

Surrey Heath Borough Council

Executive

17 January 2023

Revenue Grants 2023/24

Portfolio	Support & Safeguarding – Cllr Sarah Jane Croke
Strategic Director/ Head of Service	Sally Kipping Head of HR, Performance & Communications
Report Author	Jayne Boitault – Community Partnership Officer
Key Decision	Yes
Wards Affected	All
PH Sign off:	20 December 2022

Summary and purpose

The Executive is asked to consider the revenue grant payments to voluntary organisations for the period 1 April 2023 to 31 March 2024.

Recommendation

The Executive is advised to RESOLVE that

- (i) the following Revenue Grants for 2023/24 be awarded to:
 - a. Surrey Heath Citizens Advice (CASH) – £80,000; *
 - b. Basingstoke Canal Authority - £10,000; *
 - c. Blackwater Valley Countryside Partnership - £10,000; *
 - d. Surrey Heath Age Concern - £10,000.
 - e. Camberley Central Job Club - £6,000.
 - f. The Hope Hub - £40,000.
 - g. Voluntary Support North Surrey - £20,000:
 - h. VSNS-Time to Talk - £10,000.
- (ii) the other in-kind benefits provided to organisations be noted;
- (iii) No grant awards to be made to Catalyst Support and Surrey Heath Sports Council;
- (iv) The Hope Hub to be classified as ringfenced organisation from 1st April 2023;

- (v) Notice to be given to Basingstoke Canal Authority and Blackwater Valley Countryside Partnership that the Council are not able to commit at this time to continue revenue funding beyond 31 March 2024; and
- (vi) all grants be subject to Service Level Agreements.

*As previously agreed at the Executive meeting on 19 January 2022, the Council would use remaining funds from the Containment Outbreak Management Fund (COMF) to meet the Revenue Grant costs for the three ringfenced organisations: 2023/24, for Citizens Advice Surrey Heath (£80,000); for Basingstoke Canal Authority (£10,000); and for Black Water Valley Countryside Partnership (£10,000).

1. Background and Supporting Information

- 1.1 The Council's non-ringfenced revenue grant recipient organisations were advised in February 2022 that from 1st April 2023, that as a result of budget restrictions the Council was not able to provide financial support through a revenue grant scheme beyond 31 March 2023, and in accordance with Surrey Compact guidance all organisations received letters confirming this position. Throughout the year the Council has worked to identify other funding sources and with the organisations have reviewed the potential community impact from the voluntary groups reducing or withdrawing services from the cessation of Council revenue support, details of which are outlined and attached in Annex A.
- 1.2 The outcome has informed the further review the latest budget position and to identify any opportunities to draw on funds wherever possible to continue to support the Surrey Heath community, particularly at a time of community vulnerability linked to economic hardship, which can lead to a greater demand on the local voluntary sector. This review has identified funds arising from a small underspend in the Charity Enabling Fund of £14,500 which closed in May 2022, plus adjustments to the Containment Outbreak Management Fund of £35,500, and a contribution of £31,500 from the Homeless Prevention Grant to retain the grant for The Hope Hub, this gives a total of £81,500 which can be used to contribute to voluntary sector grant funding for the year 2023/24. This is in addition to the COMF allocation of £100,000 which, will require a small budget allocation to meet the cost gap of £4,500, and for the year 2024/25 a minimum budget allocation of £186,000 to enable the continued support of local not for profit organisations.
- 1.3 The funds initially allocated to the three ring-fenced organisations in 2022/23 and for 2023/24 reflect what was agreed by the Executive in January 2022 minute reference 85/E. It is proposed that the support provided in kind, which includes office space, and car parking to be retained in line with the financial support offered.
- 1.4 Service Level Agreements were introduced in 2013 enable the Council to better assess the outputs and outcomes being delivered by voluntary sector organisations and to agree their key targets. This is set out in Annex B.

Officers use the agreements to monitor the performance of organisations throughout the year. Grant payments are authorised following receipt of a satisfactory monitoring report.

- 1.5 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.
- 1.6 The Council's 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 the grants. The following funding options are therefore presented as part of this report.
- 1.7 The proposed allocation for 2023/24 prioritises voluntary sector organisations that directly support the Council's statutory duties relating to its welfare benefits and distribution of grants to local residents and in support of housing and homelessness and see an addition of the Hope Hub to this category.

