

## Presentation – Surrey Heath Age Concern

Portfolio	Transformation
Ward(s) Affected:	All

### **Purpose**

**To receive a presentation from Surrey Heath Age Concern.**

### **Introduction**

1. Surrey Heath Age Concern (SHAC) is an independent, local charity working to provide services to enhance the lives of older people in the borough of Surrey Heath. SHAC is not affiliated to Age UK or Surrey Age UK and acts independently of the national organisation.
2. Their Mission Statement is “Making life better for older people in “Surrey Heath”.
3. Their Aims and Objectives are:
  - To provide services to enhance the lives of older people in the borough of Surrey Heath.
  - To help older people overcome social isolation and loneliness.
  - To help improve the physical and mental health of older people.
  - To enable older people to live independently and remain in their own home for as long as they wish to do so.
  - To seek the views of older people in order to identify the services they need the most.
  - To work in partnership with other voluntary organisations and statutory authorities in order to provide “best value” to our service users.
  - To be aware of the changing needs of older people in order to be innovative and forward thinking.
  - To secure financial stability for the organisation in order to maintain current services and develop new services.
4. Their Visiting and Befriending service helps lonely and isolated older people by providing the stability of a loyal friend who will regularly visit them at home. Poor health and reduced mobility make it difficult for many older people to get out. As a result they often become lonely and are at risk of becoming isolated and housebound with increasing difficulty in coping with the complications of modern life. The aim of the Visiting & Befriending Service is to help older people maintain their independence by introducing them to one of their visitors who visits regularly, providing mutual friendship and companionship. The visiting and befriending service relies upon 37 volunteers that undertake on average 100 visits per month.
5. The Rainbow cafe is situated in Camberley Town Centre (within the Main Square Car Park building) and provides refreshment at a reasonable cost to the over 50's. It also provides a meeting place for people who can call in for a chat and the opportunity to form new friendships. This is supported by 28 volunteers who operate from Monday to Saturday 9-3pm. Themed events also take place in the newly refurbished “American Diner” style cafe, such as a vintage tea room theme for the day. “Tea and

Tech” sessions will offer classes in the tea rooms that encourage older people to learn new technology. This is in-conjunction with the Barclays Digital initiative

6. The “Tea and Chatter” sessions are now very popular with groups operating across Surrey Heath including Bagshot, Camberley and Frimley. These sessions encourage both residents and local older people to meet for tea and make new friends in the local community in order to ease loneliness and isolation throughout Surrey Heath.
7. Surrey Heath Age Concern will be represented at the meeting by Gill Gibson, Charity Manager and Ian Graham, Treasurer.

#### Service Level Agreement

8. The Council has an annual service level agreement with Surrey Heath Age Concern, which sets out the expectation of either party in return for an annual grant currently standing at £10,000 per annum. During the previous year 2015/16 the following requirements were set out in the agreement.

<b>2015/16 Service Level Agreement Requirements</b>	<b>2015/16 Service Level Agreement Achievements</b>
To review the visiting and befriending service to meet the local need and remove all waiting lists during the year.	Reviewed with the waiting lists reduced slightly. Referral numbers from Jan-Oct 2015 = 42.
To investigate a respite care service that meets local demand.	Investigated and trialled but not pursued.
To recruit new trustees as necessary to strengthen the board.	Achieved
To seek out new funding streams and make a minimum of 4 funding applications	Achieved
To demonstrate examples of improved efficiencies when possible and to work in partnership with Age UK and Age UK Surrey	Ongoing

9. Within this year’s agreement (2016/17) SHAC has agreed to deliver the following services:
  - To continue to develop the visiting and befriending service by undertaking a review of the provision, focussing upon: resources, efficiency, effectiveness and meeting the client needs.
  - To meet all the targets set out in the 2016/17 Business Plan.
  - To embed a clear strategy around how to meet local changing demand.
  - To continue to recruit new trustees as necessary and to encourage greater involvement by developing specialisms based upon experience and training;
  - To seek out other funding streams and make a minimum of 6 applications per year.

- To demonstrate examples of improved efficiencies when possible and to work in partnership with Age UK, Age UK Surrey and other local charities that increase capacity and reduce overhead costs.
  - Acknowledge the support of the Council in all its publicity.
  - Maintain audited accounts to be provided as requested by the Council.
  - To introduce a community fundraising strategy, that builds financial independence for the Provider with the aim of minimising the dependency upon future Council funding by 31 March 2017.
10. Ongoing monitoring of the service level agreement takes place throughout the year by Council Officers and Council Representatives on Outside bodies. The Council's Representative on Surrey Heath Age Concern is currently Cllr Ruth Hutchinson.

#### Financial Sustainability

11. Surrey Heath Age Concern's costs are expected to be £42,000 in 2016/17. The organisation recorded £111,018 in reserves at 31 March 2015, which is a reduction of £37,976 from the previous year. With the support of approximately 65 volunteers and three part-time members of staff, Surrey Heath Age Concern is able to deliver a range of services for those aged 50+ within Surrey Heath.

#### Recommendation

12. The Committee is asked to consider the presentation and consider any future steps which Members would wish to recommend to the Executive and/or Council.

Background Papers: Revenue Grants to Voluntary Organisations Executive Report (January 2016)

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