive support, maintain health and social networks.

**Type of Organisation:**

Registered Charity

**Area Based:**

Poplar

Throughout March, we noticed that our participants were more concerned about going outdoors and attending our sessions. Hence, our steering group and staff had to reassure them that it was safe to attend. Due to the impending COVID situation and lockdown, we implemented adjustments to continue to liaison and support local residents in terms of their health and wellbeing. For example, when the sessions were closed, following Government guidelines and consultation from our beneficiaries, our staff initiated virtual online activities through media platforms such as Zoom and gave an activity plan, which includes activities they can do at home. This was great because it gave our beneficiaries a sense of ownership and steering for potential future initiatives we should develop going forward.

**No. of paid Staff:**

8

During the lockdown, participants were anxious and wanted life to return to normality. Our staff organised various online activities support such as physical activities including aerobics, fitness, and boxercise for continued engagement. Our workers dedicated considerable time to this, providing activity plans and information, especially to some of the most affected individuals who were anxious, self-isolating, or facing other difficulties. Our staff worked diligently to address issues within the COVID context. We are doing our utmost to help these women where we can. Those women who are most vulnerable were contacted regularly to help ease the adverse social and mental consequences of the lockdown. The physical activities were the most popular activity as most women were more interested in keeping fit and doing activities with their children. They also wanted to see their friends and peers whom they have not seen face to face and find out how they have been. It was a good way for them to maintain friendship/relationship and not feel lonely during the lockdown. A few of our beneficiaries felt this engagement has helped them to keep in contact with her friends which they recently formed. For some women, this club is the only time they are able to get together and talk to their peers face to face since the lockdown.

**Area of Benefit:**

Blackwall and Cubitt Town  
Bromley North  
St Dunstan's  
Stepney Green  
Weavers  
Whitechapel

**Outcomes:**

Increased number of BAME children and young people will achieve the weekly minimum level of physical activity

Increased number of BAME women will achieve the weekly minimum level of physical activity

Reduced loneliness

The lockdown has temporarily hampered our overall momentum of the project built since last year and to date, we have engaged 154 women and 118 CYP. Our project has been pivotal during these uncertain times and served as a hub for these women, young people and their families to receive support, be informed and adhere to

and social isolation amongst women especially those from BAME backgrounds by addressing barriers such as lack of confidence through bilingual coach

Greater sense of community cohesion: More people feel positively connected to other members of their local community, have a better understanding of other members of their local community, and feel better understood and respected themselves.

Improved health and wellbeing in children & young people and adults including older adults

Increased number of a wide range of accessible, high quality sports/exercise sessions available for underrepresented groups

Increased knowledge about where to go for information and advice regarding health and wellbeing.

Increased number of people actively engaged in volunteering to deliver sports activities and cultural celebrations within the community

safety. In the meantime, we are preparing for the re-start of our sessions when we are able to. Despite the Covid uncertainty, we look forward and are optimistic about the positive developments that can be made for the local community.

### Other

As mentioned previously on the project progress, we offered various services and provisions in response to Covid-19, to communities in Tower Hamlets. Our staff initiated phone-based support and virtual online activities. These include befriending, mentoring, counselling, advocacy & advice and other general support. We have kept in contact with our participants ensuring their wellbeing and provided provisions such as advocacy or just a chat to lighten one's mood. Our staff have done their utmost to help these residents where they could. Those residents who were most vulnerable were contacted regularly to help ease the adverse social and mental consequences of the lockdown. We had referrals from GP, and we are receiving regular calls from our members for support. Our organisation played a major role in the community during this Covid situation, building resilience and networks between residents and other services.

### Key Performance Indicators

KPI	Target	Actual	Comments
% of BAME CYP attending sport and physical activities including health workshops report improved health and wellbeing.	75% of BAME CYP report improved health and wellbeing, 150 BAME CYP (aged 8- 15) engaged per annum, 36 = sessions delivered per qtr	69	Due to the lockdown, most CYP struggled to cope and the reduced social interaction had a negative effect. We are planning to do more activities with them to mitigate the negative effect and improve their wellbeing.
% of BAME women attending sport and physical activities report improved health and wellbeing	150 BAME women engaged per annum, 75% of BAME women report improved health wellbeing, 36 = sessions delivered per qtr	81	
% of BAME women per year attending the varied sports and physical activities programme report feeling less isolated and less lonely.	75% of BAME women per year report feeling less lonely and isolated	81	
Number of BAME individuals report feeling positive and feel able to contribute as a result of volunteering	8 volunteers per year report feeling positive	4	

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## Grant Officer's Comment

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Satisfactory report in the context of the Covid-19 pandemic. Project has adapted well to the challenges of the pandemic.

# MUDCHUTE ASSOCIATION

Project Name: Playing out at Mudchute

**Grant Amount: £70,000.00**

**Programme:**

Local Community Fund

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**Project Description**

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**Project Theme:**

Theme 1 - Scheme D: Healthy living and healthy choices

We will use Mudchute’s unique natural facilities to provide a range of freely chosen play opportunities in a safe, stimulating environment. Enabling children access to participate in freely chosen, innovative leisure and sporting activities will promote; exercise, healthy eating, social and life skills through the process of ‘Learning through Play’

**Project Start Date:**

01/10/2019

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**Quarter Progress Update – April – June 2020**

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**Project End Date:**

31/03/2023

**Progress**

Like so many other organisations, this has been an extremely difficult period for Mudchute. We closed all services on 21st March 2020 in keeping with Government guidelines and this resulted in a cessation of our face to face play sessions.

**Type of Organisation:**

Registered Charity

However, the Play worker has been carrying out informal play sessions in the street local to her home and we have been posting regular bulletins of this on our website.

**Area Based:**

Canary Wharf

She has also started to post updates of the book she is producing on our farm animals and is using this as a tool for story telling.

**No. of paid Staff:**

48

As mentioned, the pandemic has meant that we have not been able to really meet any of the targets stipulated but we are hopeful that if conditions improve, we will be able to work towards meeting these later in the year.

**Area of Benefit:**

Canary Wharf  
Boroughwide

**Other**

We have had several members of our staff team who have been furloughed working alongside other local volunteers providing food and other household goods to vulnerable people and the homeless.

**Outcomes:**

Increased participation in a wide range of culture, play, physical activity, leisure and sport inclusive for all

More social opportunities for reducing isolation through participation in culture, play, physical activity and sport

Increased participation from

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**Key Performance Indicators**

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KPI	Target	Actual	Comments
Consistent play leisure opportunities for children and young people. Children and young people engaged in regular physical activity each year.	400 hours play provision annually to include weekend and school holidays A minimum of 1000 attendees annually Questionnaires and case studies identify increased interest and enthusiasm of individuals to participate regularly in play activities	0	We have not been able to produce any figures for this quarter due to restrictions caused by the Pandemic but are hopeful that we will be able to restart with limited face to face activities in August,.

marginalised groups

Creating opportunities for inter-generational relationships, shared experiences through culture, play, physical activity, leisure and sport .

