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To: All Members of the **EXTERNAL PARTNERSHIPS SELECT COMMITTEE**

The following papers have been added to the agenda for the above meeting.

They were not available for publication with the rest of the agenda.

Yours sincerely

Damian Roberts

Chief Executive

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#### **SUPPLEMENTARY PAPERS**

	<b>Pages</b>
<b>10 Presenters' Slides</b>	<b>3 - 32</b>

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# Citizens Advice Surrey Heath

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Agenda Item 10

# What does the Citizens Advice service do?

- We give advice across a whole range of problems for people in [location], including benefits, debt, housing, employment, family issues and immigration.
- We see the whole person. Many of those who come to see us have more than one problem.
- We collect data about the issues and people we see and use this to campaign for change where needed.
- Our advice is quality assured by the national network to the highest standards.
- Our service is delivered primarily by highly trained volunteers, some of whom go on to paid work either with us or in the wider community.
- We are free, confidential and impartial in the advice we give.

# Impact of Covid-19

In March 2020, Covid-19 caused unprecedented challenges for our service and the people we help.

People continued to access quality advice through phone, webchat and online channels , and we have delivered face to face support when needed and permitted.

In the past year:

**4,948 calls responded to**

**1,975 advice by email and webchat**

**214 appointments**



# Advice Trends in the South East

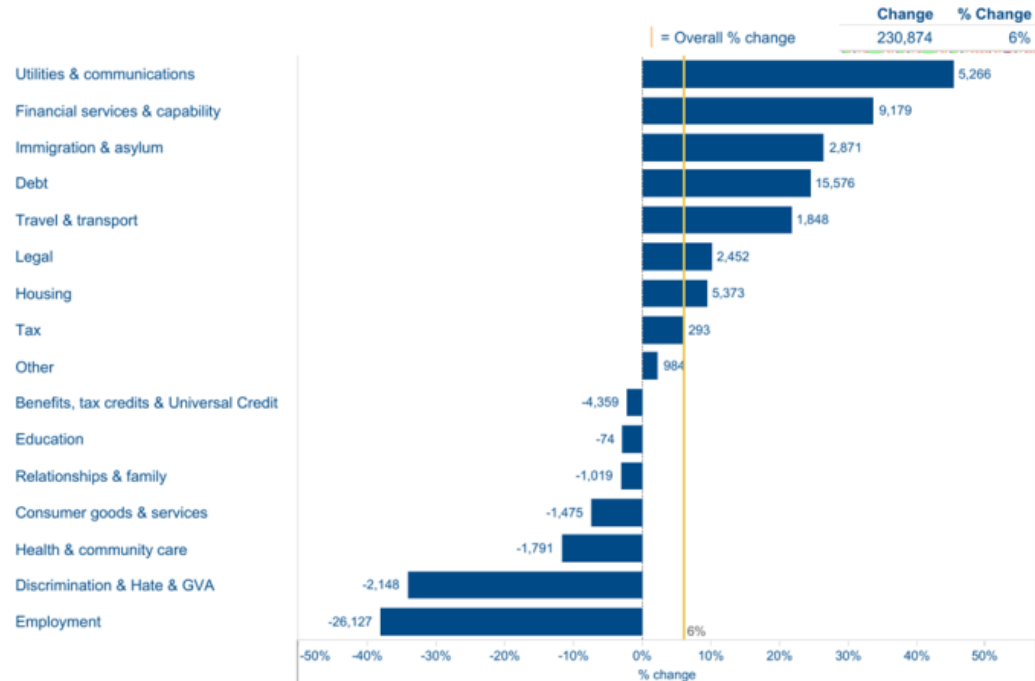
## Issue trends by category: last 12 months compared to the previous 12 months

Region  
South East

Clear all filters ▶

citizens  
advice

This page compares the number of issues by category in the last 12 months to the previous 12 months. It can help you identify emerging trends. To drill down into a trend area click on the selected issue. Please see Subject trends for comments.



