

# Impact Review 2016



For a future without poverty

TOYNBEE  
HALL



Thank you to the many organisations, trusts and generous individuals who have supported our work this year.

Affinity Sutton  
City of London Corporation  
E1 Schools Partnership  
Healthwatch Tower Hamlets  
London Borough of Tower Hamlets  
Macmillan Cancer Support  
The Money Advice Service  
The National Association of  
Citizens Advice Bureau  
Locality

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The Anton Jurgens Charitable Trust  
Big Lottery Fund  
The Charles Hayward Foundation  
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Comic Relief  
Coutts Foundation  
The D M Charitable Trust  
Dame Henrietta Barnett Fund  
Denton LLP Charitable Trust  
The Derek Shuttleworth Education Trust  
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The Douglas Heath Eves Charitable Trust  
The Fence Club Trust Fund  
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The Francis Winham Foundation  
The Frank Haines Memorial Trust  
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London Charitable Trust  
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The Glossop Pryor Foundation  
The Goldsmiths' Company's Charities  
The Gordon Fraser Charitable Trust  
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Heritage Lottery Fund  
The J E Posnansky Charitable Trust  
The Joe & Rosa Frenkel Charitable Trust  
John Swire 1989 Charitable Trust

The Keith Rae Trust  
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London Legal Support Trust  
The M and H Cadbury Trust  
The Maitlands Fund Charitable Trust  
The Martha Thom Charitable Trust  
Newby Trust Ltd  
The Ofenheim Charitable Trust  
P F Charitable Trust  
The Patrick Frost Foundation  
The Pennycress Trust  
Peter Storrs Trust  
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and the Proms at St Jude's  
Sir Jules Thom Charitable Trust  
The Sobell Foundation  
Stella Symons Charitable Trust  
The Sydney Black Charitable Trust  
The Tallow Chandlers' Company  
The Tom ap Rhys Pryce Memorial Trust  
Trust for London  
The Tudor Trust  
The Vandervell Foundation  
The Virginie Keuleyan Charitable Trust  
W G Edwards Charitable Foundation  
The Weinstock Fund  
The Worshipful Company  
of Chartered Secretaries  
The Worshipful Company of Coopers  
The Worshipful Company of Cutlers  
The Worshipful Company of Innholders  
The Worshipful Company of Parish Clerks

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Mr Philip D Howard  
Mr Raghavan Selvaratnam  
Mr Richard Charles  
The Most Hon.

The Marquess of Salisbury  
Mr Robert Wilson  
Mr Roger Harrison  
Mr and Mrs Roger Sainsbury  
Mr Rupert Russell  
Ms Sarah Squires  
Ms Sarah M Wilson  
Mr Simon Linnett  
Mr Stuart G Errington  
Mr Sushil Mehra  
Ms Susie Gregson  
Mr Thomas Radice  
Dr Trudy A Watt  
The Dowager Countess Westbury  
Dame Vera Lynn  
and all other generous individuals  
that supported us.

We are grateful to those  
that have supported our  
estate regeneration project

The Charles Hayward Foundation  
The City Bridge Trust  
The Clothworkers' Foundation  
Coutts Foundation  
Fidelity UK Foundation  
Garfield Weston Foundation  
Heritage of London Trust  
Heritage Lottery Fund  
Hood Third Settlement  
J Paul Getty Jr Charitable Trust  
The John S Cohen Foundation  
London Legal Support Trust  
Lord Bamby's Foundation  
The Tudor Trust

One of Toynbee Hall's greatest strengths is the breadth of the projects and services we run. This year we managed 18 projects; from *Deesha* helping women to learn English, to *Make it!* focused on improving the health and wellbeing of young people to the *London Fairness Commission*, an independent commission focused on creating a fairer London.

All our projects help people tackle poverty, both locally and nationwide. Our projects and services constantly evolve to support this aim, responding to the needs of our community and providing help and support where it is needed most. This year was no different. On our financial health work with individuals, developments of the Community *Money Mentors* project and the introduction of *SnapSpend*, saw us embracing digital financial technology to increase our reach, improve our services, empower our community and tackle poverty and isolation.