2. Citizens Advice Surrey Heath

- 2.1 Citizens Advice Surrey Heath (CASH) operates from the former museum space located within Surrey Heath House. The pandemic saw an adaption in the delivery of services to ensure that clients and volunteers were supported safely. The opening times of the service is from 10am-4pm, Monday – Thursday, and the mornings are dedicated to appointments, there is capacity for emergency drop-plus an outreach service, on average for the month of September 2021, 35 clients were supported each working day, which complies with the Service Level Agreement. Staff and volunteers can return to the office or continue to deliver the services from their homes, or on the phone
- 2.2 In September 22, a total of 668 clients were supported with advice and information, of these 12% were face to face, 75% phone advice and 13% received online advice via email and webchat. The revenue grant being sought represents 27% of its annual turnover.
- 2.3 A key partnership project relates to social prescribing and this works with the Council, Surrey Heath Clinical Commissioning Group, Surrey Heath Primary Care Network and Voluntary Support North Surrey, the aim is to improve the wellbeing of local residents. This has resulted in Citizens Advice Surrey Heath being able to offer an improved integrated clinical, social and community care service.
 - The key services provided by Citizen's Advice Surrey Heath include administrating the introduced Hardship Scheme, which is funded separately by this Council as well as the Household Support Fund and other small charitable pots of funding

- Providing specialist debt and welfare benefits advice, including outreach across the borough, as part of their 'No-one Left Behind' initiative, funded by Surrey County Council.
- Making food bank referrals and working with Camberley Besom and Woking Food Bank to provide advice to help people better manage financially.
- Working with other charities and organisations such as local churches, local solicitors, military veterans listening project, Frimley Fuel Allotments, Accent Housing, Age Concern, Your Sanctuary, Frontline, Surrey Heath Home Start, and Camberley Job Club to make sure clients are supported and referred to the most appropriate support.
- In October 2021, the Government (DWP) established a scheme to provide additional funding to target financial support for vulnerable households over the winter months, to be known as the **Household Support Grant**. This latest phase of Government grant will run until the 31 March 2023 (and redeemed until the end of April), this total £500m Nationally. The aim of the grant is designed to enable local Councils to support vulnerable households with the increasing costs of food, energy, water, and other essentials. Citizens Advice Surrey Heath (CASH) deliver this on the Councils behalf and have received additional income of £29,041 for this service. The scheme requires a quick time response to evaluate and turn around the applications promptly following discussion CASH agreed to be the agency, validating, and awarding by ensuring the emergency funds are provided to those who are most vulnerable.

2.4 Total 2023/24 annual costs are estimated at £274,530 and the unrestricted reserves recorded on 31 March 2022 show a further increase of £50,722 to £191,669. This is one of the current three ring fenced organisations, and it is suggested that a grant of £80,000 per year is approved subject to the satisfactory completion of a service level agreement together with the provision of benefits in kind, which consists of the office facilities valued at £25,000 and the staff and volunteer car parking which is provided without cost to the organisation.

3. Basingstoke Canal Authority

3.1 The Basingstoke Canal Authority (BCA) manages and maintains the 32-mile-long canal which serves Mytchett, Deepcut, and Frimley and Camberley (4.5km of canal is within the borough). The canal is a Site of Specific Scientific Interest (SSSI) and forms a significant part of the local blue/green infrastructure of the borough, providing recreational benefits to residents such as walking, cycling, and kayaking. The canal centre based in Mytchett also acts as a local tourist attraction providing historical interest, events, and activities.

3.2 The BCA works alongside The Basingstoke Canal Society to enable projects on the canal, ranging from new moorings and paths to events and boat rallies, and advise they help keep the borough a safe place to live as they keep the

canal in good condition, manage water levels to protect residents and regulate use of the Canal by issuing boating, angling and other recreational licences.