# Advice Trends in Surrey Heath

	<u>20/21</u>	<u>21/22</u>	<u>% Change</u>
Benefits, Tax Credits & UC	1061	1339	- up 26%
Housing	376	486	- up 29%
Debt	221	344	- up 56%
Financial Services & Capability	288	336	- up 17%
Legal	211	278	- up 32%
Employment	334	259	- down 22%
Utilities & Communications	79	139	- up 76%
Immigration	53	86	- up 62%

# Working in Partnership with others

- Besom and Woking food banks
- Frimley Fuel Allotments
- Frontline
- The Hope Hub
- SH Community Support Working Groups
- Local churches
- Surrey County Council
- Catalyst and the Mary Frances Trust
- Richmond Fellowship
- Surrey Heath Primary Care Network





# Partnering with Health and Social Care

**How can we go beyond advice to help people to live fuller and more connected lives and/or support the health and social care professionals that assist them?**



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SH Primary Care Network now fund our Wellbeing Adviser and Independent Living Adviser as part of the wider Social Prescribing offer in Surrey Heath. This enables us to provide home visits and wider wellbeing support to address both financial and general wellbeing.

## **Social Prescribing Team**

- SH Primary Care Network
- Surrey Heath Borough Council
- Citizens Advice Surrey Heath

# Your support for our core service attracts additional funding



c. **£25,000** from **The Community Foundation for Surrey** for home visits and translation services support



c. **£50,000** from **SH Primary Care Network** for our Wellbeing Advisers to provide Social Prescribing.



c. **£19,000** from **DWP** to assist clients with making online applications for Universal Credit



c. **£40,000** from the **Money and Pensions Service** to recruit and train a debt caseworker to support local residents.

# Delivering the Household Support Fund

## We are agile and quick to respond:

- Within weeks of an initial discussion we had set up a process to award grants in the form of supermarket vouchers with eligibility criteria, an application process and monitoring system which enabled easy reporting and a view of where the grants were going.
- **C.£30,000** awarded in December and **£100,000** by the end of February through c.**1300 individual grants**.
- **Fund promoted** to schools, charities, church organisations, and the public via social media and posters with the help of SHBC
- Essential support for the most vulnerable and those on low income through the Winter months.



# Future plans for the service

We are currently working on our plans for **2022-2025** but our core aims include:

- **Increasing the diversity & knowledge** of our team staff & volunteers
- **Strengthening our team** of volunteers
- **Increasing support for clients with debt and benefit** issues
- **Enhancing client access** routes to our services
- **Broadening our funding base** and fundraising activities
- **Developing local connections with partner organisations to enable more collaboration in the community**



# Citizens Advice Surrey Heath

[www.citizensadvicesurreyheath.org.uk](http://www.citizensadvicesurreyheath.org.uk)

Kate Sawdy

[ceo@camberley.cabnet.org.uk](mailto:ceo@camberley.cabnet.org.uk)

Tel: 01276 417903



March 2022



# SHBC External Partnership

1 March 2022 update

Julie Wittich and Holly Sheppard

# Introduction and Strategic Overview

- Julie Wittich – Executive Director of Assets & Sustainability
- Strengthen the Executive Team
- Review Accent's Asset Management Services
- Focus on Sustainability – Tackling Fuel Poverty
- Social Housing White Paper – Customer Voice

# Tackling Fuel Poverty & the Sustainability Agenda

- Secured Social Housing Decarbonisation Funds
- 66 homes in Surrey
- Investment of c. £40K per home
- Windows, doors, internal and external insulation





## Responsive Repairs

- Open outstanding orders reducing, albeit gradually
- Recruitment and retention challenges continue
- Additional sub-contractors brought on to the contract

Objective	Target	2020/21 YE	2021/22 YTD
Repairs completed within 15 days	95%	62%	62.9%
First time fix	90%	81.5%	75.9%
Customer Satisfaction	4.5	4.30	4.19

## Planned works

	2020/21 Completed	2021/22 Completed YTD
Bathrooms	91	99
Boilers	422	238
Radiators	24	102
Kitchens	65	167
Windows & Doors	39	226
Roofs	34	6
Total	688	838

- Customer Satisfaction – 4.0 (target 4.5)
- Cranmore Court – Radiators currently being installed, due to complete by end of February

# Any Questions?



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***'For the Relief of Poverty'***



# ***Working to prevent & END Homelessness in Surrey Heath***

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Mags Mercer

Chief Executive

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Registered Charity 1176452

H = HOLISTIC  
O = OPEN TO ALL  
P = PERSON CENTRED  
E = EMPOWERING

# DAY SERVICES PATHWAY



## CRISIS SERVICES

- Refreshments / Meal(s) / Food
- Shower & Laundry Facilities
- Clothes & emergency items
- 1:1 Case Worker support : Wellbeing
- Assist with accommodation, & advocacy, benevolent funding
- Intervention

