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Monday, 3 June 2019

To: The Members of the **External Partnerships Select Committee**  
(Councillors: Rebecca Jennings-Evans (Chairman), Sarah Croke (Vice Chairman), Peter Barnett, Cliff Betton, Tim FitzGerald, Shaun Garrett, David Lewis, Alan McClafferty, Emma McGrath, Sashi Mylvaganam, Darryl Ratiram, Morgan Rise and Pat Tedder)

**In accordance with the Substitute Protocol at Part 4 of the Constitution, Members who are unable to attend this meeting should give their apologies and arrange for one of the appointed substitutes, as listed below, to attend. Members should also inform their group leader of the arrangements made.**

Substitutes: Councillors Graham Alleway, Rodney Bates, Colin Dougan, Sharon Galliford, Edward Hawkins, Ben Leach, David Mansfield and Graham Tapper

Dear Councillor,

A meeting of the **External Partnerships Select Committee** will be held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on **Tuesday, 11 June 2019 at 7.00 pm**. The agenda will be set out as below.

Please note that this meeting will be recorded.

Yours sincerely

Karen Whelan

Chief Executive

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## AGENDA

	Pages
<b>1 Apologies for Absence</b>	
<b>2 Chairman's Announcements and Welcome to Guests</b>	
<b>3 Minutes of the Previous Meeting</b>	<b>3 - 8</b>
To confirm and sign the minutes of the meeting held on 12 February 2019	
<b>4 Declarations of Interest</b>	

Members are invited to declare any disclosable pecuniary interests and non-pecuniary interests they may have with respect to matters which are to be considered at this meeting. Members who consider they may have an interest are invited to consult the Monitoring Officer or the Democratic Services Officer prior to the meeting.

<b>5</b>	<b>Boom! Credit Union</b>	<b>9 - 10</b>
<b>6</b>	<b>Surrey Heath Lottery</b>	<b>11 - 20</b>
<b>7</b>	<b>Review of Revenue Grants</b>	<b>21 - 48</b>
<b>8</b>	<b>Committee Work Programme</b>	<b>49 - 52</b>

**Minutes of a Meeting of the External Partnerships Select Committee held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on 12 February 2019**

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- + Cllr Rebecca Jennings-Evans (Chairman)
- Max Nelson (Vice Chairman)

- |                        |                       |
|------------------------|-----------------------|
| Cllr Bill Chapman      | + Cllr Robin Perry    |
| + Cllr Ian Cullen      | - Cllr Chris Pitt     |
| + Cllr Ruth Hutchinson | - Cllr Nic Price      |
| + Cllr David Lewis     | Cllr Wynne Price      |
| + Cllr Oliver Lewis    | - Cllr Joanne Potter  |
| + Cllr Jonathan Lytle  | + Cllr Darryl Ratiram |
|                        | - Cllr Ian Sams       |

+ Present

- Apologies for absence presented

Substitutes: Cllr Valerie White (in place of Cllr Ian Sams)

Councillors in attendance: Cllr Rodney Bates and Cllr Pat Tedder

In attendance: Jayne Boitoult, Community Development Officer  
Shaffrina Barker, Youth and Community Work manager for Surrey Heath, Eikon  
Nikki Hamilton, Lead Youth Worker and Fundraising Officer, Eikon  
Rob Mills, Director of Customer Experience (South), Accent  
Kate Sawby, Chief Executive Officer, Citizens Advice Surrey Heath

## **11/EP Minutes**

The Minutes of the meeting held on 13 November 2018 were confirmed and signed by the Chairman.

## **12/EP Accent Housing**

Rob Mills, Director of Customer Experience (South), gave a presentation updating Members in respect of Accent Housing provision in Surrey Heath.

Accent had provided homes and services since 1966 and had a national portfolio of 20,000 properties. Accent provided homes as well as tailored services to help throughout residents' journeys.

During the 2018/2019 financial year, Accent had provided homes for 287 households last year across the South Region including 24 independent living (sheltered) units in Surrey Heath. Accent provided homes to those on the Council's Joint Housing register and worked with those in particular who were

homeless, needed to move for medical reasons or were living in overcrowded or poor accommodation.

Accent had built positive relationships with the Council's Housing Needs and Housing Benefits teams, as well as the Citizens Advice Bureau and several charities. Accent worked with the bodies to identify those in need of Discretionary Housing Payment, improve movement in the existing Housing stock and create local letting plans on new developments. In addition Accent had been working with public sector and charitable bodies to soften the negative effects of recent benefit reform which had burdened many tenants with debt.

Accent had continuously invested in its housing stock and spent a total of £1.7 million upgrading its existing properties within the last year. Moreover, as an ongoing project, the association had acquired and developed a number of garage sites to produce extra affordable dwellings. Accent had also been working proactively to work on joint ventures with local authorities to seize new site opportunities such as on Sullivan Road just off the A30.

Accent was working to restructure and develop its services to customers. This included the renting ready programme; which was provided in conjunction with Crisis, the Hope Hub and the Council. The programme offered additional support to those with little experience of independent living. In addition the new service offer included new communication options and the creation of new 'Customer Partner', roles. It was envisaged that the new customer partners had the ability to act as an individual point of communication for customers; as well as acting as a caseworker for tenancies and keeping an overview of the management of standards, safety and anti-social behaviour issues.

Arising from the Committee's questions and comments the following points were noted:

- Tenant affordable housing units could sometimes be typified by limited floor space, overdevelopment of sites and a lack of amenity space. Whilst this could be attributed to some Accent schemes such as Bagshot Green, all Accent's housing units met the nationally described space standards. In addition as development sites in Surrey Heath were expensive to acquire, there was a balance to be struck between sizeable units and the economic viability of schemes.
- There had been problems in respect of the reporting of maintenance issues in Accent properties and the associated repair process. Whilst it was maintained that a large proportion of the problems stemmed from Accent South's previous maintenance contractor- the MD group-, it was recognised that call-answer times of an average of 2.5 minutes by the group's maintenance call centre in Shipley were unacceptable. Members were recommended to encourage constituents to report maintenance problems via Accent's online residents' portal in order to allow efficient reporting and the ability to easily track the stages of the repair. Despite this there was praise that the call centre was open 7 days a week for the reporting of maintenance issues.
- There was recognition that greater communication sometimes needed to be conducted with incoming accent tenants in respect to

the condition of the relevant property. During a tenant turnaround carpets had been variably ripped out; sometimes leaving new tenants with bare floors and the need seek funding for carpets from charitable bodies.

- There was sometimes a need to make a judgement on the economic cost to benefit ratio, when considering renovations. It was underlined that constant income from rent was crucial to sustain Accent's service model. Where properties, such as at Ballard Court, were failing to attract tenants, there was a necessity to upgrade the decoration and flooring in order to attract tenants and collect rent.
- Accent were willing to support the Council's commitment to house up to ten Syrian Refugee families by 2020 and had already homed 2 refugee families within their properties in Surrey Heath. In addition the organisation was working with the Council's Housing Services Manager to engage with private landlords to partially fulfill the commitment through the private sector.
- Accent's tenancy sustainability service was best placed to help tenants who had encountered debt problems following national welfare reform and it was recognised that better publicity of the availability of the service was key.
- Funds would be devolved downwards to allow the new named 'Customer Partners' to make decisions on individual tenants' circumstances. It was envisaged the new Customer Partner service would curtail the "one stop away" perspective, which Accent's services had grown. In addition there would be a total of 9 Customer Partners per 450-500 properties.
- Whilst there were arguments for people deemed as particularly vulnerable not to be given tenancies in the rural areas of the borough and as neighbours to others considered deemed particularly vulnerable, it was underlined that tenants apply for housing at their own prerogative via the joint housing register.
- Accent were working closely with the police and Council in order to tackle Anti-Social Behaviour problems at Accent sites. Previously injunctions, mediation and repossession have been used proportionally in conjunction with the police.

The Committee thanked Mr Mills for his informative update.

### **13/EP Citizen's Advice Surrey**

The Chief Executive Officer, Kate Sawby, gave a presentation in respect of the work of Citizens Advice Surrey Heath.

Citizen's Advice Surrey Heath aimed to tailor their services to the challenges facing Surrey Heath residents; whilst meeting the needs and signposting 4,000 clients, about more than 13,000 issues, last year alone. In addition the organisation had seen significant increases in email and webchat correspondence in the last year.

Whilst Citizen's advice continued to help people with issues around welfare benefit, consumer rights, housing, employment and relationships, the average issues per client had increased notably. During the 2017-2018 financial year clients now had an average of 3.3 issues in contrast to 2.7 average issues per client, which needed CAB help, during the 2016-2017 financial year. Citizens Advice's Services promoted early intervention and social prescribing, which reduced the need the allocation of resources further down the line. Financial modelling showed that every £1 invested into Citizen Advice Services in 2017/2018 resulted in £6.35 in savings to government and public resources.

Citizens Advice Surrey Heath currently had 58 active volunteers. Working with the CAB had enabled volunteers to live healthy and fulfilling lives. It had been found older volunteers had felt less isolated as a result of volunteering and a number of law students had found volunteering to be a good application of their learnt skills.