As our projects and services supported growing numbers of people on a day to day basis, we also began our estate regeneration, a 2 year project essential to ensuring we can continue to help our local community in the long term. This regeneration will give us the environment in which to create imaginative solutions to alleviating poverty and the space to meet the growing demands for our services in the years to come. It will also make Toynbee Hall more financially sustainable in the long term.

Graham Fisher  
Chief Executive



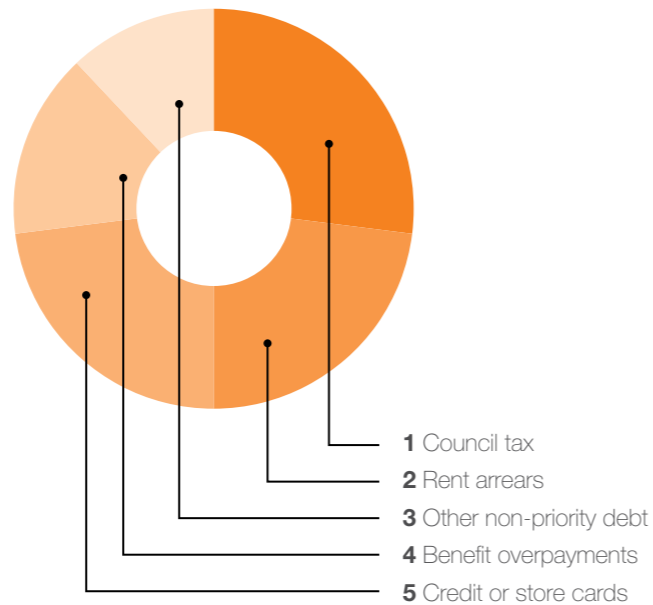
# Providing Advice

Our advice services support local people to access information and justice. Through *Debt Advice*, *Welfare Benefits Advice*, *Macmillan advice*, *the Free Legal Advice Centre* and *City Advice* we help people to get the support they need to resolve their problems. We are always working to develop new models of delivery, creating more holistic and sustainable solutions to help people more effectively. With 47% of people in Tower Hamlets owing money<sup>1</sup>, debt continues to be an overwhelming problem for our local community, this year 34% of our service users told us they had a debt problem\*.

\*does not include referrals to the Macmillan advice project  
1. Toynbee Hall research project 2012

2015-16 / Top 5 advice issues

2015-16 / Top 5 common debt problems



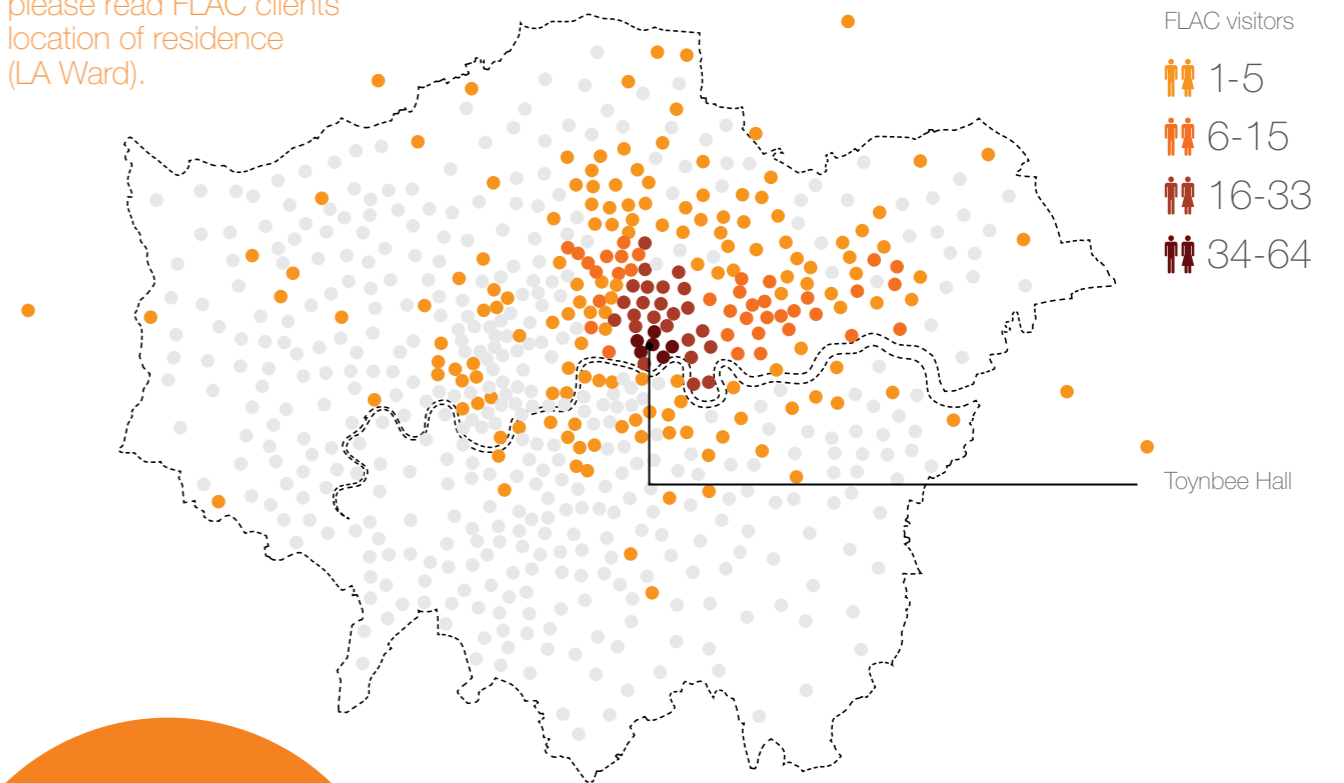
**1,304**  
people visited  
our *Free Legal Advice Centre*