Children who do not usually interact in social events outside of school or home will participate in the project each year.	40 attendees annually Questionnaires and case studies identify enhanced confidence of individuals which enables them to travel independently to socialise with others.	0	As mentioned previously, unable to provide any figures towards this target.
A variety of events will be developed that will include a range of multicultural activities, designed to encourage community cohesion and intergenerational cooperation	15 older people annually become involved in a voluntary capacity, working with children to pass on life skills and experiences.	0	
Number of participants from those who do not usually participate in social events, ethnic minority groups, those with additional needs and girls / women	A minimum of 200 girls / young women attendees annually	0	

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### Grant Officer's Comment

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Normal project services have been suspended due to closure of Mudchute Farm. It is difficult for organisation to offer virtual replacement activities.

## Newark Youth London

Project Name: Healthy-Active-Together (HeAT)

**Programme:**

Local Community Fund

**Grant Amount: £98,399.00**

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### Project Description

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**Project Theme:**

Theme 1 - Scheme D:  
Healthy living and healthy choices

The Healthy-Active-Together (HeAT) project will offer a wide range of sports and physical activities across the borough with the objective of engaging inactive young people (10 to 25) and their families in regular sports and physical activities to improve health and wellbeing, and reduce isolation and exclusion.

**Project Start Date:**

01/10/2019

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### Quarter Progress Update – April – June 2020

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**Project End Date:**

31/03/2023

**Type of Organisation:**

Registered Charity

**Area Based:**

Whitechapel

**No. of paid Staff:**

4

**Area of Benefit:**

Bethnal Green  
Limehouse  
Shadwell  
St Peter's  
Stepney Green  
Whitechapel  
Boroughwide

**Progress**

Due to Covid 19, at the end of March 2020, all our face to face sports & physical activity sessions (both indoors and outdoors) were stopped. As an organisation, we quickly took the decision to go digital and provide online services for our clients. From April 2020 we started delivering 2, 45 mins sessions (Mon & Wed@4pm) using Zoom for children and young people (CYP) (10-19 year olds). The idea was to keep CYP connected during the pandemic and enable them to stay active and support their mental wellbeing. Towards the end of April 2020, we started delivering a women only session every Tuesday 5:30-6:15pm to keep local women connected, keep them active and support their wellbeing.

In this quarter we delivered 36 sessions in total, 26 for CYP and 10 for women only. In total we had 31 people register, 19 CYP and 12 women. On average we had 5-6 CYP joining the sessions and 3-4 women joining the sessions.

Out of the 19 CYP, there were 13 boys and 6 girls, and 11 CYP attended 5 or more sessions. Ethnicity Breakdown for CYP: 1 = Black African; 1 = Russian/ White Other; 1 = Vietnamese; 16 = Bangladeshi

Due to the changes in our service delivery, we were unable to complete the health questionnaires. We are looking to complete some with the CYP via email. We've had positive responses from CYP and women about our sessions and how it has helped them to stay connected, meet other people online and cope with the pandemic. They were able to get support and advice about Covid-19 and how to stay safe and well.

We have taken into account equalities and diversity and community cohesion issues in the following ways:

- Only used indoor spaces for our sessions so those without balcony or garden were not left out
- Only used household items for sessions so those without equipment (balls, bats, etc.) could participate
- Allowed more than 1 person to join using a device (some families only had one device)
- Allowed those who did not want to be on video while doing exercise to participate by audio (girls and those less comfortable benefited from this)
- Included those with language barrier by demonstrating and then following afterwards
- Adapted session for Ramadan so less strenuous/demanding for those fasting
- Enabled everyone to participate by encouraging them and allowing them to participate at their own pace

**Outcomes:**

Increase in participation in sports and physical activities by inactive residents of all ages (children, young people, adults, women, disabled and older people)

Improved health and wellbeing

The unexpected result of delivering online sessions is that 29 out of the 31 clients in this quarter were new and not previous service users (19 CYP and 10 women). We will explore delivering some sessions online as it does bring new people to engage with the

Increased participation in sports and physical activity by marginalised groups

Reduction in isolation and exclusion

Increase in opportunities for intergenerational relationships and shared experiences

service.

From August 2020, we are looking to start some sessions outdoors (face to face) following new government guidelines and with the opening of outdoor pitches/spaces. We are also waiting for Bishop Challoner School indoor venue to open again so we can look into starting our Saturday women and girl's session again.

**Other**

We have recruited 3 new Sports Development Officers who will be delivering this project. They will start from January 2020.

Due to Covid-19 the organisation has had to stop all its outdoor and face to face sessions and started delivering services online. Staff worked remotely and only went to the office for essential work.

We are updating some of our policies and procedures, so they are in line with delivering digital service and when we finally decide to go back to delivering outdoor and face to face sessions.

As we agreed to be one of the organisations to be on the council website for providing Covid-19 support we received 3 contacts to help local people. Out of the 3, 1 woman needed help with getting her medicine from the pharmacy, which we delivered to her house. The other 2, they did not require our support as they were able get their shopping but appreciated our contact to help.

**Key Performance Indicators**

KPI	Target	Actual	Comments
Number of previously inactive children, young people and adults participating in sports and physical activity regularly.	700 (80%) beneficiaries by Mar 23 report an increase in participation in sports and physical activities (200 per year).	29	We know the majority of the beneficiaries were inactive as they were in lockdown and were unable to play sports or be active outdoors.
Beneficiaries improve their health and wellbeing	700 (80%) beneficiaries by March 2023 report improved health and wellbeing (200 per year).	14	Unable to complete the health & wellbeing questionnaires due to covid-19. However, we know from staff observation and continuous participation that 14 of them improved their health and wellbeing.
Beneficiaries will state they are less isolated or excluded	438 (50%) beneficiaries by March 2023 will report reduced isolation and exclusion (125 per year).	14	Unable to complete the health & wellbeing questionnaire due to covid-19. However, we know those who participated regularly we less isolated and excluded, especially in this pandemic where they were unable to go outdoors and visit family and friends.

**Grant Officer's Comment**

Satisfactory report in the context of restrictions on the project arising from lockdown and Covid-19 pandemic

## Stifford Centre Limited

### Project Name: Healthy Lifestyle Partnership Programme

**Programme:**  
Local Community  
Fund

**Grant Amount: £280,095.00**

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#### Project Description

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**Project Theme:**  
Theme 1 - Scheme D:  
Healthy living and  
healthy choices

A free membership health club with over 20 different classes and groups per week, brought to you by seven different organisations working together. Build points, beat your personal best and feel your health improve. Health Club is suitable for all ages, and participants will design the activity program alongside providers.