Arising from the Members' comments and questions the following points were noted:

- Citizens Advice had given invaluable support to a number of residents in Chobham. Whilst advice surgeries no longer took place in Chobham on a weekly basis, Chobham and nearby residents could continue to access CAB outreach sessions at Chobham Village Hall once a month, and at Chobham, Bisley and West End's Children's Centre.
- The organisation aimed to tackle domestic abuse by implementing an 'ASK scheme', which gave victims a safe space to disclose hidden, violence, following routine questions during reports of debt and housing issues. In addition the bureaux worked in collaboration with the National Centre for Domestic Abuse.
- The £80,000 Surrey Heath revenue grant, which Citizen's Advice Surrey was in receipt of, went to the infrastructure to enable CAB services including the costs of utilities and supervisors' salaries. Additional sources of funding allowed for case-specific training for volunteers such as on welfare benefit reform.
- Fiscal modelling had proven the economic benefit of the Citizens Advice Bureau's work on the public sector. It was underlined that Council Tax arrears was the most reported CAB debt problem and a reduction in CAB services would have a direct knock-on effect of greater numbers visiting GPs' surgeries.

The Committee thanked Kate Sawby for her informative presentation and for the ongoing, invaluable work of Citizens Advice Surrey.

#### **14/EP Eikon**

Shaffrina Barker, Youth and Community Work manager for Surrey Heath, and Nikki Hamilton, Lead Youth Worker and Fundraising Officer, gave a presentation in respect of the work of Eikon.

Eikon provided a range of services around school programmes, employability and work skills, building resilience and mental health wellbeing. Eikon aimed to continue to garner the ethos of its founder, Chris Hickford, who promoted

proactive, rather than reactive work, with young people. Following Eikon's merger with the Windle Valley Youth project, Reflex Woking and the Lifetrain Trust, Eikon has allowed coordinated youth work to take place all across Surrey.

Eikon had successfully delivered the following services via schools to young people throughout Surrey Heath:

- Fostered strong and established relationships and worked in all three Surrey Heath secondary schools.
- Sexual health sessions, short resilience programmes, short courses and led on secondary school assemblies.
- Raised awareness and conducted staff whole school training on LGBT+ issues.
- Work with unaccompanied refugee young people.
- Work CAMHS to reintegrate young people back into school and rebuild mental resilience and provide emotional wellbeing support.

Eikon had facilitated a number of Youth Clubs throughout Surrey Heath:

- The HUB Youth club based in Deepcut aimed to integrate military families with non-military families and worked with the army to support local community events.
- The Friday Night Project, based at the Arena Leisure Centre, aimed to provide a holistic approach to youth work, via a mixture of sport and more traditional youth work activities. The project aimed to gain attendees from hard to reach areas and provided a mini-bus service for young people from the Old Dean.
- Chobham Youth Club which was the only youth club for teenagers in the Chobham area.

Arising from the Members' comments and questions the following points were noted:

- Eikon volunteers were specifically matched to volunteering assignments to ensure greater success for the young people and the volunteer. It was common for university students and "young volunteers" to work with youth clubs where they had previously attended or had specific experience.
- Eikon aimed to create themed programmes and act in synergy with Youth Clubs across Surrey. In addition the charity worked collaboratively and with different partnership organisations within the Old Dean.
- Specific Youth workers were trained to provide mental health first aid if needed. Moreover when working within schools youth workers had the ability to feedback to school staff in confidence in regard to pupils' mental wellbeing.
- Whilst it was likely that Surrey County Council (SCC) facilitated Youth work would experience funding cuts, it was recognised currently SCC only had 7 Youth and Community workers across Surrey. Eikon had the opportunity to extend and consolidate its niche; focussing on the fact that SCC youth work did not have a presence in schools.
- Outside schools, Eikon advertised their Youth Clubs and services via partnership working, such as with Accent and the Citizens Advice Bureau, social media and door to door leafletting.

- Unfortunately, whilst young people from the traveller community had previously attended Chobham Youth Club, it had been difficult to integrate the young people from the traveller and non-traveller communities. Any Eikon-facilitated Youth club aiming to engage the traveller community in the future would be run as a separate project.
- Eikon aimed for an equality of outcome for youth work throughout Surrey Heath and acknowledged specific groups and local communities would require extra resources to achieve this. Furthermore individual projects to engage with different groups of young people in the community lent itself to separate funding bids and allocations.

## **15/EP Committee Work Programme**

The Committee received a report and verbal update setting out its proposed work programme for the rest of the 2019/20 municipal year.

The Committee requested that it receives a presentation from Heathrow Noise Forum and representatives from the Heathrow Community Engagement Board (HCEB). It was noted that a presentation would be most appropriate following the published results of the Heathrow Expansion on expansion and airspace.

### **RESOLVED that**

- I. Heathrow Noise Forum be invited to give an information presentation to the Committee for the 12 November 2019 Meeting,
- II. And the Council's outside body representative or relevant portfolio holder give an update on the work of the Heathrow Community Engagement Board.

Chairman

**Presentation — Boom! Credit Union**

Portfolio	Transformation
Ward(s) Affected:	All

**Purpose**  
**To receive a presentation from Catherine Illingworth, Boom! Credit Union.**

**Background**

1. Credit unions are committed to being responsible lenders, making ethical choices, and by promoting saving and good money management by giving people access to credit at fair and reasonable rates of interest, and using member’s savings to benefit all members and the community.
2. Boom! is a credit union which has offices that are based in Crawley, West Sussex its membership is available for those who live and work in Surrey, West Sussex and Kingston. The organisation is independent not-for-profit; it is owned and controlled by its members. To use the credit union’s services you must be a member.
3. Credit unions have been around for decades and today there are more than 40,000 credit unions in 79 countries. There are 118 million other people around the world who believe in and benefit from the ethical and community banking approach that credit unions share.
4. Credit unions are regulated by the same authority as high street banks. Savings with the credit union are protected by the Financial Services Compensation Scheme, and they are regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

**5. How Boom! Works**

6. There are a range of services available which fall in two main categories, firstly, saving, in becoming a partner which is available either Corporately for staff who can as a Save As You Earn scheme which builds the saving habit, and the members can access special loan rates and a host of discounts and special offers). Secondly, this enables the funds to offer low cost loans to its members.
7. The day-to-day operations are in the hands of a team of staff and volunteers led by a team of up to 5 directors. Boom! is a co-operative with all members having an equal vote in the decisions of the organisation. Any profits that are made are paid out to our members in dividends, rather than to shareholders.
8. At present there are over 6,000 members who access, loans and prepaid cards and save. This gives a total investment of £4.2 million.
9. The partner list is extensive with leading employers in West Sussex, Surrey and Kingston, which includes Surrey County Council, Guildford, Woking and Runnymede Borough Councils plus a link to many local schools have been established from the introduction of a Junior Saver schemes aimed to encourage children to be responsible with their money from a young age.
10. The Committee is asked to consider the presentation in relation to Surrey Heath and any future steps which Members would wish to recommend to the Executive and/or Council.

Background Papers:

None

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Service Head:

Louise Livingston Executive Head of Transformation

**Presentation — Surrey Heath Community Lottery**

Portfolio	Support and Safeguarding
Ward(s) Affected:	All

**Purpose**

**To receive a presentation from Jayne Boitoult relating to the new Community Lottery Scheme initiative.**

**1. Background Information**

This Council provides significant grants and support to voluntary and community organisations in the Borough, in the form of Council Revenue and Community Fund Grant Schemes, that for the year 2018/19 awarded circa £200,000 (including £41,000 of benefits in kind).

The Council budgets are fixed, and there are ever growing demands to meet the local needs, with the aim to introducing a new income stream for community organisations the Council Executive resolved to introduce the Surrey Heath Community Lottery from the 13<sup>th</sup> July 2019 and a new Annual Community Lottery Award Scheme from July 2020 at its meeting on the 18th October 2018. The full agenda item is available as a background document for information.

**2. How does this work?**

A local lottery for Surrey Heath can provide a new form of income to our local voluntary and community (not for profit) organisations that can complement our own grant funding arrangements. This initiative can provide the players of the lottery the opportunity to support their chosen charity at the same time as a chance of winning up to £25,000, per week (the odds are 1,000,000 to 1).

The Council obtained its lottery license from the Gambling Commission in March 2019, and will be operated with the assistance of an external lottery manager. Gatherwell Ltd is the preferred operator of the majority of the 50 plus established local authority lotteries and has won the prestigious ‘lottery operator of the year 2019’. It has built a proven track record of working with Councils to deliver low cost lotteries and has provided the flexibility to tailor a scheme to Surrey Heath’s requirements.

The weekly on line electronic lottery is drawn every Saturday at 8pm, each ticket costs £1 per week and consists of 6 numbers; players can choose numbers or pick a lucky dip. Each player can chose to support a specific local good cause which will provide them with 50p of the £1 proceeds. Players can pay by direct debit or payment card; either a monthly recurring payment or a 1/3/6/12 month payment upfront.

From the cost of the £1 ticket, a total of 60% supports good causes, which is split 50% to the individual cause selling the ticket and 10% to the community fund. With 20% of all ticket sales used in prize money to the supporters, and the remaining 20% is retained by the external lottery manager, in this case Gatherwell which covers the costs of all banking and transaction fees, running the website, players support and marketing etc of which 3% of this is VAT which the Council can re-coup.