- 3.3 The BCA is founded on partnership between 9 local authorities including Surrey Heath and is reliant on annual contributions from these partners (plus nominal contributions from town and parish Councils), although it also supports itself through various income streams. The general reserves for the BCA at 31/03/22 were £801,852 which comprises of £697,774 in the general reserve and £80,000 allocated retrospectively for dredging & silt disposal and Wellesley. Adjusting for the slipped work, the total reserves balance is projected to decrease to £721,859 by 31 March 2023.
- 3.4 It is noted that this is a ring-fenced organisation, and it was previously agreed at the Council Executive in January 2021 to continue the revenue grant of £10,000 for the year 2023-2024, and that notice to be given to that the Council are not able to commit at this time to continue ongoing funding beyond 31 March 2024.

4. Blackwater Valley Countryside Partnership

- 4.1 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.
- 4.2 BVCP stress that by being able to co-ordinate projects across political boundaries, raise funds and support partners and community organisations to carry out work, 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, most of the 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.
- 4.3 The balance on the reserve account on 31 March 2022 was £164,690 which has increased by over £30,000 which is attributed to staff vacancies, the operating costs are estimated at £350,000 for the year 2023/2024. Funding comes from local authorities and income from site management and project work. As a minimum, a balance equivalent to three months of forecasted operating costs (c. £80,000) must be held in reserves should the Partnership ever be wound up.
- 4.4 It is noted that this is a ring-fenced organisation, and it was previously agreed at the Council Executive in January 2021 to continue the revenue grant of £10,000 for the year 2023-2024, and that notice to be given to that the Council are not able to commit at this time to continue ongoing funding beyond 31 March 2024.

5. Non-Ringfenced Organisations

5.1 Voluntary Support North Surrey

5.1.1 Voluntary Support North Surrey (VSNS) is an infrastructure organisation operating beyond Surrey Heath, whereby they support the 400 + local community and voluntary groups that operate in Surrey Heath, over the past year.

- VSNS have supported over 70 organisations assisting with, volunteer support, funding advice, training, and governance advice.
- 20 free training courses over the past 6 months, supporting 100 volunteers and charity staff, relating to digital fundraising, legacies, managing volunteers, social media, governance, and good trusteeship.
- Delivered the annual volunteer award ceremony, supported by the Surrey Heath Mayor, this is where over 100 volunteers receive the recognition of their advocacy and the importance of their help. This type of annual event promotes the philanthropic benefits of helping others and encouraging new volunteers who we rely on to deliver so many frontline services.
- VSNS also have a role in providing volunteers to local organisations and support the vaccination centres, the recent numbers are 330 referrals, of which 216 were placed.
- Increased their work with corporates, and it is estimated that 70 volunteers have come from SH based companies as a result the following: these presently include:

2 new corporate relationships Ford way and Bank of America
10 corporate teambuilding days completed across 5 companies
Over 300 gifts to charities through the angel tree scheme
Over 200 easter eggs donated
£4,000 in direct donations to SH charities £2,000 from SC Johnson and £2,000 from Enterprise

Existing companies are SC Johnson, Enterprise, VM Ware, Hyster Yale, Overbury.

- It is suggested that a minimum grant consideration be supported of £20,000 is offered, subject to the delivery of an agreed service level agreement.

5.2 Surrey Heath Age Concern CIO

- Surrey Heath Age Concern (SHAC) delivers a range of services to those aged 50+ within Surrey Heath that support those who are amongst the most vulnerable and isolated locally.

- The Rainbow Café is an established facility in Camberley, and the charity actively work to promote this facility with tea and chatter/memories etc., and presently it provides an income of approximately £1,200 per month, as the café relies upon volunteers to support with the operation, which is restricted by the recent shortage of available people to help. The café is managed by a part time manager who works 20 hours per week, and a Shift Supervisor that works 12 hours per week.
- The visiting and befriending service continues to be very popular and is operated with the assistance of 42 volunteers who on average make almost 200 call and visits to isolated older people per month, this is managed by a part time V& B Co-ordinator who works 18 hours per week.
- It is suggested that for this financial 2023/24 a grant of £10,000 be retained for this year and is subject to a Service Level Agreement which is to includes continuing to work collaboratively with the V&B scheme operated by Voluntary Support North Surrey.