**Project Start Date:**  
01/10/2019

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#### Quarter Progress Update – April – June 2020

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**Project End Date:**  
31/03/2023

##### Progress

Due to the current pandemic Covid-19, Stifford Centre and it's partner organisations had been closed to the public and our regular sessions had been ceased. We have adapted to this change by keeping in touch with our service users & participants, virtually via email, WhatsApp, video call & chat and by telephone.

**Type of Organisation:**  
Registered Charity

We also shared resources, articles, online support for course health and well-being tips in order to keep connected with our users & participants and to help combat potential feelings of isolation.

**Area Based:**  
Stepney Green

Unfortunately, due to the current situation we have had to stop face to face sessions to protect our staff, volunteers and users health and safety.

**No. of paid Staff:**  
4

Due to the pandemic Covid-19, we have delivered some of the sessions virtually through video call, chat and telephone.

**Area of Benefit:**  
Bethnal Green  
Shadwell  
Spitalfields and  
Banglatown  
St Dunstan's  
St Katherine's and  
Wapping  
Stepney Green  
Weavers  
Whitechapel

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#### Key Performance Indicators

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KPI	Target	Actual	Comments
A minimum number of people become members per annum.	400 people are registered users of health club per annum	46	Due to the current pandemic Covid-19, our regular sessions had been ceased. We have delivered some of the sessions virtually through video call, chat and telephone. Though we couldn't achieve our target for this quarter due to the Pandemic, but we will achieve all our target outcomes over the lifetime of the project.
% of members report higher levels of wellbeing after six weeks of membership	80% of members report higher levels of wellbeing	0	Due to the current pandemic Covid-19, our regular sessions had been ceased. Though we couldn't achieve our target for this quarter due to the Pandemic, but we will achieve all our target outcomes over the lifetime of the project.
% of members report improved	80% of members	0	Due to the current pandemic Covid-19, our regular sessions had been

**Outcomes:**  
  
The people of Tower Hamlets have access to free, varied healthy activities.

More people in the Southwest and Northwest locality of Tower Hamlets are consciously taking care of their health.

Service Users are more active.

Service Users feel greater levels of wellbeing and experience positive health outcomes.

People in Tower Hamlets have access to free healthy eating on a budget classes.

Community Cohesion in the Borough is improved

health and wellbeing as a result of eating a healthy and balanced diet.	report improved health and wellbeing through adopting a healthier diet.		ceased. Though we couldn't achieve our target for this quarter due to the Pandemic, but we will achieve all our target outcomes over the lifetime of the project.
% of members who report having a better understanding of maintaining a healthy lifestyle as a result of health information, talks and discussions.	80% of members report having a better understanding of maintaining a healthy lifestyle	0	Due to the current pandemic Covid-19, our regular sessions had been ceased. Though we couldn't achieve our target for this quarter due to the Pandemic, but we will achieve all our target outcomes over the lifetime of the project.

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### Grant Officer's Comment

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Report satisfactory in context of service not having fully operated due to Covid-19 pandemic.

# The Bangladesh Youth Movement (BYM)

Project Name: Live Healthy Enjoy Life [the Female Health & Development Project]

**Programme:**

Local Community Fund

**Grant Amount: £75,397.00**

**Project Theme:**

Theme 1 - Scheme D: Healthy living and healthy choices

**Project Description**

'Live Healthy' 'Enjoy Life' will operate from BYM's Women's Centre providing proactive and responsive health development activities which ensure excluded BAMER women develop healthy lives and manage their own physical and mental health ; peer volunteer befriending and development of social networks will alleviate isolation and facilitate inclusion.

**Project Start Date:**

01/10/2019

**Project End Date:**

31/03/2023

**Quarter Progress Update – April – June 2020**

**Type of Organisation:**

Registered Charity

**Progress**

During COVID-19 we delivered our women health activities through remotely/telephone contact to our beneficiaries and advise and cocaches them on weekly basis on health related matter such as : Coronavirous issues , follows government guideline , keep safe and look after their health and family , keep continue health exercise in home , eat healthy foods, any health problems - keep contact to GPs and other health professional if needed and also we keep up date our project / activities accordingly .

**Area Based:**

St Katherine's and Wapping

**Other**

During COVID-19 in difficult time , we help and support to local communities and our beneficiries to provide food and other household essential items in Tower Hamlets.

**No. of paid Staff:**

3

**Area of Benefit:**

Shadwell  
Spitalfields and Banglatown  
St Dunstan's  
St Katherine's and Wapping  
St Peter's  
Stepney Green  
Whitechapel  
Boroughwide

**Key Performance Indicators**

KPI	Target	Actual	Comments
BAMER women to access health support activities	403 BAMER women by March 2023 will access health support activities (115 per year)	31	Due to COVID-19 we deliverd women health project via remotly/telephone contact.
Number of BAMER/Bangladesh i females raising their awareness to a range of health issues appropriate to leading healthier lives	403 BAMER/Bangladeshi females raising their awareness to a range of health issues appropriate to leading healthier lives (115 per year)	31	
Numbers accessing the women's forum	60 BAMER/Bangladeshi females by March 2023 will access women's forum (17 per year)	5	

**Outcomes:**

(1) BAMER women will live healthier lives in terms of :-

? sexual activity  
[support for pregnancy / birth

control and also  
guidance as regards  
sexually transmitted  
diseases],

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## Grant Officer's Comment

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? diet

Satisfactory report in the context of lockdown and Covid-19 pandemic.

? learning how to care  
for their own health  
needs and those of  
their families

(2) BAMER  
women will have  
raised awareness of  
healthy living and  
health conditions  
which affect their lives

(3) BAMER  
women will gain  
opportunities to  
volunteer and :-

Learn new skills

Improve their  
confidence and  
practical experience

Strengthen the  
community through  
peer engagement

# The Royal Society for Blind Children

Project Name: Live Active, Live Well Tower Hamlets

**Programme:**

Local Community Fund

**Grant Amount: £63,463.00**

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## Project Description

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**Project Theme:**

Theme 1 - Scheme D:  
Healthy living and healthy choices

Live Active, Live Well Tower Hamlets will enable 60 blind and partially sighted young people aged 8-25 to gain the confidence and motivation to participate in physical activities and inform their ability to make healthier choices over the next three years.