The Council are required to select a nominated fund ourselves, as if the supporter does not select a specific local good cause the whole 60% of each will be received, otherwise, it will receive 10% of each ticket sale, with the remaining 50% going to the nominated local good cause.

The Council hosted a local good cause launch on the 21<sup>st</sup> May, 2019 where some 40 organisations attended to find out how they could benefit from this scheme, and so far the vast majority have signed up to support this initiative.

The website will go live on 11<sup>th</sup> June with tickets being available for sale, and the first draw on Saturday 13<sup>th</sup> July, 2019 [www.surreyheathlottery.co.uk](http://www.surreyheathlottery.co.uk)

The top prize is £25,000 second prize £2,000 then £250, £25 and 3 free tickets. The odds of winning a prize are 1 in 50.

### **3. Funding Distribution**

The proceeds from the lottery ticket sales can be paid to each of the local good causes monthly if selected.

The Council are required to select a nominated fund ourselves, as if selected by players this will receive the whole 60% of each ticket sale, otherwise, it will receive 10% of each ticket sale, with the remaining 50% going to the nominated local good cause.

The funds will be accumulated over the year with the first awards from this newly formed 'Surrey Heath Annual Lottery Award' will be made in July 2020 and applications invited from all local not for profit organisations which will be subject to a criteria, to be based along existing templates used by the Council.

This scheme will be operated and managed alongside the existing Council grant schemes and will be administered by the Council's Community Development Officer.

### **4. Summary**

The members of the External Select Partnership Committee are asked to note this initiative and to help promote to organisations and contacts.

Background Papers: Lottery Executive Agenda Item- 18<sup>th</sup> October 2018

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Service Head: Louise Livingston Executive Head of Transformation

## **Surrey Heath Community Lottery**

### **Summary:**

To introduce a new Surrey Heath Community Lottery that will generate funds to support good causes within the Borough and enable voluntary not for profit organisations to access funds from this Council initiative.

**Portfolio:** Support & Safeguarding

Date Signed Off: 4 September 2018

**Wards Affected:** All

### **Recommendation**

The Executive is advised to RESOLVE to introduce the Surrey Heath Community Lottery by April 2019 and a new Annual Community Lottery award scheme from April 2020, with the implementation of the lottery delegated to the Executive Head of Transformation in consultation with the Portfolio Holder for Support & Safeguarding.

## **1. Background Information**

- 1.1 The Council provides significant grants and support to voluntary and community organisations in the Borough, in the form of Council Revenue and Community Fund Grant. Schemes for the year 2018/19 have awarded circa £200,000 (including £41,000 of benefits in kind).
- 1.2 The Council budgets are fixed and there are ever growing demands to meet the local needs. It is suggested that this initiative could provide the community an opportunity to support their chosen charity at the same time as a chance of winning up to £25,000, per week (the odds are 1,000,000:1).
- 1.3 A local lottery for Surrey Heath would offer a valuable new income stream for local voluntary and community (not for profit) organisations that could complement our own grant funding arrangements. Since 2015 over 50 councils have set up, or are in the process of setting up local Lotteries to support good causes in their areas.

## **2. The Scheme and Resource Implications**

- 2.1 Many councils have engaged an External Lottery Manager (ELM) and this is formalised by a contractual arrangement with an appointed ELM for the management of the lottery on the Council's behalf, including website management, administration of ticket sales and payments, prize management and marketing.

## Background Paper – Executive Agenda Report (18 October 2018 Meeting)

- 2.2 Gatherwell Ltd is by far the largest provider of council lotteries, with research indicating that it operates all but one of the nearly 50 already established or being developed lotteries.
- 2.3 Given the small number of providers and the fact that only one ELM has a proven track record of working successfully with councils to deliver low cost lotteries, it is suggested that the Council works with this provider, Gatherwell Ltd, on the establishment of the new Surrey Heath Community Lottery. **The Gatherwell model as summarised in Annex A** which offers the flexibility to provide the scheme tailored to meet the requirements of Surrey Heath.
- 2.4 As part of the introduction of the new lottery, Gatherwell would design a bespoke Surrey Heath Community Lottery website in partnership with the Council. This will be updated regularly to attract new players and will be accessible from various electronic devices. Once approved, each good cause will have their own branded page on the website and will be provided with their own bespoke marketing material for the Surrey Heath lottery.
- 2.5 It is crucial to the overall success of this project that it is extensively promoted and marketed and that as many varied local good causes commit to the concept. It is a simple way for them to raise income through their own website and the dedicated council lottery website. Each £1 ticket sale can raise 50p to the selected organisation. To encourage their commitment, there are no administration fees to join the lottery.
- 2.6 The Council's own operational involvement in the lottery, once launched and established will be limited. The control will be retained through an eligibility criterion which is set out in annex B and mirrors the terms for other council lotteries.
- 2.7 As the lottery licence holder, the Council will need to apply for a licence from the Gambling Commission and the nominated lead - Louise Livingston, Executive Head of Transformation - will oversee this process. Payments will be made each month to the good causes from the proceeds of the lottery ticket sales by the ELM.
- 2.8 The Council is required to select a nominated fund itself, as if selected by players this will receive the whole 60% of each ticket sale, otherwise, it will receive 10% of each ticket sale, with the remaining 50% going to the nominated local good cause.
- 2.9 On balance, it is suggested that the funds be accumulated over the year with the first awards to be made in spring 2020 and applications invited to the new scheme nearer that time when the proceeds are known. The scheme is to be named the '**Surrey Heath Annual Community Lottery Award Scheme**': it is intended to award all accumulated funds each year.

## **Background Paper – Executive Agenda Report (18 October 2018 Meeting)**

This scheme will be operated and managed alongside the existing Council Revenue and Community Fund Grant Scheme and will be administered by the Council's Community Development Officer.

2.10 Some officer time will be required in setting up and administering the lottery (e.g. registering and determining eligible good causes and authorising payments, completing licence application to the Gambling Commission and marketing the lottery), together with the development of a communications plan, to launch both to the local not for profit organisations and community to buy the tickets.

2.11 The duties will be managed from within existing staff resources.

### **3. Costs**

3.1 It is estimated that the start-up costs for a new Surrey Heath lottery would be £7,400, which includes:

- Gatherwell Ltd set-up fees - £3,000 +VAT
- Licence fees and affiliations - £1,400
- Marketing/Launch Expenses - £3,000

3.2 The ongoing annual costs of running the lottery will be up to £1,400 which is the cost of the licence fee, it is intended that these costs will be funded by the 3% VAT recovery cost that is levied for each lottery ticket sale, any excess proceeds will be added to the Surrey Heath Annual Lottery Award Scheme.

### **4. Legal Implications**

4.1 The Gambling Act 2005 creates eight categories of permitted lottery, one of which is a local authority lottery. The Local Authority lotteries are promoted by the relevant council and the net proceeds can be used for any purpose for the authority has power to incur expenditure.

4.2 If the Council is to set-up a Surrey Heath lottery, it must be run under an operating licence issued by the Gambling Commission and would need to comply with the specific licence conditions and relevant codes of practice.

4.3 As suggested, the Council can appoint an ELM to manage the lottery on the Council's behalf in accordance with S.257 of the Gambling Act. The ELM will also need to obtain the necessary consent and operating licence from the Gambling Commission. However, the Council will remain responsible for ensuring that the lottery operates lawfully if an ELM is appointed. Louise Livingston, Executive Head of Transformation is the nominated responsible officer for the Gambling Commission's lottery licence.

4.4 Gatherwell Ltd is the operator of all but one of the nearly 50 established local authority lotteries. It has built a proven track record of working

## **Background Paper – Executive Agenda Report (18 October 2018 Meeting)**

with Councils to deliver low cost lotteries and offers the flexibility to provide a scheme tailored to Surrey Heath's requirements. From our research it is suggested that Gatherwell Ltd be supported as our nominated ELM partner.

### **5. Risk Management**

5.1 There are various risks associated with establishing a new Surrey Heath lottery, such as:

- The voluntary and community sector choosing not to engage with the initiative and;
- The lottery not performing as well as expected and not producing the anticipated levels of income.

5.2 However, these risks do not appear to have been realised in other Council operated lotteries and upon balance they are outweighed by the potential to generate new funding for local voluntary and community organisations. The worst-case scenario is that the initial start-up costs are effectively written-off.

5.3 Lotteries are the most common form of gambling activity and are considered to be low risk in terms of problem gambling due to their relatively controlled format. There is also no instant gratification or reward involved. The buying pattern of players can be monitored online and issues mitigated if required. The lottery would also need to comply fully with the Gambling Commission's licensing code of practice.

### **6. Summary**

6.1 Executive support is sought for the establishment of a Surrey Heath Community Lottery to raise additional income for good causes in the borough. It is recommended that the Council uses the skills and expertise of an ELM to form a partnership to set up and manage the lottery. Due to the limited number of providers and the fact that only one ELM has a proven track record of working with Council, Gatherwell Ltd is the proposed partner.