## EMPOWERMENT SERVICES

- 1:1 Case Worker support : Prevent & assist with accommodation / UC claims / ID / bank a/c etc
- Money Management & Full Debt Advice (Frontline)
- IT Resource Area & support
- 1:1 Mental Health & Wellbeing Worker
- Employment Support, CV Writing
- Living Well Workshops, Training & Volunteering opportunities

Business & Volunteering Opportunities

20 Employment

123 CV Support

5 x 5 wk Aff Cookery Courses

528 Well being Sessions

183 Training

**BASIC BUDGETING**  
Fridays 10.30am -12pm

**HEALTH FOR LIFE**  
Thursdays 10.30am -12pm

**IT Connect Project – It's FREE**  
Learn your own way...

- This exciting new project enables you to improve your IT/Computer skills in your own time, in your own environment
- Engage with us on programmes such as "Make it Click" and "Learn My Way"

**make it click**

- More advanced digital training modules covering, documents, spreadsheets, presentations, Zoom and much more!

**Learn My Way**

- Basic level digital training
- Even if you have never switched on a computer, we will show you how!

**You can borrow...**

- ✓ Laptop
- ✓ Laptop bag
- ✓ Connection cable
- ✓ Mouse

**Yours to keep:**

- ✓ Set of earphones
- ✓ USB memory stick
- ✓ Hope Hub pen

@hopehubcamberley connect@thehopehub.org.uk  
@thehopehubsurreyhealth www.thehopehub.org.uk  
Registered Charity No: 1176452

**The Living Well Workshops**

From Crisis to Empowerment

Live Creatively

Grow Well

Walking to Health

Living Well with IT

Eat Well to Live Well

Feel Well

Basic Budgeting

Affordable Cookery

Health for Life

www.thehopehub.org.uk  
Registered Charity No:1176452

Community Foundation for Surrey

**Affordable Cookery**  
Five free cookery lessons, lunch & training  
Tuesdays from 10.30am to lunch

**FEEL WELL WORKSHOPS**  
Improving mental health, wellbeing and self-confidence.

**LIVE CREATIVELY WORKSHOPS**  
Improving mental health, well-being and self-confidence.

Workshops run throughout the year.  
Book now for these free  
Wednesday Workshops 10.30am-12pm  
17<sup>th</sup> November Lunch provided.  
Gifts of Love: Managing and enjoying Christmas,  
8<sup>th</sup> December Lunch provided.

Free  
Book Now

**The Hope Hub**  
Tel: 01276 581174  
www.thehopehub.org.uk  
Email: admin@thehopehub.org.uk  
Knoll Road, Camberley, Surrey GU153SY  
Registered Charity No:1176452

Supported with Funding from  
Community Foundation for Surrey

ENGAGEMENT BRINGS OPPORTUNITIES

# FY21-22...

## ➤ OTHER PROJECTS DELIVERED

- Digital Lifeline
- IT Connect
- Learn My Way / Make It Click
- Access to Volunteering, Training & Employment



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## ➤ BRIDGE THE GAP Pilot

- Surrey CC – Outreach/Multiple Disadvantage/SAM

## ➤ SERVICE USER FORUM

- Valuing Lived Experience
- Helping Shape our Services Pathway

## ➤ VOLUNTEER REVIEW

- Survey, Feedback
- Recruiting Campaign - Crisis





# NEW EAS (EM ACC SERVICE)

- 151 Gordon Avenue : Official opening : 22-3-22
- 6 rooms
- Open 17.30 hrs – 09.00 am DAILY
- Welcome & Evening Meal
- Evening 1:1 support –update THH Day Services
- Informal / Games / Chat
- Encourage & Empower
- Engage at THH Day Services – secure permanent accommodation/tng/emp





Reg Ch No 1176452

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Driver/Tnr  
TBA –  
FY2022-23  
onwards

Jan-Feb  
2022  
onwards

**EMERGENCY  
ACCOMMODATION  
SERVICE (EAS)**

Chair & Board of Trustees

Chief Executive  
(28 hrs)  
**Mags Mercer**

Deputy Chief  
Executive  
(28 hrs)  
**TBA**

Community Fundraising  
& S.E. Project Lead  
**Paul Amphlett (12 hrs)**

Project Officer  
(12 hrs)  
**Helen Robinshaw**

Service Delivery Manager  
(27 hrs)  
**Camilla Spicer**

Finance Officer  
**Janette Hill**  
(variable hrs)

Employment &  
Training Coach  
**Morya Short**  
(12 hrs +)

Empowerment  
Case Worker  
**Helen Hanby**  
(16 hrs)