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## Quarter Progress Update – April – June 2020

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**Project Start Date:**

01/10/2019

**Progress**

Following the implementation of lockdown, RSBC adapted activities to supporting beneficiaries remotely. Consulting with our Youth Forum and more widely with children and families, we identified that there was a need to provide virtual group activities to reduce social isolation, provide opportunities for the children and young people to connect, provide some routine throughout the week as the majority of children are not in school and to provide motivation and opportunities to stay active. We also implemented fortnightly remote 1:1 contact through the families/young person's preferred medium: whats app, text, phone call, email.

**Project End Date:**

31/03/2023

**Type of Organisation:**

Registered as Company Limited by Guarantee

Through April to June we have developed a calendar of virtual activities that offer 2 to 3 activities per day including two Health & Wellbeing workout sessions on Monday and Friday mornings. This is open to all projects and has been adapted to focus on verbal audio descriptions and to be suitable for small spaces. (Indeed as staff are working from home, they have similar issues around space.) As 60% of the CYP we work with have additional difficulties including other physical difficulties and learning difficulties, the sessions have been designed to accommodate all levels ie the activities can be carried out to whatever level you can manage. Two members host the session with one leading the session and the other stepping in to provide 1:1 support to those who require further guidance. In addition, we developed a simple health & wellbeing challenge activity that can be completed independently in the home. This activity has been shared with all project participants who have access to email. We risk assessed delivering cooking sessions, but decided that this we would not be able to manage risks appropriately.

**Area Based:**

Out of Borough

**No. of paid Staff:**

87

**Area of Benefit:**

Boroughwide

**Outcomes:**

Blind and partially sighted children and young people living in Tower Hamlets will increase their participation in physical activity.

During April to June, Live Well, Live Active beneficiaries have responded well to 1:1 support with 45 sessions provided across the quarter. A common goal has been to reduce isolation and become more physically and socially active. A key action has been to attend virtual sessions, where the families have the ability to do so. And as with our experience of providing face to face sessions in this community, the project participants require intensive reassurance and encouragement to make the leap to joining group sessions. Families have also shared a variety of barriers to participation such as lack of time for parents to provide the support their child may need because of work commitments or care needs of other siblings (some of whom have multiple disabilities), lack of access to internet, and lack of space in household. In these cases we have focussed on the health & wellbeing challenge and discussing with the young people and families how they could keep active within their house and working together to 'design' their own challenges. Although a number are working towards the goal of engaging virtually, with ongoing 1:1 support and engagement from the staff key

Blind and partially sighted children and young people living in Tower Hamlets will improve their ability to make healthy life decisions.

Blind and partially sighted children and young people living in Tower Hamlets will have improved their self-confidence, resilience and physical ability.

Blind and partially sighted children and young people in Tower Hamlets will be more confident in accessing community services outside of RSBC.

contact, we are also beginning to consult with the young people and families regarding when they would feel comfortable returning to face to face activities.

**Other**

No staff who have been working on this project have been furloughed.

In addition to providing support to the 20 participants who were recruited to this project in Oct-Dec 2019, we have also reached out to other Tower Hamlets young people and families who are known to us, but didn't sign up to this project for Year 1. Through April-June we have been making welfare check in calls, and offering those young people the opportunity to engage with the virtual activities. We have identified one family who lost a father and an aunt to Covid-19 which has had a severe impact on the family. We will maintain contact to ensure that we can provide any support they require. We have also identified families who have been able to benefit from support in areas such as DLA, PIP applications from our telephone support adviser, and a few families who are now receiving therapeutic intervention from RSBC's Families First team. We are sharing the health & wellbeing weekly challenge and the opportunity to join our virtual activities.

**Key Performance Indicators**

<b>KPI</b>	<b>Target</b>	<b>Actual</b>	<b>Comments</b>
After 12 months of participation 90% of participants will have increased their physical activity levels.	20 recruited Oct-Dec 19. After 12 months of participation 18 (90%) participants will have increased their physical activity levels. 54 participants in 3.5 years.		20 recruited Oct-Dec 19
After 12 months of participation at least 80% of participants will report that their health has improved.	After 12 months of participation at least 16 (80%) participants will report that their health has improved. 54 participants in 3.5 years.		
After 12 months of participation at least 80% of participants will report improvements in their self-confidence and resilience.	After 12 months of participation at least 16 (80%) participants will report improvements in their self-confidence and resilience. 54 participants in 3.5 years.	0	
After 12 months of participation at least 50% of participants will have been signposted to a partner sports organisation to access services beyond RSBC.	After 12 months of participation at least 10 (50%) participants will have been signposted to a partner sports organisation to access services beyond RSBC. 30 participants in 3.5 years.	0	

**Grant Officer's Comment**

Grant Officer has raised a query with organisation about beneficiary numbers.

## deafPLUS

Project Name: Improving Health and Wellbeing for Deaf and Hard of Hearing people in Tower Hamlets

**Programme:**

Local Community Fund

**Grant Amount: £158,249.00**

**Project Theme:**

Theme 1 - Scheme E: Improved inclusion, health and well-being outcomes for disabled people and people experiencing mental health issues

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### Project Description

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A borough wide health and wellbeing project that will address health inequalities, loneliness and isolation, mental health issues and barriers to employment, lack of confidence and self-esteem by bringing deaf and hard of hearing people together across communities.

**Project Start Date:**

01/10/2019

**Project End Date:**

31/03/2023

**Type of Organisation:**

Registered Charity

**Area Based:**

Whitechapel

**No. of paid Staff:**

23

**Area of Benefit:**

Boroughwide

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### Quarter Progress Update – April – June 2020

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**Progress**

The Covid pandemic continued for the duration of this period so everyone, including myself continued to stay at home. We continued to carry out the service by providing pre-recorded videos of updated information and any relevant services changes or services they could access. We continued with our workshops via Zoom, and contacted clients by Zoom, WhatsApp calls or by messaging and emailing them. The largest challenge was through Ramadan as a large proportion of our beneficiaries are practicing Muslims and spent a lot of their period focusing on their religious learning and family priorities. This mean that our engagement numbers were quite low. However, in joining up working with other Health and Wellbeing projects in our other locations we were able to reach a larger audience with our activities, and people who did attend reported enjoying engaging with new and different people, even though everything is now virtual.

We also undertook social media training to understand how we can influence clients to participate in our project. We will undertake video editing training too for our personal development which will benefit this project too.

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### Key Performance Indicators

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**Outcomes:**

Overarching Outcome ? Sceme 1D Outcome 1,2, 3

Deaf and hard of hearing adults will feel less isolated as a result of accessing a range of activities

Deaf and hard of hearing adults will have improved their health and wellbeing.