6.2 The alternative option would be for the Council to recruit the necessary staff and establish the systems to run a lottery in-house, or not to proceed with the concept of a Surrey Heath lottery.

### **7. Options**

7.1 The Executive has the option to;

- (i) To support the introduction of the Surrey Heath Community Lottery by April 2019, and a new Annual Community Lottery award ng scheme from April 2020 under the delegated authority

## Background Paper – Executive Agenda Report (18 October 2018 Meeting)

of the Executive Head of Transformation in consultation with the PH Support and Safeguarding.

- (ii) Not to support the proposals.
- (iii) To amend the proposals as the Executive see fit.

### 8. Proposals

8.1 It is proposed that the Executive agree the recommendations as set out in (i) as above.

### 9. Corporate Objectives and Key Priorities

9.1 The funding of voluntary organisations allows the Council to meet its objectives to:

- Work in partnership with local organisations to provide support to the community and diverse open space and recreation facilities.
- Understanding and supporting local voluntary groups.
- Significantly contribute to civic pride through the provision of events and green spaces.
- Work in partnership with the voluntary and third sector to extend opportunities in the Borough.
- Encouraging greater involvement from local clubs and organisations including volunteering.

### 10. Equalities Impact

10.1 An Equalities Impact Assessment will be completed once the final proposal has been developed pending the decisions made by the Executive.

<b>Annexes</b>	<b>Annex A - The Gatherwell Model</b> <b>Annex B - Criteria for organisations joining</b>
<b>Background Papers</b>	<b>Gatherwell Ltd Information</b>
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## Annex A - The Gatherwell Model

Gatherwell manage all aspects of the online lottery on the Council's behalf, including processing new players, distributing prizes and awarding funding to good causes. They also have insurance in place to cover jackpot wins and suspension or failure of the lottery. **The £25,000 top winning prize is available to win from week 1.**

Lottery Players sign up online through direct debit or payment card, with Gatherwell processing all ticket sales

There are weekly draw with tickets costing £1. The proceeds of each sale are split as follows:

- £0.60p goes to local good causes
- £0.20p covers prizes
- £0.17p to the ELM (Gatherwell)
- £0.03p VAT (which is reclaimable and to be used to fund the annual lottery fee)

For comparative purposes, 28% of ticket sales from the National Lottery go to good causes, with 27.5% from the Postcode Lottery, and 20% from the Health Lottery).

Individual lottery players have two choices as to how the 60% for good causes generated by the purchase of their ticket is distributed:

- the whole 60% can go to a good cause nominated by the Council
- 50% of the ticket prices can be given to a specified good cause registered with the lottery and selected by the player, with the remaining 10% being allocated to the Council's nominated cause.

Players select a line made up of six numbers running from 0 to 9. Prizes will be awarded according to the numbers of matched numbers as follows:

Matched Numbers	Prize
6	£25,000
5	£ 1,000
4	£ 250
3	£ 25
2	3 free tickets

The odds of winning the jackpot are approximately 1,000,000 to 1 and odds of winning the jackpot are approximately 1,000,000 to 1 with the odds of winning any prize are 50 to 1.

## Background Paper – Executive Agenda Report (18 October 2018 Meeting)

The Council decides the criteria for good causes to be eligible to benefit from the lottery and determines applications from relevant voluntary and community organisations

Based on the model of 60% of ticket sales going directly to good causes, the following table shows the potential annual income generated for eligible voluntary and community organisations.

Weekly Ticket Sales	Income for Good Causes
500	£15,600
1,000	£31,200
1,500	£46,800
2,000	£62,400
2,500	£78,000

As way of an example, the first Council lottery was established by Aylesbury Vale District Council in November 2015. It has gradually built over time and is now raising £86,000 each year for good causes in the district.

**Annex B – The Criteria for Organisations Joining the Surrey Heath Lottery as Good Causes**

We encourage as many organisations as possible to join the Surrey Heath Community lottery as one of the eligible good causes. As you will be joining under our overall gambling licence (Gambling Act 2005), we have to ensure that organisations meet certain criteria. There is no application fee.

**Your organisation must:**

- Provide community activities or services within the Borough which meet the need of Surrey Heath residents
- Have a constitution
- Have a bank account
- Operate with no undue restrictions on membership
- Be either:
  - A registered charity, with a board of trustees: or
  - A registered Community Interest Company: or
- Any other constituted group with a volunteer management committee comprising of at least 3 members and which meets at least three times a year.

**We will not permit applications from:**

- Groups promoting campaigns that do not directly relate to the provision of community activities or services within Surrey Heath
- Organisations what do not work within the Borough boundaries
- Individuals
- Organisations which aim to distribute a profit
- Organisations with no established management committee/board of trustees (unless a CIC)

**We are also unable to accept applications that are incomplete.**

**The Council reserves the right to:**

- Reject any application for any reason: and
- Terminate the participation of any organisation with a minimum of 7 days' notice for any reason; unless fraudulent or illegal activity is suspected in which case termination will be immediate.

**Presentation — Revenue Grant Review**

Portfolio	Support and Safeguarding
Ward(s) Affected:	All

**Purpose**

**To receive a presentation from Ben Sword and Jayne Boitout relating to the Council Revenue Grant Review.**

**1. Background Information**

Grant support to voluntary organisations is a discretionary function of the Council and the Executive therefore has the option to vary the level of support to organisations, or to withdraw funding for some or all of the grants. The annual budget for both the Community and Leisure Revenue Grants is £165,000 in cash, with in-kind benefits valued at a minimum of £48,600.

The Council have actively worked in partnership with the voluntary sector for many years to either undertake work on our behalf or awards revenue grants in areas that meet the changing needs, gaps and trends within Surrey Heath. The Council values this work, which is undertaken and delivered by the voluntary sector, enormously.

**2. The Existing Scheme**

At present, nine organisations are invited to apply each year to the revenue grants fund using a standardised application form which asks applicants to demonstrate how they benefit the borough of Surrey Heath and how grant funding will be used. Applicants are also asked to set targets which they become accountable for.

The grants over the past 16 years have generally supported the same organisations, with two notable changes being: 2014 funding ceased to the Butts, and in 2016 the Council started funding Camberley and District Job Club.

The scheme is not open to new applications, and all grants are monitored by Service Level Agreements, which are negotiated annually, with Council payments generally made quarterly following the submission of an update report.

The existing awards are addressed equally with a single classification, but our working relationships are in fact broader. Organisations funded by the revenue grant scheme can generally be broken down into two types:

- A) Those who independently provide services that meet local priorities, needs and gaps (e.g. Camberley Job Club)
- B) Those who undertake work on the Council's behalf where there are greater benefits achieved through economy of scale in comparison to the Council working alone (e.g. Basingstoke Canal Authority, Blackwater Valley Countryside Partnership).

Organisations in the latter bracket have expressed frustration that they are required to apply for grants on an annual basis, as they consider the work they perform to be part of long standing partnership agreements.

### **3. The Considerations for Change**

The Executive meeting on the 22<sup>nd</sup> January, whilst awarding the revenue grant awards for the year 2019/20, asked that the External Partnerships Select Committee review the existing Revenue Grant Scheme. Any recommendations for change will be considered by the Council Executive on the 17th September 2019.

This timescale will ensure that the Council complies with the existing compact arrangements and enable implementation from the 1st April 2020.

The current grant application process has not been reviewed for a number of years and does not recognise the difference between the two types of organisations funded listed in section 3 above.

#### Options to Consider

- A) No change, retain the existing application process
- B) Totally open scheme, using the Council Annual Plan as a basis for organisations to deliver and enable the Council to be responsive to changing local needs and priorities. However this will not give any security of funding to organisations which could affect their delivery (always having one eye on new funding opportunities rather than focussing on delivering as efficiently as possible) as it gives no funding security to organisations like Citizens Advice.
- C) Ring fence funding for certain organisations that perform functions on the Councils behalf, such as Citizens Advice Surrey Heath, Blackwater Valley Countryside Partnership and Basingstoke Canal Authority, and consider extending this for a two year period. Open the remaining funding to organisations that can deliver services that can meet our changing local priorities such as: homelessness, social prescribing for older people etc.

#### Background Papers:

1. Terms of reference,
2. Executive Agenda item for Grant Awards 2019/20
3. Executive Minute for Grant Awards 2019/20

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Daniel Harrison      Executive Head of Business  
Louise Livingston    Executive Head of Transformation



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## Background Paper

### 1. Terms of reference:

To consider a new policy to include different categories

- A: Grant funding/or new community organisations /seeking seed funding
- B: Delivering Services on behalf of the Council

Look at offering a longer-term option than 1 year for organisations that deliver services on behalf of the Council.

Introduce a clear points based system, which looks at fulfilling the local needs and priorities outlined in the Councils Annual Plan, with all grant funded groups being:

- Fully compliant i.e. safeguarding, public liability, has all statutory policies,
- Organisational stability
- Fundraising policies and successes
- Marketing and publicity
- Benefits to the community
- Partnership Working
- Future planning (how sustainable are they as an organisation)
- How do they value the services that the organisation provides.
- Look at options around how any matched funding can be used to enable the organisation to deliver service, consider introducing a maximum number of years that funding will be available i.e. grant funded = 3 years.
- Look at capturing information on all funds that are provided to the not for profit sector, that includes Community Safety Board, and High Sheriff award, amongst others that gives elected members some improved context around the overall level of funding being provided.
- Look at providing sign posting to crowd funding advice and guidance to those who receive funding and or encourage joining the Surrey Heath Community Lottery.

