

Purpose

To receive a presentation from Tracy Hiney Charity Manager representing Surrey Heath Age Concern

Background

1. Surrey Heath Age Concern CIO

This is an independent, local charitable incorporated organisation, that is not affiliated to Age UK, and delivers services to clients of Surrey Heath who are aged 50+.

Residents from Surrey Heath can request help directly with referrals also received by social prescribers. The charity consists of 9 trustees, 4 part-time staff and approximately 120 volunteers:

The services are free to all users, the Council provides an annual revenue grant of £10,000 which is subject to a service level agreement attached as annex A. Other funding streams are secured via grants, charitable donations from local businesses, legacies and an active fundraising team.

The mission statement of SHAC is 'to replace loneliness and isolation with happiness and laughter, for every vulnerable older person in the borough of Surrey Heath'.

2. Services and Adaptability in 2020/21

The Rainbow Café's closure over the past year has been affected by the pandemic restrictions which has impacted the income of the charity. However the Charity Manager had made a successful bid to the Council Covid-19 scheme which was awarded £6,000 plus a further £10,000 in Council tax relief. Furthermore funding had been received from others such as Johnson Wax, Surrey Heath Prepared, Surrey Community Foundation, and Frimley Fuel.

The Rainbow Café is managed directly by a part-time manager who has been furloughed during the period of lockdown. The Management Team will open the Café as soon as it is safe to do so.

In the meantime the 57 befriending volunteers have eased the isolation for many older vulnerable people within our community by picking up the telephone to make regular calls, and this was clearly recognised by Surrey Heath Prepared who provided a grant of £1,200 in July 2020.

During the pandemic a tailor made database has been established to manage client information more efficiently and securely; and referral forms have been updated to obtain more information of the elderly person resulting in better matches.

Further successful bids in applying for grants help meet the costs of the dedicated befriending officer and also help the income for the organisation.

The organisation provided support to 57 isolated clients in February 2021, following Government guidance relating to Covid. The waiting list presently stands at 5. The Befriending Co-ordinator calls all those on the waiting list on a weekly basis for a chat which builds a positive relationship in anticipation of a suitable Befriender being found.

With the recent Government easing of the lockdown restrictions the Befriending Co-ordinator is updating risk assessment documentation. The intention is to call all service users and volunteer befrienders to ascertain the level of support to return to face-to-face befriending indoors from no earlier than 17 May (depending on the supporting Government data). SHAC continue to work collaboratively with the social prescribers, well-being advisers and are part of the COVID Champions scheme. There has been an increase in support to families of SHAC service users and those on the SHAC waiting list since the beginning of the year.

Tea and Chatter and Tea and Memories services have been suspended due to COVID but SHAC are continuing to support the attendees by weekly phone calls and some shopping.

The anticipated operating costs are expected to be £57,600 in 2021/22.

Premises

The Rainbow Café located in Camberley has a lease from the Council which is due to expire in November 2022, this has a benefit in kind cost of £10,000, plus up to £2,850 per annum for car parking when the facilities are operational and the café is open.

The SHAC management team are represented as part of the early on-set discussions relating to the potential development of a community hub in Camberley town centre.

Recommendation

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

Background Papers:

None

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