Empowerment  
Case Worker  
**Kim Murray**  
(16 hrs)

Empowerment  
Case Worker  
**TBA**  
(16 hrs)

Mental Health  
& Wellbeing  
Case Worker  
**Carly Mair**  
(22 hrs)

Mental Health  
& Wellbeing  
Case Worker  
**TBA**  
(22 hrs)

**Lead Case Worker**  
(22 hrs) &  
**Em Acc Supervisor (EAS)**  
(13 hrs)  
**Tristan Barrington-Waite**

CRISIS  
Volunteers  
Tues-Fri  
Meals, Food, Store

**Volunteers Pool x circa 20**

**Evening Case  
Worker**  
3 / 3 day rota  
**Karly Harding**  
**Zoe Court**

**Overnight Worker**  
3 / 3-4 night rota  
**Fatou Loum Saye**  
**Marlena Kowalski**

**COVER / BANK  
Workers**  
**TBA x 4-5**

# SNAPSHOT

Period : April '21 – Jan '22



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	FY21-22	FY20-21	FY19-20
Apr-Jan	8,521	7,923	4,790
New SU's	90/209	91/201	180
Benev Grants	15	26	8
Meal/Food Pcls	2,290	2,403	465
Housed	70/88 NFA	72/91	42
Sofa Surfing	18	16	5
Outreach	515	293	126

H = HOLISTIC  
 O = OPEN TO ALL  
 P = PERSON CENTRED  
 E = EMPOWERING

# Our Approach: Trauma Informed, Strengths Based



## SERVICE USERS (SU's)

- Mental Health
- Alcohol
- Complex Needs :  
Regression / Behaviours
- Worry / Debt / Choices
- Relationship Breakdowns & DA/Coercive Control/MDS
- NRPF - destitute
- Unemployment
- Increased POVERTY
- Effort – housed & employed / volunteering
- Supported to receive Vaccine(s)

## PARTNERSHIPS

- Increased Awareness
- COVID-19 support
- Access to Funding
- New Projects
- Benevolent Grants
- Donations
- Community
- Volunteers
- Encouraging for team
- Improving our IT Infrastructure
- Thankful

## TEAM

- Outstanding Effort
- Teamwork
- Flexibility / can do mindset
- Training
- 2 new Case Workers
- 1 new MH Case Worker
- 1 new EAS Supervisor
- Committed
- Challenging
- Booster Vaccines received
- Looking forward to better times!

# FY22-23 ONWARDS...

## NIGHT STOP ACCOMMODATION

- SHBC/THH Project – 6 rooms
- Staff room
- Sitting Room for 1:1's/Activity Room
- Garden – volunteering, upskilling



## Social Enterprise

- Coffee & Waffles/Crepe Vehicle : Events
- Training, Qualifications & Employment
- Goal: Self funding from Yr 2



## HOPE HOUSE and SKILLS CENTRE

Trafficked Person/MDS

NRPF - Homeless 'home owner' / waiting for VISA Status

Eviction through debt

Escaping DA

Time to prove Local Connection



# CONTINUED PARTNERSHIP WORKING

- **SHBC**
- **Police & Crime Commissioner**
- **Statutory Bodies**
- **Agencies**
- **Community Organisations**
- **Meeting Trust/Funder Requirements**
- **Fundraising – Community, Corporates, Churches**
- **Volunteer Support**
- **Evidence what we do**
- **Remain agile**
- **Deliver our Projects on time & on budget**



# OUR SERVICE USERS TELL US...

## EMERGENCY SWEEP

**“YOU GUYS ROCK! THANKS SO MUCH FOR GETTING ME OUT OF THE STORM AND YOUR SUPPORT. FEMALE, 30’S, NFA.**

**I HAVE GOT MY VERY 1<sup>ST</sup> EVER QUALIFICATION! YAY. THANK YOU HOPE HUB – YOU’RE THE BEST. NOW I CAN GET A JOB. FEMALE, 30’S. VULNERABLE.**

**EAS: “I FEEL SAFE AND SLEPT LIKE A BABY – THANK YOU EVERYONE!” MALE: 40’S.**

**HOUSED: IT’S REALLY SCARY WHEN YOU HAVE NO ROOF OVER YOUR HEAD, NO JOB, NOWHERE TO TURN TO FOR HELP. YOU HAVE ALL BEEN SO KIND AND HELPED ME CHANGE MY LIFE AROUND. NOW I CAN LOOK FORWARD AGAIN WITH HOPE.**



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Thank you



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Any Questions?

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