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Revenue Grants 2019/20

**Summary**

**The Executive is asked to consider the revenue grant payments to voluntary organisations for the period 1 April 2019 to 31 March 2020.**

**Portfolio - Support & Safeguarding**

**Date consulted:** 8 & 10 December 2018

**Wards Affected - All**

**Recommendation**

**The Executive is asked to consider the applications received and to allocate revenue grants for the period 1 April 2019 to 31 March 2020 from the Fund as appropriate.**

**1. Resource Implications**

- 1.1 The Council funds a number of voluntary organisations which either work in partnership with the Council or perform functions on the Council's behalf.
- 1.2 Annex A provides a breakdown of relevant information relating to funds sought plus a grant amount that Officers suggest is awarded.

**2. Key Issues**

- 2.1 The Council values the work undertaken by our voluntary organisations enormously. In order to function, these organisations need to be able to anticipate a level of financial commitment by the Council. Despite the Council's ongoing commitment to these organisations, in the current economic climate no guarantees are available that the current funding levels will be able to be met in future years.
- 2.1 New service level agreements were introduced in April 2013. The agreements set out targets and outcomes to be achieved throughout the year and are summarised in Annex B. Officers use the agreements to monitor the performance of organisations throughout the year. Quarterly monitoring reports are provided by the organisations based upon the targets in the service level agreements. Grant payments are only made after a successful monitoring report is received.
- 2.2 The Council follows the principles of the Surrey Compact, an agreement that supports how partners behave, engage and work together in the statutory, community, voluntary and faith sectors.
- 2.3 The grant support to voluntary organisations is a discretionary function of the Council and the Executive therefore has the option to vary the level of support

## Background Paper – Executive 22 January 2019 Agenda Report

to organisations, or to withdraw funding for some or all of the grants. The following funding options are therefore presented as part of this report.

### 3. Supporting Information

#### Citizens Advice Surrey Heath

- 3.1 Citizens Advice Surrey Heath (CASH) is open from 10am-4pm, Monday – Thursday plus a regular 3 hour outreach sessions in Bagshot, and Chobham. The existing partnership arrangement with Citizens Advice Woking diverts all phone calls from the bureaux on a Friday from 9-5. The organisation helps people from within the community to resolve their legal, money and other problems.

From April 2018 the service level agreement included supporting a minimum of 27 clients per day, together with setting a reserves policy, both of which have been achieved, it is noted that the reserves are set for approximately 9 months operating costs, which is within the tolerances advised by the Charities Commission.

Discussions progressed well during the year in relation to the relocation from the port a cabin behind Camberley library to the former museum location in Surrey Heath House. The relocation is planned in spring 2019.

The full range of services will be retained during this financial year, which includes: Local Assistance Fund and Health Watch Surrey which is commissioned by Surrey County Council, North West Surrey CCG, whereby referrals are taken to support clients in Chobham and Bisley who require help with welfare benefits. Pension Wise, Besom Foodbank referrals, and Local Solicitor Support and many more areas outlined within their application.

CASH have worked with SHCCG and VSNS to apply to the Department of Health, H&W fund for a project to broaden the scope of social prescribing within Surrey Heath. With a successful outcome the project can embed the improvements over a 4 year period.

Discussions via Citizens Advice Surrey are also ongoing with the Surrey Police and Crime Commissioner, to become more prominent in correctly sign posting hate crime to 'Stop Hate'.

Total costs are estimated at £183,412 in 2019/20 which reflects an increase of £22,630. There is also an increase of £15,972 in unrestricted reserve levels which were recorded at £128,697 on the 31/03/18.

It is suggested that a grant of £80,000 is approved subject to a service level agreement

The Council provides benefits in kind, which consists of: the office facilities valued at £18,500 per annum, (for the portacabin) and this is will increase to approx. £25,000 for the former museum space, plus the staff and volunteer car parking which is provided without cost to the organisation.

Voluntary Support North Surrey

- 3.2 Voluntary Support North Surrey (VSNS) role is to support the community and voluntary organisations in Surrey Heath, which totals 400 plus local not for profit groups. VSNS also operate in Runnymede, and Spelthorne. VSNS actively engages in partnership working, examples of this are: the Integrated Care Service arrangement with SHCCG, and the Amigo project with Catalyst, both of which provide income to the organisation.

VSNS have worked with SHCCG and CASH to apply to the Department of Health, H&W fund to support a project that will broaden the scope of social prescribing in Surrey Heath. The successful outcome of the bid will provide a dedicated social prescribing link officer resource for the next 4 years.

VSNS also develop and promote volunteering opportunities and this has provided 223 referrals and 91 placements in Surrey Heath for the year ending 31<sup>st</sup> March 2018.

The organisation works hard in providing a good communication platform of the services and support with 800+ emails being sent weekly providing the latest information available, amongst other awareness building initiatives. *Other services offered consist of training opportunities, governance and specialist funding advice.*

A vetting and barring service for local voluntary organisations is provided, and for the year ending 31/3/2018, 43 checks locally in Surrey Heath were undertaken.

The organisation is working towards introducing a visiting and befriending service in early 2019 to help meet the high levels of demand within Surrey Heath. This will be offered to all age groups, and will complement the existing provision provided by Surrey Heath Age Concern and other local agencies within this area. The scheme is utilising existing funds and will work collaboratively with other local organisations

The staffing levels that provide the service in 3 boroughs equates to 6 FTE.

The corporate volunteering and engagement programme continues to grow and has engaged with Costa, ADP, Enterprise, and Collectively Camberley.

The operating costs estimated for the financial year 2019/20 is £440,000 a considerable increase due to the partnership income from the H&W award. The net assets were recorded at 31<sup>st</sup> March 2018 at £228,785 from which £150,000 is ring fenced and held by Surrey Community Foundation, the outturn showed a slight surplus of £14,000.

It is recommended that a grant award of £30,000 is approved, subject to the delivery of an agreed service level agreement.

VSNS are located in the Ian Goodchild Centre, along with Camberley Care and Surrey Heath Age Concern, who are to relocate before April.

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A new 2 year lease will start from the 1<sup>st</sup> April 2019, which the Council will continue to support by subsidising rent at £2,550 per annum, plus maintenance costs and reduced car parking charges.

It is estimated that this will provide a benefit in kind value of £9,000.

### Surrey Heath Age Concern CIO

- 3.3 With the support of approximately 117 volunteers and four part-time members of staff, Surrey Heath Age Concern (SHAC) delivers a range of services for those aged 50+ within Surrey Heath.

The Rainbow Cafe offers refreshments, cakes, sandwiches and jacket potatoes in Camberley town centre. It is supported by a part-time manager and 31 volunteers and is open from Monday – Saturday 9-3pm. Income from the café has reduced comparatively year on year which has seen a reduction of income.

Tea and Memories introduced in 2017 which is hosted in the Rainbow Café and remains a popular option for those suffering with dementia. The initial costs to launch this project were donated by Vinci, and since that time to ensure of its viability SHAC have introduced a nominal cost of £2.50 to all users.

Following the introduction of the Integrated Care Service from the SH Clinical Commissioning Group (SHCCG), this charity has experienced an increase in demand of its V&B service. The Manager, Gill Gibson has worked hard to recruit new volunteers to meet the additional service requirements, and in an attempt to reduce the waiting list, a new criteria for all new referrals has been introduced. This together with returning previously received referrals (that fell outside of the new criteria to VSNS) has seen a reduction in the waiting list to 36.

Despite requests to the SHCCG for funds to assist with the V&B service they have been unable to provide any additional resources, to meet the demands of the integrated care referrals which totalled 59, plus 19 from other sources such as self-referrals, Age UK, Adult Social Care during the period from October 2017-September 2018.

The Visiting and Befriending Service currently has 54 clients across the area with 51 volunteers carrying out 175 visits per month. All of these clients are lonely, isolated older people who are living alone.

Tea and Chatter operates on the first Sunday of each month and there are clusters which include: Windlesham, Bagshot and Lightwater and Mytchett, Frimley Green, Frimley and Camberley. There are approximately 30 volunteer hostesses delivering this service

SHAC continue to fund raise and make applications to relevant schemes, to try to achieve a balanced budget. This has generated funds of £4,292 over this last year, plus an award of £4,000 from the Pargiter trust fund that is to be used to provide an new one day a week post to assist with the V&B service.

## Background Paper – Executive 22 January 2019 Agenda Report

A further lottery bid outcome is awaited for £40,000 which will be known in the New Year, and if awarded would see a Sunday lunch club introduced from the Rainbow Café, and a new volunteer co-ordinator post.

The SHAC team have advised that they are relocating from the IGC to the offices behind the Baptist Church in Mytchett, where they will formulate their future strategic plans.

SHAC is not affiliated to Age UK and acts independently from of the national organisation. Costs are expected to be £56,000 in 2019/20, which represents an increase of £500.

The organisation recorded £82,993 in reserves at 31 October 2018, which is a reduction of £13,716 from 31<sup>st</sup> March 2017.