KPI	Target	Actual	Comments
Deaf and hard of hearing adults and families will feel less isolated (some individuals will participate in more than one activity meaning a higher number than total unique participants)	294 deaf and hard of hearing adults and families by March 2023 will feel less isolated (some individuals will participate in more than one activity meaning a higher number than total unique	21	We continued with our workshops via Zoom, and will continue to call the clients by the use of Zoom, WhatsApp calls or by messaging and emailing them.  We always made sure that all the clients did not feel they were isolated, especially during the pandemic. During the zoom workshops they enjoyed all the talks, baking and doing arts and crafts during the live session so they feel involved and able to interact with

<p>The number of deaf and hard of hearing people will have improved physical and mental health</p>		<p>participants). 84 per year.</p>	<p>the others.</p> <p>We had a period of Ramadan in May 2020, which mean that our engagement numbers were quite low.</p>
<p>Deaf and hard of hearing communities will have increased their participation in a range of activities.</p> <p>The number of deaf and hard of hearing people have improved mental health</p> <p>Overarching Outcome ? Sceme 1E Outcome 1</p> <p>Deaf and hard of hearing adults will been able to access new activities</p>	<p>Deaf and hard of hearing adults will have improved health and wellbeing</p>	<p>231 deaf and hard of hearing adults by March 2023 will have improved health and wellbeing (66 per year).</p>	<p>214</p> <p>The team provided a number of different workshops to support those who were feeling isolated or lonely, to encourage them to engage in activities as well as meet and converse with others. We also ensured we reached out to everyone by calling, or video calling them to check in on them</p> <p>We created a pre-recorded video of an easy to follow Mindfulness activity that people can refer back to at any point. We also created a pre-recorded video on Anxiety and tips to manage this when feeling overwhelmed. We provided two workshops on Cyber Fraud - scams to ensure people were protecting themselves, especially at this time when some people may be more vulnerable to internet fraud. We have provided some arts and crafts workshops to encourage engagement activities. All of these will help people to practice some self care and take time for themselves, especially through these difficult times. We also provide updated information videos each week to ensure everyone is up to date with the latest developments and announcements.</p> <p>The number shown might not represent fairly as we used the youtube ratings to reflect how many people have watched the videos.</p>
	<p>Deaf and hard of hearing adults will have improved mental health</p>	<p>42 deaf and hard of hearing adults by March 2023 will have improved mental health (12 per year).</p>	<p>88</p> <p>Although the team have not done anything specific on this, as mentioned above the team did provide pre recorded video on Anxiety and Mindfulness. The team also organised two talks from DeafHope. One titled Stay Safe in a Relationship, as the concern for those in unhealthy relationships at this time is very high. The second one was Sexting and Consent as this</p>

			<p>is becoming more and more of a concern especially in this digital age.</p> <p>The number shown might not represent fairly as we used the youtube ratings to reflect how many people have watched the videos</p>
<p>Leisure and sport providers will improve their access for the deaf and hard of hearing communities through deaf awareness training</p>	<p>18 leisure and sport providers by March 2023 will improve their access for the deaf and hard of hearing communities through deaf awareness training (5 per year).</p>	0	<p>As all the leisure centres remain closed through this time, we took this time to work with a Deaf media company to create three videos on Deaf Awareness that should be ready to be released when leisure centres are re-opened. These will also be shared with Children's Centres as well.</p> <p>In the next quarter we should be able to achieve the target for this outcome.</p>

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#### Grant Officer's Comment

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Satisfactory report in the context of Covid-19 pandemic and lockdown. Monitoring Officer will seek clarification from organisation on residency of beneficiaries reported against You Tube activity.

## ICM Foundation CIC

### Project Name: CORE Projects Get Active Newspaper - Promoting Healthy and Active Lifestyles

**Grant Amount: £45,952.00**

**Programme:**

Local Community Fund

**Project Theme:**

Theme 1 - Scheme E: Improved inclusion, health and well-being outcomes for disabled people and people experiencing mental health issues

**Project Start Date:**

01/10/2019

**Project End Date:**

31/03/2023

**Type of Organisation:**

Community Interest Company

**Area Based:**

Spitalfields and Banglatown

**No. of paid Staff:**

2

**Area of Benefit:**

Boroughwide

**Outcomes:**

? Increased participation in a wide range of cultural, social physical activity, leisure and sport by people with learning disabilities to reduce social isolation

? People with learning disabilities are better informed

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### Project Description

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From October 2019 to March 2023, 20 people with learning disabilities aged 18+ from Tower Hamlets will work in partnership with ICM Foundation. Three times each year we will design and deliver 5000 accessible newspapers, on the theme of health and wellbeing, distributed to communities that reflects the borough's diversity.

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### Quarter Progress Update – April – June 2020

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**Progress**

Due to the COVID-19 situation we have been delivering our newspaper sessions online and from those sessions we have been working towards distributing an online digital version of the newspaper. Attendance of trainees to the sessions has been inconsistent but those who do not attend are updated via telephone and we have put together an article via text message. Although progress has been slow the online sessions have been well received and the group have managed to be very creative in what articles we have completed remotely.

**Other**

The newspaper group had opted to self isolate due to the Coronavirus Lockdown prior to the end of March and due to the official lockdown, staff have been working from home to protect the group from any exposure to the virus. It was agreed with our grants officer, Mark Waterman that ICM Foundation would continue to work towards producing a digital version of the newspaper containing useful information on activities and things to do during the lockdown period differing from our original proposal of a paper based newspaper.

The newspaper group had opted to self isolate due to the Coronavirus Lockdown prior to the end of March and due to the official lockdown, staff have been working from home to protect the group from any exposure to the virus. It was agreed with our grants officer, Mark Waterman that ICM Foundation would continue to work towards producing a digital version of the newspaper containing useful information on activities and things to do during the lockdown period differing from our original proposal of a paper based newspaper.

We have sent out home resources and activity packs every two weeks so that participants have activities to complete at home and our sessions have been open to participants from other organisations who are not from the newspaper group so that those who might not have had access to any online sessions or those who were at risk of social isolation during lockdown can join our sessions.

about the range of inclusive health lifestyle options and services available to them through increased accessible information from the newspapers and a range of services.

? People with learning disabilities feel included, are able to attend new inclusive settings and groups, interact and form new friendships.