5.3 Camberley and District Job Club

- This constituted group has received revenue funding since 1st April 2016. Originally the plans focussed upon providing accessibility to training, advice, and guidance to those who were unemployed locally. Since this time, the strategies of the group have developed to include working with the Councils youth workshop until October 2022, supporting Ukrainian refugees, who fall outside of the scope of the families being supported by the Family Support Team, the Job Fairs, and liaison work with local schools such as Carwarden School.
- One of the key activities provided by the club is the face-to-face meetings on a Monday at High Cross Church where support, and one to one assistance relating to CV writing, and confidence building, are provided. The referral method to its service is varied and can be from the Job Centre Plus, churches, and self-referrals. With the increase in unemployment numbers, it is anticipated that this voluntary group will be busy next year providing vital support to those who are vulnerable within our community.
- The service level agreement is designed to focus upon supporting those who are unemployed ideally for the longest period, from which the group confirmed that for the period from July - October 22 of which 14 clients have found work, one of which is a Ukrainian refugee. At present there are 68 clients registered, and 24 visit regularly. There are 8 Ukrainian clients included within the above numbers who sought help in September and October.
- Without continuation of funding support the job club is unlikely to continue to operate, at a time where there is an economic downturn, it is suggested that the revenue grant of £6,000 be awarded to enable the continuation of this service within Surrey Heath.

5.4 Catalyst Support

- In 2017, Catalyst introduced a new initiative in Surrey Heath that provided a mental health and well-being community football team, called 'the Welcome Wizards' this is aimed at improving mental health.
- The scheme operates from Frimley Lodge Park and uses one of the 3G football pitches weekly to provide this service which has over 30 people registered and just under 20 people turn up to play.
- The annual costs to deliver the project for 23/24 are estimated at £4,000, and for the year 2022/23 £1,500 is sought was awarded as a revenue grant. The applicant has significant reserves, but the majority are restricted, due to the delivery of their commissioned contracts. The service is accessed via self-referrals or existing clients. The Welcome Wizards are part of the Surrey FA disability league with Catalyst hosting an annual tournament which is very popular.
- Catalyst has confirmed that they are hoping to secure funding elsewhere, to enable this project to continue, the proposal considers developing a mental health alliance with other local organisations with its own legal entity, the football group can become part of the current Community Connections Surrey Offer, with a security of funds from this source.
- It is suggested that the grant be withdrawn from the 31st March 2023.

5.5 The Hope Hub

- The Hope Hub have provided services to residents who are homeless or at the risk of becoming so since 2018 and one of its locations is in the porta cabin behind the library in Knoll Road. The service also works with those in poverty, and need food parcels, breakfast/refreshments/lunch, and emergency items such as toiletries, and clothes, plus shower and laundry facilities.
- From the 1st April 2021 the Council has supported with a grant revenue grant of £31,500 per year. This grant does not include other service support that relates to the Night stop project.
- The Hope Hub is a key strategic partner in reducing homelessness in the Borough, complementing the work of the Housing Service by empowering individuals through the personal, social and health education, providing crisis services, and linking in with health and social care partners.
- There is an opportunity in 2023/24 for all the Community Grant being supplemented with money from any Homelessness Prevention Grant awarded to the Council for this period.

- No Homelessness Prevention Grant has been awarded beyond 2022/23 but there has been consultation on the formula for calculation for future years. It, however, like all central Government funding schemes, will inevitably be subject to review over coming months.
- The applicant seeks to remain agile and flexible so that it can respond to the needs of the service users within our community. The Hope Hub has 15 members of staff, with costs annual costs estimated at £231,131 an increase from £103,786 in 2021, the unrestricted reserves carried forward on 31 March 2022 were £428,303 with £90,000 restricted to purposes specified by the donor, with £279,941 being classified as either unrestricted or free reserve as outlined within THH designated operating reserve policy.
- Given the significant and growing pressure arising from homelessness in the borough, including pressure arising from the cost of living crisis, and the key role undertaken by the organisation in supporting the Council's homeless response, it is suggested that the Council increase the grant to £40,000 and ensure that the organisation becomes ringfenced from 1st April 2023.