It is suggested that a grant of £10,000 is considered, subject to a Service Level Agreement which includes a review of how the organisation meets local needs and priorities by working in partnership by maximising the resource available.

The Rainbow Café annual lease has a benefit of £10,000, plus a further £2,850 in The Square car parking for staff and volunteers.

### Camberley Central Job Club – Now Camberley and District Job Club

- 3.4 This organisation has received revenue funding since 1<sup>st</sup> April 2016. Its aim is to provide training and support to local people who are unemployed. Within Surrey Heath for the period of October 2018 there were 285 people recorded as receiving unemployment benefits (source: Nomis), there is a predicted increase in numbers with the introduction of Universal Credit in November 2018.

The Job Club are open on a Monday and Friday morning at High Cross Church where general sessions of support, and one to one assistance relating to CV writing, and confidence building, referrals are taken from the Job Centre Plus, local children's centres and self-referrals.

In September 2018, 25 clients were supported with 104 clients seen from the 1<sup>st</sup> April 2018 which is a substantial increase on the 73 recorded last year. The applicant has developed a good working relationship with Frimley Health Foundation Trust and is working in partnership to promote the vacancies that exist every second Monday in the month.

An estimated total number of people who have found employment through the Club is estimated at 28 with the service level agreement set at 70.

The overall costs forecasted for 2019/20 is estimated at £11,000 from which £3,600 relate to administrator costs, and £3,500 for room hire charges, with other costs linked to the operation. The club ran at a small loss for the 6 months to September 2018, at £1,411 with reserves at an estimated £5,000. Without a revenue grant the organisation would be unable to continue.

## Background Paper – Executive 22 January 2019 Agenda Report

It is recommended that a grant of £7,000 is approved to subject to a Service Level Agreement.

The council does not provide any benefits in kind to this organisation

### Tringhams, West End

- 3.5 Tringhams provides a care service to the elderly of West End, Chobham, Lightwater, Windlesham, and Bisley. The existing two day a week service located in West End Parish Council hall offers to clients a transport facility to the centre where they are provided with a hot meal, various activities and outings, refreshments and newspapers. The client numbers seem to be averaging around 15 attending per session. The service level agreement outlined an average of 22, which was achieved in 2016, but not since then.

The Tringham's staff, volunteers and management team have made strenuous efforts to be made to attract new regular clients, a men's service which has been piloted and is been popular, is led by the Chairman who has been in poor health and has not been fully implemented, but this is thought to attract a further 6 members.

The management team are of the view that although the numbers are falling, this is often the only outing the clients get during the week and is a crucial service to those who live on their own.

Other initiatives relating to working with local doctor surgeries, and adult social care are being developed with the aim to increase attendance.

The centre continues to monitor its operating costs and forecast an increase of 717.00 for the year 2019/20, to give a total of £33,717. The salaries account for just under 50% of the overall running costs. The organisation fundraised £2,054 throughout the year, which contributes to the income, with the overall profit and loss for the 6 months to the year ending 30<sup>th</sup> September 2018, is - £5,613. The unrestricted reserve as at 01<sup>st</sup> April 2018 showed a slight increase of £523 to £36,529, with a ring fenced transport fund of £40,054.

Tringhams operate their own transport service and utilise the SHBC dial-a-ride scheme when required.

It is suggested that a grant of £13,000 is retained for up to a further year, and closely reviewed after 6 months. Should the client numbers not meet the Service Level Agreement, notice will be given to withdraw the funding from the 31<sup>st</sup> March 2020.

The council does not provide any benefits in kind to this organisation.

### Basingstoke Canal Authority

- 3.6 The Basingstoke Canal Authority (BCA) manages and maintains the 32 mile long canal which serves Mytchett, Deepcut, and Frimley and Camberley. The canal is a highly visible natural feature through Surrey Heath, improving the quality of life of local residents by giving unrestricted access to open space and

## Background Paper – Executive 22 January 2019 Agenda Report

leisure opportunities. The canal centre based in Mytchett also acts as a local tourist attraction providing historical interest with a range of events and activities for the public.

There are 4.2 million residents within a 60 minute drive of the canal and 700,000 within a 30 minute drive. It is estimated that 30% of Surrey Heath residents have benefitted from the organisation in the past 12 months (through activities such as dog walking, canoeing, running to keep fit etc.) but there is no accurate information. The SHBC section is a highly populated area of the canal with a high number of visits to the canal centre and Frimley Lodge Park areas.

Other benefits provided include a hugely diverse ecological benefit (the widest in England and Wales according to the BCA), the ability to manage water levels and take preventative action before storms, prevention of canal leaks onto the railway and a large volunteer programme – over 60 ‘lengthsmen’ walk a section of the canal every week and can be called upon in an emergency.

Recent work local to the borough includes a number of maintenance works such as towpath cutting and inspections and the rebuilding of one of the trip boat jetties at the canal centre.

The general reserves for the BCA at 31/3/18 were £586,309 up from £486,309 on 31/3/17. The significant increase is largely due to the postponement of major tree survey works (£40k) and a principal survey of weirs and sluices (£44k), both of which are now taking place in 2018/19. Consequently, a draw from reserves of £40,000 has been predicted for 2018/19.

The reserves are in place to ensure the legal responsibilities of the partnership can be discharged (e.g. staff redundancies) should the Authority ever be wound up, but also to allow the BCA to deal with and react quickly to costly emergencies (such as canal breaches or other unplanned events) as they cannot overspend.

The BCA do not provide a minimum figure required for these purposes, rather the Honorary Treasurer defines the level of reserves as “adequate”.

It is recommended that a grant of £10,000 be approved subject to the delivery of the service level agreement.

### Blackwater Valley Countryside Partnership

- 3.7 The Blackwater Valley Countryside Partnership (BVCP) restore and manage the Blackwater Valley’s Countryside to maximise its value for outdoor recreation, landscape, wildlife and healthy living by involving and co-ordinating the work of local authorities, communities and landowners. It is estimated between 5,000 and 10,000 Surrey Heath residents benefit from the partnership annually but there are no exact figures.

BVCP also work with the environment agency to identify improvements to the River Blackwater to reduce the risk of flooding and improve water quality, in

## Background Paper – Executive 22 January 2019 Agenda Report

addition to working with Surrey CC to improve cycle pedestrian routes in Surrey Heath and the adjacent districts.

Projects of particular relevance to Surrey Heath BC in 2017/18 included:

- Managing two SANGs used by Surrey Heath.
- Carrying out improvements to the River Blackwater at Frimley.
- Input to SANG development at Mytchett
- Helping volunteers at Frimley Fuel allotments.
- Work on three sites owned by Surrey HeathBC

BVCP have stressed that the partnership is able to co-ordinate projects across political boundaries, raise funds and support partners and community organisations to carry out work, so that a great deal more can be achieved to benefit residents of the Valley than by any one partner working in isolation. If the partnership did not exist, the vast majority of work would still need to be carried out but at each individual partner's expense. BVCP argue that investing in the partnership provides best value for money through economy of scale.

While over £2million has been paid by SHBC in relation to Hawley Meadows SANGS, this money sits with Hampshire County Council to look after the site in perpetuity. Only the interest on this figure can be used by Blackwater Valley Countryside Partnership and even then this is restricted to the Hawley Meadows site and can only be spent on items which are classed as above and beyond 'usual' works.

The balance on the reserve account at 31/3/18 was £125,155, up from £105,833 on 31/3/17. As a minimum, a balance equivalent to three months of forecasted operating costs (£73k) should be held in reserves should the Partnership ever be wound up.

Surrey County Council has given notice that they will be withdrawing their income contribution from 2018/19, reducing anticipated contribution from local partners to £86,272. Consequently the balance on reserves is projected to decrease again to £108,655 at the end of 2019/20.

Following concerns last year around their lack of publicity and communication with residents, significant improvements have been made by BVCP including an up-to-date website and a presence on social media.

In light of the financial pressure on BVCP and the potential cost to the borough if the partnership were to fold, it is recommended that a grant of £10,000 be approved subject to the delivery of the service level agreement.

### Surrey Heath Sports Council

- 3.8 The function of Surrey Heath Sports Council is to promote sport in the borough by financially supporting eligible residents (via the awarding of grants) and encouraging participation across all sports recognised by Sport England. The Sports Council works with key partners such as National Governing Bodies, the County Sports Partnership, Active Surrey and local schools.

## Background Paper – Executive 22 January 2019 Agenda Report

The Sports Council are requesting support to the value of £3,500, in line with their 18/19 award. The Sports Council awarded £4,658 in grants in the previous year, a significant increase from £3,252 the year before. This has been largely credited to improved publicity and the introduction of a new grant stream for local clubs.

The Sports Council has also been successful in increasing the spread of grants compared to previous years, with beneficiaries including an aspiring Paralympic archer and those who would otherwise find a cost a barrier to participation.

The balance carried forward as of 31<sup>st</sup> October 2018 was £4,719.10.

It is recommended that a grant of £3,500 be approved subject to the delivery of the service level agreement.