## Key Performance Indicators

KPI	Target	Actual	Comments
30+ people with learning disabilities including 10 from the newspaper group and 15+ per event with 50% reattending. In the second year a 20% increase and third year a 40% increase % of participants who contribute to the production of the newspaper who report that this has helped them feel more confident and less socially isolated	For each edition of the newspaper 50% of people with learning disabilities who participated in the newspaper sessions report that this has helped them feel more confident and less socially isolated	6	For those attending our online sessions, they have improved confidence in using technology and they have told us that the sessions have helped them cope with the current crisis therefore make them less socially isolated.
3 editions of 5000 copies of newspaper printed per year over 3 years 10+ pieces of newspaper content/articles for each newspaper, 3 times a year totalling 30 for each year. 90 in total for the lifetime of the project.	5000 copies of the newspaper will be printed in the 1st, 3rd and 4th quarter of 2020, 2021 and 2022.	0	We have contacted other organisations to ask whether their online sessions are well attended and although it varies from organisation to organisation all indicated an increase in confidence by participants when accessing these online sessions. The newspaper will not be printed for the next edition due to constraints around delivery so will be distributed digitally by the end of July.
20+ people from the newspaper team over the lifetime of the project will organise activities and events; meeting and talking to new people and will produce work which will exhibited in a newspaper	Questionnaires handed out and completed in 1st, 3rd and 4th quarters of 2020, 2021 and 2022 by the newspaper project group.	0	Due to the constraints in offering sessions online, questionnaires for this quarter have not been distributed although there will be an online feedback session once the newspaper has been digitally distributed.

## Grant Officer's Comment

Satisfactory report in the context of lockdown and Covid-19 pandemic. Grant Officer has sought clarification from organisation on reported number of one KPI

# St Hilda's East Community Centre

Project Name: St. Hilda's Surjamuki Disabled Youth Project

Grant Amount: £45,231.00

**Programme:**

Local Community Fund

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## Project Description

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**Project Theme:**

Theme 1 - Scheme E: Improved inclusion, health and well-being outcomes for disabled people and people experiencing mental health issues

Surjamuki disabled youth project supports young people with learning and physical disabilities across Tower Hamlets, offering a range of educational and recreational opportunities and free wheelchair accessible minibus transport.

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## Quarter Progress Update – April – June 2020

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**Progress**

This quarter has obviously brought about a lot of challenges due to the Covid 19 Pandemic however we have worked incredibly hard to still offer an 'Out of building' service albeit limited, to those young people we are currently engaged with and has widened out the offer as an extension to the families, who really needed additional support in such an extraordinary situation, bringing into sharp focus the themes of healthy living and healthy choices and community safety.

Immediately when the country went into lock the youth team worked with the local schools, community and young people to provide an emergency response and best understand what was happening in young people's lives in respect of their individual and collective circumstances. The timing of the pandemic was of course during the academic school year and understanding the situation with home schooling was an important aspect of the changing circumstances as well as access to digital equipment and how young people were coping with lockdown both mentally, emotionally and physically.

As the pandemic continued, we decided to map our face to face delivery and replicate this as closely as possible in an online space. We did start to explore the online/virtual options that were available and sought to connect with other charities nationally that were doing this well. Digital engagement was not previously part of the project delivery however this situation has presented the St. Hilda's with an opportunity to explore, accelerate and develop new ways of working and options to reach more young people through a revised model in the weeks and months ahead.

The main support offered during the quarter has been 'checking in' calls or keeping in touch via Social Media channels with the young people to provide ongoing social, emotional and practical support with trusted adults, with a focus on those young people who may be most at risk such as in vulnerable housing situations. The youth team have been calling our young people regularly, some are daily other weekly depending on the needs of the young person, to make sure that they are ok This contact has kept the relationship we have built with the young people alive when we are unable to have face to face contact.

In addition, the youth team have delivered shopping and medication for some of the families of St Hilda's young people as many of these people either could not afford to buy shopping or where they were shielding so unable to leave their homes. Our SEND Project (Surjamuki) was particularly impacted as many of our young people live with health disabilities and they were not able to leave their homes. The feedback

**Project Start Date:**

01/10/2019

**Project End Date:**

31/03/2023

**Type of Organisation:**

Registered Charity

**Area Based:**

Weavers

**No. of paid Staff:**

35

**Area of Benefit:**

Boroughwide

**Outcomes:**

-Disabled young people develop more self-confidence.

-Improved inclusion of disabled young people, who are able to access a range of youth related services in Tower Hamlets.

-Improved independence skills of disabled young

people.

-Improved sense of empowerment of disabled young people.

-Improve communication skills of disabled young people.

-Develop leadership skills of disabled young people.

-Improved participation of young people, safely and effectively in groups and feel welcomed and a part of the community.

-Enhance and broaden perspectives of young people through new experiences and thinking.

we received was how easily boredom set in. This led to young people spending more time online and experiencing 'screen fatigue'. We were also aware of the impact of the news coverage of the pandemic leading to increase worry and we started to see early signs of potential anxiety worry which could progress into more serious mental health issues. As a result, our experienced youth team intensified their efforts and ensured that we were asking the right questions in terms of mental health and well being posting positive messages and uplifting quotes as well as activities such as Self Care Bingo for secondary school students, a 'coping calendar' from the Action for Happiness team

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### Key Performance Indicators

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KPI	Target	Actual	Comments
Number of disabled young people will report an increase in confidence.	50% = 25 disabled young people per year report positively	0	
Number of disabled young people report improved communications skills.	20 disabled young people report per year improved communication skills	0	
Number of disabled young people report increased leadership skills.	4 disabled young people report increased leadership skills per year;	0	

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### Grant Officer's Comment

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The project has been able to provide ongoing social, emotional and practical support during this period. The report is satisfactory. All grant conditions have been met

## Woman's Trust

Project Name: Therapeutic Support Groups for women affected by Domestic Abuse

**Programme:**

Local Community Fund

**Grant Amount: £67,478.00**

**Project Theme:**

Theme 1 - Scheme E: Improved inclusion, health and well-being outcomes for disabled people and people experiencing mental health issues

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### Project Description

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Our Therapeutic Support Groups provide a safe, moderated space for female survivors of domestic abuse to share experiences and support each other. Groups help women to recover their mental health by reducing isolation, learning from shared experiences, being empowered by supporting others and thereby gaining confidence and independence.

**Project Start Date:**

01/10/2019

**Project End Date:**

31/03/2023

**Type of Organisation:**

Registered Charity

**Area Based:**

Out of Borough

**No. of paid Staff:**

13

**Area of Benefit:**

Boroughwide

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### Quarter Progress Update – April – June 2020

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**Progress**

We have been delivering the LCF support groups via zoom since April. Before groups restarted, we were checking in women via telephone to ensure they were not left unsupported (we have continued to do this with some women between the group sessions if they are feeling vulnerable or we have concerns). We liaised with the doctor (with consent) in the case of one suicidal client, signposted to Samaritans and referred another client, who is still living with a perpetrator, to Toynbee Hall's free legal advice. We wrote a letter of support for one woman for her solicitors to use; her ex-husband is still intimidating and stalking her.

