

Purpose

To receive a presentation from Tracy Hiney, Charity Manager Surrey Heath Age Concern (SHAC).

Background Information

1. This CIO (Community Incorporated Organisation) is an independent, local charity working to provide services to enhance the lives of older people in the borough of Surrey Heath. Their activities prior to Covid-19 were a visiting and befriending service, operating and managing the Rainbow Cafe in Camberley town centre with a range of Tea and Chatter activities for older people, which included monthly gatherings and tea and memories afternoon teas hosted at the café in Camberley.
2. The organisation is supported by many dedicated volunteers which total 111, broken in to the main service areas:
 - Visiting and befriending = 51, visiting 55 clients per week.
 - Tea and Memories = 4, with an average of 24 clients.
 - Tea and Chatter 36 volunteers, 12 drivers, 30 clients
 - Café has an average of 8 volunteers, with 20 clients.
3. Surrey Heath Age Concern receives an annual revenue grant of £10,000 from the council and has also received £6,000 from the Covid-19 grant scheme, plus a £10,000 business grant.

Covid-19 Service

4. The organisation has adapted its services to ensure that they have been able to continue to support the isolated, elderly and vulnerable within Surrey Heath, many of which are frightened and confused during this period. Concerns focus around food, and medication. SHAC worked hard to change the mode of operation from personal one to one contact, to telephone support not only for the clients, but also for the volunteers, as they call twice a week to ensure they are ok, and making time to chat on the phone.
5. SHAC have also received a number of new referrals from Surrey Heath Prepared and have been working and training new volunteers to meet the additional demand.

Recommendation

6. 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.

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Service Head:

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