## Access to Justice

As free access to justice has become increasingly limited, the reach of our *Free Legal Advice Centre* has grown and it is now a London wide service. 34% of people using FLAC live in Tower Hamlets, the rest coming from across London and beyond. This year 1304 people visited the Centre and 92% of

them told us the support they received made them feel more empowered. With the support of Cleary Gottlieb we were able to increase the opening hours, providing another women's only Saturday session, allowing us to meet demand and better support the needs of our community.

Clients' location of residence (LA Ward) please read FLAC clients location of residence (LA Ward).



We helped  
**711**  
cancer patients claim  
over £2million  
benefits entitlement

**5,629**  
people came to  
us for advice

**92%**  
of service users  
said that our  
*Free Legal Advice*  
service helped them to  
feel empowered

*Toynbee Hall was brilliant. Each time I was seen by a knowledgeable, kind, polite and professional person. I was thoroughly impressed - it made a huge difference to both my personal confidence and to my understanding of what was happening and what my legal options were.*

Client of our *Free Legal Advice Centre*

# Wellbeing and Community Services



**82%**  
of Deesha ESOL students considered themselves as confident, in comparison to just **26%** at the beginning of the project

**239**  
women enrolled on our Deesha ESOL project

**36**  
young people aged 12-13 joined the *Make it!* project

## Our work with younger people

With 49% of children living in poverty in Tower Hamlets<sup>2</sup>, our youth projects aim to increase health and wellbeing, and mitigate the effects of poverty by giving young people the confidence and aspirations to realise their potential. This year *Make it!*, our mentoring project went from strength to strength and its effectiveness was felt by all, 89% of *Make it!* participants demonstrated increased confidence after the project.

*'I get along with people now a lot more and I get in trouble less ... and to be honest it helped me to get focused a bit more'*

*Make it!* Participant

We put our service users at the heart of our work in the community. Helping local people to take control of their lives and supporting community led solutions to tackle poverty. Our work with socially isolated and vulnerable older people helps to improve their health, wellbeing and social networks.

Our Community Organisers helped to support this work by making connections with local individuals and working with them to build stronger communities. Our other work in the community focuses on increasing the positive health and wellbeing of young people and improving access to learning and education to further the English language skills of women, through Deesha.

**300**  
young people took part in *Be Active*

Wellbeing Centre visits increased by **14%**

**845**  
conversations held by Community Organisers

## Our work with older people

With 50% of older people in Tower Hamlets living in poverty<sup>3</sup>, our older people's projects provide valuable support to a group who are often overlooked and isolated. This year the Linkage Plus project held 729 social activities, health services and learning opportunities aimed at improving the wellbeing of older people in our community. With over 65s making up 66% of those helped by Linkage Plus, the outreach work done by the project in health centres, hospitals and community centres provides much needed support for those who often find it harder to visit our Wellbeing Centre.