We had 5 beneficiaries who completed this group (3 Bangladeshi women, 1 white British and 1 white other). One woman commented that it was helpful when the group worker was able to translate a few things into Bengali for her. Five is an ideal number for the zoom group (6 is the maximum). One woman suffers diabetes, fibroids, arthritis and asthma and therefore zoom groups are better for her than face to face. Women were able to share different health and diet resources in this group as several have physical health problems.

One client who was living in a refuge with her daughter when lockdown began needed help to buy food (she was waiting for universal credit to come through). The refuge had helped her previously but was unable to keep helping. We gave her a £60 supermarket voucher using the £5,000 COVID-19 hardship fund pot we had secured. The client's son was away at university halls and could not come to the refuge when lockdown began as he is not permitted as a male adult. This caused anxiety for the client and the group was a safe space to talk about this with others who would understand. She has now been placed in temporary accommodation with her daughter and son. Using the hardship fund, we were also able to help another client who had been accessing the sessions using her phone but who did not have enough income (she is on benefits) to get broadband and so connection was always lagging. We sent her a tablet including broadband cover and a headset.

Positive comments from group members this block have included: good connections and understanding from the other women; the ability to stay afloat during this period of crisis; the group preventing one client from having a nervous breakdown; a sense of relief to be able to talk with no judgement; taking comfort in shared experiences. All

**Outcomes:**

1. Adults (women aged 16+) with complex needs (DA survivors) have better health outcomes

2. Women affected by DA will experience reduced isolation through making connections in the shared, compassionate and safe environment

3. Women affected by DA have improved knowledge of where to access mental health support, including peer support and activities that build confidence and develop resilience

women who completed the exit questionnaires felt they had improved self-care, improved knowledge of their own rights, better relationships with their children and felt they had improved safety.

The third group began 1st July. The next one will begin 29th August, also on zoom. For the group beginning 21st October, whether this will be face-to-face is still unknown and will depend on COVID-19 guidelines, our client and staff situations and availability of safe venue space.

#### **Other**

We have been in email, phone and Microsoft teams contact with Mark Waterman, Programme Assessment and Monitoring Officer, since the beginning of the lockdown to inform and update the council on the changes to our services due to COVID-19. As communicated to him, we are continuing with providing the groups via zoom over the summer. The second support group (which began via zoom on 29th April) will finish next week and third one will begin on 1st July.

Given that we are delivering support groups remotely, for year 1 of the project there will be an underspend under the budget lines of: room hire, client travel and client childcare. We would ask that we can put this underspend (as yet the total is unknown as it will depend how long we continue delivering remotely) towards the increased costs we are incurring due to COVID-19 including more staff hours due to the increase in trauma and difficulties faced by women. Examples of increased costs pertinent to this project include:

- Client telephone check-ins for those who are particularly vulnerable
- At present, new clients receive a longer initial assessment (1.5 hours) than the pre-lockdown 50 mins due to having more complex circumstances to explain than before the pandemic began and to give the assessor time to explore these with them, read out the CORE forms and signpost to other organisations they may need.
- Increasing support to group workers and counsellors to help them cope with the more intensive working, increasingly client needs, and growth of women feeling suicidal
- Increasing clinical co-ordination capacity to support: group workers and counsellors working more intensively; new systems; and more complex client presentations.

Since the end of March, we have been doing 1-to-1 (50 minutes) counselling sessions on the telephone, temporarily replacing our face-to-face counselling provision. 21 Tower Hamlets women have accessed 120 telephone counselling sessions. These include two who attended the LCF funded support group this quarter who were particularly vulnerable and needed extra support. We have begun delivering workshops for east London women live on zoom to a maximum of 10 participants (workshops can have more participants than groups as they are didactic with much more input from the facilitator than in groups; women do not need as much time to talk). Unlike support groups, women do not need to make a weekly commitment to workshops. This gives flexibility to clients who cannot attend regularly. They can choose the titles they would like to do.

Although workshops were already part of our face-to-face provision before lockdown, we have designed some of the new content to be particularly relevant for COVID-19 and lockdown experiences. The first took place at the end of June and was entitled Coping with COVID-19 (content included isolation and loneliness and coping mechanisms). One of the support group clients from the LCF funded project attended this. July's workshops are: Self-care, Managing Emotions, Understanding Boundaries, Managing Stress and Healing from PTSD.

We are also preparing webinars to start this month which are being recorded and put on our website for any woman to access (this is a completely new project which we received COVID-19 funding for) – upcoming titles include Managing Stress and Anxiety, Coping with Depression, Domestic Abuse and Children, Keeping Safe – technological abuse.

## Key Performance Indicators

KPI	Target	Actual	Comments
36 women per annum report reduced stress and anxiety	7 women in the 1st quarter; 14 in the 3rd; 15 in the 4th	4	<p>Please note that 4 of the 5 clients completed the exit questionnaire and therefore we do not have this data for the fifth client. It is common that not all women complete the exit questionnaire. This is because women are dealing with such difficult circumstances that this cannot always be one of their priorities. We always follow up with clients if they have not completed it but it is not fair to continue to chase after two attempts.</p> <p>Women's comments were:            "Just talking and being heard without being judged was an amazing feeling and a sense of relief."            "It helped me with my depression."            "Talking kept me going and staying alive and functioning and in a state where I could support myself to stay afloat. Without Woman's Trust I would have had a breakdown and would not have the ability to function on."</p>
36 women per annum report increased confidence and self esteem	7 women in the 1st quarter; 14 in the 3rd; 15 in the 4th	4	
36 women per annum report reduced isolation	7 women in the 1st quarter; 14 in the 3rd; 15 in the 4th	2	<p>Two of the women commented:            "I felt I was not alone and was able to learn and benefit and take comfort from the shared experiences."            "The group helped me to understand myself better and helped me realise that I'm not alone."            We are accustomed to many groups forming relationships which last outside the provision with us. For example, previously, several groups continued meeting every week in a coffee shop. The difficulty of providing the groups on zoom</p>

			<p>means that women have not been able to converse before and after groups or have private 1-to-1 chats or go for a coffee afterwards to get to know each other better. This, coupled with the lockdown, has lead to fewer women feeling like their isolation has improved. One woman commented:</p> <p>“I was not able to form longer relationships with the women. They did not feel comfortable staying in touch outside the group. I was hoping to form new friendships with like minded people from similar backgrounds.”</p> <p>It could be that meeting on zoom rather than face-to-face has impacted on this.</p>
40 women per annum access support groups	8 women in the 1st quarter; 16 in the 3rd; 16 in the 4th	5	< Zoom groups are a maximum of 6 (face-to-face are a maximum of 8)

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### Grant Officer's Comment

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Report is satisfactory in the context of lockdown and Covid-19 pademic.