### Surrey Heath Arts Council

- 3.9 The purpose of the Surrey Heath Arts Council (SHAC) is to facilitate cultural activities for all age groups throughout the borough. The Arts Council offers small grants to individuals and not-for-profit organisations in addition to the experiences and expertise from its members.

The Arts Council were successful in being more active in the community this year through supporting and sponsoring more community events that promote the arts, such as the Surrey Heath Show. This was reflected in grant awards, with the Arts Council administering grants worth £1775 in 2017/18, £375 more than the £1400 they were awarded by Surrey Heath Borough Council.

A figure of £1400 is being requested once again to enable the Surrey Heath Arts Council to continue to offer small grants and support to individuals and not-for-profit groups for cultural activities.

It should be noted that Surrey Heath is one of the only boroughs or districts in Surrey not to have an Arts Development Officer, meaning the role of the Arts Council has an increased importance in supporting the arts within the local community.

The grants account balance at 31<sup>st</sup> March 2018 was £2,690.

It is recommended that a grant of £1400 be approved, subject to the delivery of the service level agreement.

## **4. Options**

- 4.1 The Executive has the option to;
- i) Fund the organisations in line with the “2019/20 Proposals” column in Annex A, subject to the delivery of their service level agreements;

## **Background Paper – Executive 22 January 2019 Agenda Report**

- ii) Fund the organisations applications at a greater or lesser percentage of their requested sums;
- iii) Not fund any of the organisations.

### **5. Proposals**

- 5.1 It is proposed to fund each grant request at Annex A at the levels highlighted under the “2019/20 Proposals” column, subject to the delivery of the service level agreements.

### **6. Corporate Objectives and Key Priorities**

- 6.1 The funding of voluntary organisations allows the Council to meet its objectives to:
  - Work in partnership with local organisations to provide support to the community and diverse open space and recreation facilities.
  - Understanding and supporting local voluntary groups.
  - Significantly contribute to civic pride through the provision of events and green spaces.
  - Work in partnership with the voluntary and third sector to extend opportunities in the Borough.
  - Encouraging greater involvement from local clubs and organisations including volunteering.

### **7. Equalities Impact Assessment**

- 7.1 The organisations support vulnerable people with information, advice and/or funding and increase participation in activities to improve social inclusion.

### **8. Officer Comments**

- 8.1 The proposals as set out in Annex A will maintain the Council’s commitment to recently grant funded organisations. Despite this ongoing commitment, in the current economic climate no guarantees are available that the current funding levels will be able to be met in 2020/21.

## Background Paper – Executive 22 January 2019 Agenda Report

<b>Annexes</b>	Annex A. Grant application summary & proposal Annex B 2018/19 Service Level Agreements
<b>Background Papers</b>	All grant application forms
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### Consultations, Implications and Issues Addressed

	Required	Consulted	Date
<b>Resources</b>			
Revenue	✓	✓	
Capital	N/A		
Human Resources	N/A		
Asset Management	N/A		
IT	N/A		
<b>Other Issues</b>			
Corporate Objectives & Key Priorities	✓	✓	
Policy Framework	N/A		
Legal	N/A		
Governance	N/A		
Sustainability	N/A		
Risk Management	N/A		
Equalities Impact Assessment	✓	✓	
Community Safety	N/A		
Human Rights	N/A		
Consultation	N/A		
P R & Marketing	N/A		

ANNEX A - Grant Application, Summary & Proposals

Organisation	Grant Use	2018/19 GRANT  AWARD	Grant Request 19/20	% of Annual Overall Running Costs	2019/20 PROPOSALS	Other Council in-kind benefits for the year ending 31/03/18
<b>Surrey Heath Citizens Advice (CASH)</b>	Helps people from within the community to resolve their legal, money and other problems.	<b>80,000</b>	96,000	52.0%	<b>80,000</b>	Offices £18,500/£25,000 & Car parking no specific cost
<b>Voluntary Support North Surrey</b>	The service has a number of roles including developing volunteering, providing advice on governance and funding for voluntary organisations.	<b>30,000</b>	30,900	12.4%	<b>30,000</b>	Office subsidy £8,400 Car parking £2,350
<b>Surrey Heath Age Concern</b>	Provides a coffee shop in Camberley for use by the 50+ age group, a visiting and befriending service and an information signposting and support service.	<b>10,000</b>	10,000	17.8%	<b>10,000</b>	Tea room 10,000 Car parking £2,850

Background Paper – Executive 22 January 2019 Agenda Report

Organisation	Grant Use	2018/19 GRANT AWARD	Grant Request 19/20	% of Annual Overall Running Costs	2019/20 PROPOSALS	Other Council in-kind benefits for the year ending 31/03/18
<b>Tringhams, West End</b>	Transport to and from lunch and activities for 60+ in Bisley, West End, Chobham, Lightwater & Windlesham	<b>13,000</b>	13,000	45.4%	<b>13,000</b>	Not applicable
<b>Camberley Central Job Club</b>	Provision a Job Club facility within Camberley that includes a dedicated course helping clients return to work	<b>7,000</b>	10,000	90%	<b>7,000</b>	Not applicable
<b>Sub Total (Page 1)</b>		<b>£140,000</b>	<b>159,900</b>		<b>£140,000</b>	<b>£48,600</b>

Background Paper – Executive 22 January 2019 Agenda Report

Organisation	Grant Use	2018/19 GRANT AWARD £	Grant Request 2019/20	% of Annual Overall Running Costs	2019/20 PROPOSALS £	Other Council in-kind benefits for the year ending 31/03/18
<b>Basingstoke Canal Authority</b>	Revenue support in maintaining facilities.	10,000	26,283	3.5%	<b>10,000</b>	Not Applicable
<b>Blackwater Valley Countryside Partnership</b>	Revenue support in maintaining the facilities offered to residents and visitors to the Blackwater Valley	10,000	10,000	3.9%	<b>10,000</b>	Not Applicable
<b>Surrey Heath Sports Council</b>	Distribution of small grants locally to gifted and talented athletes and coaches	3,500	3,500	100%	<b>3,500</b>	Not Applicable
<b>Surrey Heath Arts Council</b>	Distribution of grant aid to promote the arts in the borough	1,400	1,400	100%	<b>1,400</b>	Not applicable
<b>Sub – total (page 2)</b>		<b>£24,900</b>	<b>£41,183</b>		<b>£24,900</b>	
<b>TOTAL (Page 1 &amp; 2)</b>		<b>£164,900</b>	<b>£201,083</b>		<b>£164,900</b>	

**Annex B: Service Level Agreements – The Outcomes to Date (2018/19)**

Organisation	Service Level Agreement	Achievements
Citizens Advice Surrey Heath	<ol style="list-style-type: none"> <li>1. To deliver the services as outlined within your Business Development Plan 2017-20 as attached in Annex A, and any subsequent versions introduced to reflect the changing local trends and priorities:</li> <li>2. To increase the average daily numbers of clients interacted with to 27:</li> <li>3. If necessary, to be willing to relocate to a suitable location from which you are able to operate.</li> <li>4. Acknowledge the support of the Council in all its publicity:</li> <li>5. Maintain independently examined accounts to be provided as requested by the Council:</li> <li>6. To make available at the time of the SHBC Revenue Application a current reserve figure based upon the guidance provided by the Charity Commission:</li> <li>7. To continue with a community fundraising strategy, that builds the organisational financial independence.</li> </ol>	<p>Achieved</p> <p>Achieved</p> <p>To relocate during 2019</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p> <p>Working towards</p>
Voluntary Support North Surrey	<ol style="list-style-type: none"> <li>1. To deliver the outcomes and outputs specified within the 2018/19 Partnership Funding Agreement with SCC/the CCGs/Runnymede BC/Spelthorne BC.</li> <li>2. To continue to work in areas of deprivation as required by supporting community groups in the following areas: Old Dean, St Michael’s and Chapel Road.</li> <li>3. To support the organisation and operation of the Surrey Heath Show.</li> </ol>	<p>Achieved.</p> <p>Achieved.</p>

**Background Paper – Executive 22 January 2019 Agenda Report**

	<ol style="list-style-type: none"> <li>4. To promote awareness of the services offered by VSNS, by attending a minimum of 6 community events.</li> <li>5. To maintain an office base within Surrey Heath that is available from 9-4pm, Monday to Friday.</li> <li>6. Acknowledge the support of the Council in all its publicity.</li> <li>7. To undertake fundraising that builds VSNS financial independence.</li> <li>8. To retain all existing service standards within Surrey Heath, pending any alteration and/or expansion of provision and/or area.</li> <li>9. To make available a reserve figure based upon the guidance provided by the Charity Commission</li> </ol>	<p>Achieved.</p> <p>Achieved.</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved.</p> <p>Working towards.</p>
<p>Surrey Heath Age Concern</p>	<ol style="list-style-type: none"> <li>1. To monitor with the Community Partnership Officer the visiting and befriending service. At present the demand exceeds supply, with a waiting list of 70 as at 1st May 2018. Many of the referrals are received from the SHCCG integrated care service. A collaborative approach is required with an ongoing dialogue to work in retaining a local V&amp;B service in Surrey Heath without the need to close the service to new referrals.</li> <li>2. To recruit new volunteers as necessary to achieve the above;</li> </ol>	<p>Yes, continuing to develop.</p> <p>Achieved</p> <p>Achieved.</p>