**89%**  
of *Make it!* participants demonstrated increased confidence after the project.

**68%**  
of City 50+ users reported they were better able to deal with their problems

# Building Financial Health and Inclusion

**439**

new members  
of the Financial  
Health  
Exchange

**10**

credit unions skilled  
up to provide financial  
health support to their  
communities

**32**

Money Mentors  
trained

**6**

Financial Inclusion  
Health Checks  
for Organisations  
carried out

**10**

people participated  
in the new  
SnapSpend  
project

**45**

Lloyds Banking  
Group staff trained  
to deliver financial  
education to  
young people

## Financial health support for individuals

The Community *Money Mentors* project focuses on helping individuals manage their money. This year we extended the reach of the project with the aim of helping more people to improve their financial health. A Comic Relief grant allowed us to create a digital Money Mentors course and funding from Columbia Threadneedle and JP Morgan saw the project, currently operating in Tower Hamlets, rolled out across London. 32 money mentors were trained at classes in Lambeth, Newham and Croydon.

We were also awarded funding by Comic Relief for a financial technology research project. In partnership with Quaker Social Action, we developed *SnapSpend*, a money management prototype app for consumers who primarily use cash. 10 volunteers successfully used the app to track spending and manage their money. Their feedback will help us shape an improved version for further testing later this year, right at the end after testing.

## Financial health work with organisations

Our work helping individuals means that we have significant knowledge about systemic barriers to financial health and how best to support people achieve lasting change in their own lives. We use this knowledge to help shape the local and national financial ecosystem so that it actively supports better financial health. Our research and consultancy expertise supports government and organisations across all sectors understand how to design and deliver policies and practice which foster better financial health for individuals and communities.

This year, to help us further our reach and bring financial health good practice to more organisations, we created the *Financial Health Exchange*, focusing on sharing knowledge and resources with grassroots providers and policy influencers. Our aim is to ensure policy and practice are informed by real needs and learning about "what works" is shared effectively. This way we can all use limited resources more efficiently, helping more people throughout the UK achieve better financial health.



## London Fairness Commission



Drawing on our experience with the Tower Hamlets Fairness Commission, this year Toynbee Hall hosted the *London Fairness Commission*. This independent Commission was supported by Trust for London, Tudor Trust, London Funders and the City Bridge Trust. Chaired by Lord Victor Adebowale, the aim of the Commission was to engage Londoners in a conversation to answer three questions:

1. What is fairness?
2. Is London fair?
3. Should we be trying to make London a fairer city?

Through evidence gathering sessions, polling, focus groups, debates and open space events, thousands of Londoners were asked for their views. The research from all of these consultations was used in the production of a final report, the report contains policy recommendations that will be used to issue a challenge to the new London Mayor to make London a fairer place.

To view the final report visit [www.londonfairnesscommission.co.uk](http://www.londonfairnesscommission.co.uk)

## Our Regeneration



The regeneration of Toynbee Hall has been years in the making and in the past 12 months we have made significant strides forward, reaching a number of milestones and beginning to see our vision become a reality.

One of these key milestones was achieved when we moved our archive to the London Metropolitan Archives, where our entire collection will be catalogued and the most significant items will be digitised and made more accessible to the public. In January 2016 all of our staff and services relocated to our new temporary office in Old Castle Street just across the road from Toynbee Hall, which will

be our home for the next two years and will mean we can now start the construction work.

The regeneration project will ensure we can continue to support the growing needs of our local community, create the right physical setting to allow us to deliver enhanced services and share our heritage, as well as making us more financially sustainable.

## Research and Evaluation



Research and evaluation have been part of Toynbee Hall's identity since our founding in 1884. Today we conduct research to improve our knowledge and understanding and to enable those affected by poverty and exclusion to have a voice as well as to find more creative solutions to the issues our community face. We focus our research around poverty, social and financial inclusion and wellbeing.



To increase the scope of our research we partner with universities and other organisations. This year we worked with the Social Policy Research Centre at Middlesex University. The resulting report: 'Sleepless nights:

Accessing Justice Without Legal Aid' examined the effects that the cuts to legal aid have had on individuals needing help. We also worked in partnership with Healthwatch to research cancer patients experience of accessing services and a Youth project evaluation with King's College London.



# Help us create a future without poverty

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