# Working Well Trust

Project Name: Upskill

Grant Amount: £379,698.00

**Programme:**

Local Community Fund

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## Project Description

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**Project Theme:**

Theme 1 - Scheme E: Improved inclusion, health and well-being outcomes for disabled people and people experiencing mental health issues

Improve the wellbeing of people with lived experience of mental health by supporting them to achieve their goals by accessing new opportunities and including support from their peer, enabling to reconnect with the local community.

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## Quarter Progress Update – April – June 2020

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**Project Start Date:**

01/10/2019

**Project End Date:**

31/03/2023

**Type of Organisation:**

Registered Charity

**Area Based:**

Bethnal Green

**No. of paid Staff:**

21

**Area of Benefit:**

Boroughwide

**Outcomes:**

Liaising with a variety of clinical and Community based organisations to identify residents with mental health support needs who wish to access wellbeing ,health and inclusion activities. Integrating peer support into referral process to support clients and improve engagement.

To work with one to one support and peer support workers to identify short and long term goals to improve health, wellbeing and

**Progress**

During this time we have adapted to the challenges of working through the Covid 18 emergency in a number of ways. Although unable to see clients face to face Upskill continued to provide a service with staff working from home. We have worked well as a staff team committed to continue to support both existing clients and new referrals. Utilising technology we have been able to offer both telephone and Zoom appointments to clients, working together across all the teams at Working Well Trust we were very quickly able to establish a database of quality online courses and resources. The initial emphasis was on welfare checks and supporting clients with immediate concerns and although some opportunities such as volunteering were more difficult we were still able to refer to training and advice services in the borough. Upskill were also able to support clients with concerns including advice and information on borough wide services such as food banks, benefits and IT support. Upskill were still able to work with clients offering one to one support and action planning via phone and zoom appointments. Clients commented on how useful it was to keep motivated by researching and planning for the future. Online course opportunities were utilised wherever possible and Upskill staff staff networked with training organisations to ease the registration process for clients. Upskill staff worked very closely with Working Well and Mind staff to offer support across the organisations, staff felt that one of the benefits to come from this time was the way all the services worked together to ensure clients got as much support as possible, One example of this was the Working Well IT support group providing online and phone support to help clients improve their IT skills. Although referrals did drop slightly during this period Upskill were still receiving a consistent stream of referrals but we did find the support element during this time was quite intensive with clients receiving more regular one to one support via phone and video and targets for one to one support exceeded KPIs. Although some targets are down this quarter we have seen an increase in referrals during the last two weeks as people prepare for the easing of lockdown. We have attached referral spreadsheet and outputs spreadsheet which details our equal opportunities information. I have also included a powerpoint which includes a number of case studies from this period.

**Other**

Increased one to one support for clients including previous clients that have contacted Upskill for advice during this period. Regular telephone welfare checks and informal befriending for clients who requested it. We have worked much more closely across both Mind and Working Well Trust to utilise the Mind groups to support wellbeing and also Working Well course providing IT support. We have utilised the Working Well

inclusion. To identify , with support, activities and services that would facilitate client progression towards goals. Support would continue but would be tapering as client is supported to access services and activities independently by using data resources collated by Upskill. Clients would also grow in independence and resilience as their community networks grow.

residents with mental health issues will identify healthy living goals as part individual action planning and goal setting. They will be supported to meet these goals with a combination of Upskill worker and peer support. Strategies to deal with mental health including confidence building , mindfulness to support recovery as well as physical and social health goals including volunteer opportunities, and basic skills courses to support self esteem alongside esol to support individual and community cohesion.

A designated member of staff to promote and monitor engagement of over 50s. 30% of all referrals to be over 50s. Designated member of staff to liaise with community organisations, housing, older people services to identify isolated older people and facilitate engagement with Upskill. Older people to engage in goal setting individual action planning and accessing

support spreadsheet of resources and Tower Hamlets council information regarding emergency help. We have been signposting clients to a range of resources to support them during this time not specifically to do with our target KPIs and have tried to be flexible to client needs. We have kept up to date with advice and guidance from Borough and been able to pass this on.

## Key Performance Indicators

KPI	Target	Actual	Comments
Initial engagements with Upskill offered, access to peer support per annum. Residents with mental health registering and identifying short and long term goal setting with peer support. Residents with mental health accessing one to one support towards achieving short term goals identifying local services and opportunities to facilitate individual goals.	60 initial engagements per quarter of Tower Hamlets resident with mental health. 45 registrations per quarter.  40 Tower Hamlets resident with mental health per quarter accessing one to one support  Initially aiming for 3 months regular support with tapering support to 6months as independence and resilience increases per annum	42	referrals have been below KPIs with Upskill reaching 65 % of target as a result of covid 19 situation however we are now seeing an increase in referrals and expect this to improve. Registrations are also below target at 60 % directly affected by the reduction in referrals. One to one support is above KPIs as clients have required this aspect of the service more so during covid 19.
Over 50s residents with mental health issues have initial engagement with Upskill offered access to peer support	20 over 50s residents with mental health initial engagement with Upskill offered access to peer support	10	over 50s referrals are below target due to covid 19 as over 50s are more affected by lack of access to IT and confidence in accessing online resources. This is not the situation for everyone but has impacted some older clients.
Over 50s Tower Hamlet residents with mental health to access one to one support towards achieving short term goals.	12 over 50s tower hamlets residents with mental health one to one support towards achieving short term goals. Per quarter.	8	slightly below target at 75% but will improve as referrals increase.
Over 50s residents with mental health accessing confidence building wellbeing activities. Other non	5 over 50s residents with mental health accessing confidence building	6	Slightly above target as Working Well online IT support course providing much needed IT support for those not confident

with support a range of community activities including education, social groups , skills courses, volunteering opportunities, health and well being activities. All clients to have access to peer support led activities and one to one support services to research ,access and attend activities

Older people have access to volunteering opportunities and other community based activities including recovery college, ideas store ,GLL Young at Heart programme. All activities supported by Upskill worker and peer worker as directed by client to ensure a successful experience.

Liaising with organisations including Housing Associations, Communtiy Mental Health Teams , Gps and Social Prescribers to identify isolated older people. To facilitate engagement by meeting in local community , or phone appointments. Looking at volunteer opportunities based in the home. Connecting clients with local services and agencies such as befriending.

accredited courses including basic skills IT English	wellbeing activities. Other non-accredited courses including basic skills IT English and Maths per quarter		also Mind groups including wellbeing support.
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### Grant Officer's Comment

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Report is satisfactory in the context of lockdown and Covid-19 pandemic.