

**Surrey Heath Borough Council**  
**External Partnerships Select Committee**  
**1 March 2022**

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**The Hope Hub**

**Strategic Director/Head of Service:** Louise Livingston- Head of Human Resources, Performance & Communications  
**Report Author:** Jayne Boitout, Community Development Officer

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**Purpose**

To receive an update presentation from Mags Mercer Chief Executive, The Hope Hub.

**Recommendation**

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.

**1. Background and Supporting Information**

- 1.1 The Hope Hub have provided services to local residents who are homeless or at the risk of or in poverty, and support through the need food parcels breakfast/refreshments/lunch, and emergency items such as toiletries, and clothes, plus shower and laundry facilities. In 2018, they relocated to the porta cabin behind the library in Knoll Road.
- 1.2 In September 2021, the Hope Hub supported 75 Surrey Heath clients and 19 non-SHBC clients.
- 1.3 The Hope Hub has 10 members of staff, with costs annual costs estimated at £230,000, and unrestricted reserves of £90,000 on 31st March 2021.
- 1.4 The Hope Hub has been supported by the council since it became operational in 2018. Since April 2021 a revenue grant was agreed at £31,500 with the additional funds of £8,500 being contributed by SHBC Housing Support this was to support the frontline work via their service pathway which will support the frontline day services work of case workers. This funding is outside of the scope for the newly introduced Emergency Accommodation Service that was opened in January 2022.

1.5 The Hope Hub is not a ring-fenced organisation, and the revenue grant funding is confirmed at the previous level of £31,500 for the year starting 1st April 2022.

## **Background Papers**

Monitoring Report Q3 21/22