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	<ol style="list-style-type: none"> <li>3. Acknowledge the support of the Council in all its publicity.</li> <li>4. Maintain audited accounts to be provided as requested by the Council, and to make available a reserve figure based upon the guidance provided by the Charity Commission:</li> <li>5. To retain your community fundraising strategy, building your financial independence</li> <li>6. For the trustees to manage the smooth migration in changing status to a CIO (Charitable Incorporated Organisation).</li> </ol>	<p>Achieved.</p> <p>Achieved.</p> <p>Achieved.</p>
<p>Tringhams, West End</p>	<ul style="list-style-type: none"> <li>• To comply with all legal responsibilities that relate to the services provided both the transport and day centre operation (to include safeguarding, health and safety etc.).</li> <li>• To retain an option to work with Surrey Heath to provide the transport services if necessary.</li> <li>• For the trustees to retain an ongoing service review that meets the changing community needs and demands. To continue to develop and expand the dedicated men only sessions to six time a year.</li> <li>• Client numbers at to be retained at an average of 22 people attending per day.</li> <li>• Acknowledge the support of the Council in all its publicity;</li> <li>• Maintain audited accounts, copies to be provided to the Council.</li> <li>• To continue with a community fundraising strategy, that encourages financial dependence and contributes £4,000 in this financial year.</li> <li>• To make available a reserve figure based upon the guidance provided by the Charity Commission.</li> </ul>	<p>Achieved.</p> <p>Achieved</p> <p>Not achieved.</p> <p>Not Achieved as yet, average 15 per session.</p> <p>Achieved.</p> <p>Achieved.</p> <p>£2,054 raised to the end of Sept 2018 –</p> <p>Not Achieved as yet.</p>

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<p>Camberley Central Job Club</p>	<ul style="list-style-type: none"> <li>• To continue to provide employment training for those in high need within Surrey Heath, and to work with the JCP in prioritising the support for those who have been unemployed for the longest periods.</li> <li>• To provide accurate information from 1<sup>st</sup> April 2017 relating to the clients through using the job club have found any type of work: the data will extrapolate information of those who have found paid work and aim to achieve 70 people by the year end: the first report being received by the 30th June 2017.</li> <li>• To engage with 67% of clients (285 recorded in Oct 2018 = 191) who are registered as receiving unemployment benefits within Surrey Heath.</li> <li>• To comply with all legal and good practice governance responsibilities.</li> <li>• Acknowledge the support of the Council in all its publicity.</li> <li>• Maintain audited accounts to be provided as requested by the Council.</li> <li>• To further develop a community fundraising strategy, that reduces the financial dependence from the council.</li> </ul>	<p>Not demonstrated but have clearly helped clients within Surrey Heath.</p> <p>Yes, data available at 28.</p> <p>104 clients seen from April 2018.</p> <p>Working towards.</p> <p>Achieved.</p> <p>An auditor has confirmed the accounts presented are correct.</p> <p>Working towards.</p>
<p>Basingstoke Canal Authority</p>	<ul style="list-style-type: none"> <li>• Ensure the Basingstoke Canal is accessible, welcoming and safe</li> <li>• Improve biodiversity and landscape, working towards favourable SSSI condition</li> </ul>	<p>Achieved</p> <p>Working towards (always ongoing)</p>

**Background Paper – Executive 22 January 2019 Agenda Report**

	<ul style="list-style-type: none"> <li>• Improve supply and management of water to sustain navigation and biodiversity</li> <li>• Engage the community in understanding and appreciating the canal</li> <li>• Develop volunteering opportunities</li> <li>• Monitor feedback to improve services</li> <li>• Acknowledge the support of the Council in all its publicity.</li> <li>• Maintain audited accounts to be provided as requested by the Council</li> </ul>	<p>Working towards (always ongoing)</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p>
<p>Blackwater Valley Countryside Partnership</p>	<ul style="list-style-type: none"> <li>• Work with partners planners and leisure officers to increase public greenspace in the Valley including new SANG sites.</li> <li>• Manage the Hawley Meadows/Blackwater Park SANG and Swan Lake Park SANG both used by SHBC. Produce annual reports for these sites.</li> <li>• Organise and lead 150 conservation projects within the Valley for local volunteers, involving 1,500 people, at least 20 projects involving 100 people in Surrey Heath.</li> <li>• Work to partnership budget as agreed by BVCP members committee with at least £200,000 raised additional to core LA contributions.</li> <li>• Value of volunteer activity in direct support of BVCP activities to be £150,000. Work to the value of £7,500 will be undertaken on sites within Surrey Heath Borough.</li> </ul>	<p>Achieved</p> <p>Achieved</p> <p>On Target (16 projects involving 107 people so far in Surrey Heath)</p> <p>Achieved</p> <p>On Target – value of volunteer</p>

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	<ul style="list-style-type: none"> <li>• Acknowledge the support of the Council in all its publicity.</li> <li>• Maintain audited accounts to be provided as requested by the Council</li> </ul>	<p>activity is £74,500 with Value in Surrey Heath £13,410.</p> <p>Achieved</p> <p>Achieved</p>
Surrey Heath Sports Council	<ul style="list-style-type: none"> <li>• Assist talented sports people especially at County level and above with financial support</li> <li>• Assist those living and coaching in Surrey Heath by subsidising coaching courses</li> <li>• Provide hardship bursaries to people with financial barriers to participation in sport.</li> <li>• Acknowledge the support of the Council in all its publicity.</li> <li>• Maintain audited accounts to be provided as requested by the Council.</li> </ul>	<p>Achieved</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p>
Surrey Heath Arts Council	<ul style="list-style-type: none"> <li>• Award grants to individuals and organisations connected with the arts so they can develop their work</li> <li>• To sponsor activities which promote the arts at community events such as the Surrey Heath Show</li> <li>• To work closely with the Camberley Theatre to identify groups and arts related to areas that need funding</li> <li>• Acknowledge the support of the Council in its publicity.</li> <li>• Maintain audited accounts to be provided as requested by the Council.</li> </ul>	<p>Achieved</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p>



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**External Partnerships Select Committee  
Work Programme 2019/20**

Portfolio:	Corporate
Ward(s) Affected:	n/a

**Purpose**

**To consider the proposed Committee Work Programme for the 2019/20 municipal year.**

**Background**

1. Part 4 of the Constitution requires the Committee to agree a work programme for each municipal year.
2. The Committee Work Programme may develop through the forthcoming municipal year, to meet new demands and changing circumstances. The Committee will be expected to review its work programme from time to time and to amend as required.

**Work Programme 2019**

3. The Committee is scheduled to meet on the following dates in 2019/20 municipal year:
  - 10 September 2019
  - 12 November 2019
  - 11 February 2020
4. The Committee is responsible for scrutiny of other agencies which affect the economic, social and environmental well-being of the Council's area, including the Health and Wellbeing Board and the Police and Crime Panel. It also carries out the Council's statutory crime and disorder function and will receive regular updates on community safety in Surrey Heath from the Borough Commander.
5. The work programme for 2019/20 is set out below:

Meeting Date	External Partner
10 September 2019	<ul style="list-style-type: none"> <li>• Surrey Police</li> <li>• Collectively Camberley</li> <li>• Surrey Heath Clinical Commissioning Group</li> <li>• Consentricare</li> </ul>
12 November 2019	<ul style="list-style-type: none"> <li>• Citizens Advice Surrey Heath</li> <li>• Voluntary Support North Surrey</li> <li>• Tringhams</li> <li>• Heathrow Noise Forum Information Item</li> </ul>
11 February 2020	<ul style="list-style-type: none"> <li>• Hope Hub</li> <li>• Surrey Heath Age Concern</li> <li>• Camberley Job Club</li> </ul>

6. A list of other possible items is attached at Annex A, though this is not comprehensive and only intended to be indicative of the sort of areas covered in previous years.

Proposal

7. Members are asked to agree an outline work programme for 2019/20.

Resource Implications

8. Resource implications will depend on the issues brought before the Committee. The implications both in terms of prior to/during the meeting and any resultant work will have to be assessed when individual meetings are planned and the Committee decisions are known.

Recommendation

9. The Committee is asked to consider a work programme for the remainder of the 2019/20 municipal year.

Background Papers:

None

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Head of Service:

Louise Livingston – Executive Head Transformation

**External Partnerships Select Committee  
Possible Areas of Interest**

**Standing Responsibilities/Recurring Items**

- Surrey Heath Health and Wellbeing Board
- Surrey Police and Crime Panel/Crime and Disorder

**Other Possible Future Items**

**Revenue Grant Awards**

Citizens Advice Surrey Heath  
Voluntary Support Surrey Heath  
Tringhams  
Surrey Heath Age Concern  
Camberley Central Job Club  
Basingstoke Canal Authority  
Blackwater Valley Countryside Partnership  
Surrey Heath Sports Council  
Surrey Heath Arts Council

**Community Fund Grant Awards**

Camberley Cricket Club  
Frimley Green Village Hall  
Parity for Disability  
Camberley Judo Club  
Bisley Village Hall  
Chobham Burymead Football Club  
Frimley Cricket Club  
Valley End Institute

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