5.6 Surrey Heath Sports Council

- The function of Surrey Heath Sports Council is to promote sport and physical activity 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 collaborates with key partners such as National Governing Bodies, the County Sports Partnership, Active Surrey, and local schools.
- The Sports Council help the Borough Council meet its priorities by encouraging resident's live more active, happier, and healthier lives. The Sports Council also draw attention that the awarding of grants is of particular importance to help the borough's young people fulfil their potential.
- The Sports Council awards four types of grants. Aspiring athletes (at county standard or above) are supported with the cost of training and competition, coaches are supported with up to 50% of the cost of coaching qualifications (if the beneficiaries will be within the borough), local clubs are supported with initiatives that will engage new people into sport and grants are also awarded to support those who face financial hardship.
- The Sports Council due to operational difficulties the group have not made any awards this year and have not drawn down the grant offered for the period 2022/23. The group is set to use the funds available with their existing reserves of a minimum of £3,000 and are not seeking further funding from Surrey Heath Borough Council at the present time.

5. Proposal and Alternative Options

- 5.1 The Executive has the option to:

5.1.1 Fund the organisations in line with the “2023/24 Proposals” to include awards and to delegate any recommendation decisions to be finalised by the Head of HR, Performance & Communications in consultation with the Portfolio holder for Support & Safeguarding as outlined within the recommendations, all of which are subject to the delivery of service level agreements

5.1.2 Fund the organisations applications at a greater or lesser percentage of their requested sums.

5.1.3 Not fund any of the organisations.

6. Contribution to the Council’s Five-Year Strategy

6.1 The funding of voluntary organisations allows the Council to meet its objectives, particularly Health and Quality of Life, the Environment, and supporting the Council’s Effective and Responsive Services. In addition this funding contributes 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. Resource Implications

7.1 The proposed allocations recommended in this report total £186,000 for 2023/24. This compares with a total allocation of £192,000 in the current financial year, and overall increase of £10,000. In total £181,500 can be met from one-off funding, with a funding gap of £4,500 to be budgeted for, but to continue to fund at this level for a further year (2024/25), this full amount will need to be built into the base budget from 2024/25. Annex A provides a breakdown of relevant information relating to funds sought plus a grant amount that Officers suggest is awarded.

8. Section 151 Officer Comments:

8.1 The proposals contained in this report will be subject to approval of the available budget, by full Council, as part of the Council’s Budget-setting

meeting in February. Potential recipients are made aware of this as part of the process. It is particularly important, given the financial challenges that the Council is facing, that funding decisions are made considering the Council's overall financial position and targeted where they will best support the aims of the Council, and meet the needs of our communities. The report sets out other support that these organisations receive, including other grant streams and benefits in kind where this is provided, such as office accommodation and the provision of parking spaces, to provide a full picture of the support currently provided by the Council, to aid decision-making.”

9. Legal and Governance Issues

9.1 All grants are subject to service level agreements which are reviewed by legal services.

10. Monitoring Officer Comments:

10.1 No matters arising.

11. Other Considerations and Impacts

Environment and Climate Change

11.1 Providing support to a number of these organisations helps improve access to and maintenance of the borough's environment.

Equalities and Human Rights

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

Risk Management

11.3 No matters arising.

Community Engagement

11.4 No matters arising

Annexes

Annex A Grant Applications summary of proposals

Annex B Non-Ringfenced organisations impact assessments

Annex B 22/23 Service Level Agreement performance to date

Background Papers

None

ANNEX A - Grant Application, Summary of Proposals

Organisation	Grant Use	Award	Est Annual Operating Costs	Proposed Award	Other Council in-kind benefits for the year 2022/23
		2022/23	2023/24	2023/24	
Surrey Heath Citizens Advice (CASH)	Helps people from within the community to resolve their legal, money and other problems.	80,000	274,530	80,000	Offices £25,000 & Car parking no specific cost
Voluntary Support North Surrey	The service has several roles including developing volunteering, providing advice on governance and funding for voluntary organisations.	30,000	540,000	20,000	Office subsidy £8,400 Car parking £2,350
Surrey Heath Age Concern	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.	10,000	87,625	10,000	Tea room 10,000 rentable values Car parking up to £2,850 Business Rate Relief £5,376
Camberley & District Job Club	Provision a Job Club facility within Camberley that includes a dedicated course helping clients return to work	6,000	9,818	6,000	N/A

Organisation	Grant Use	Award	Est Annual Operating Costs	Proposed Award	Other Council in-kind benefits for the year 2022/23
		2022/23	2023/24	2023/24	
Catalyst support	Provision of a community football team to help with mental health and wellbeing	1,500	3.9m	Zero	N/A
The Hope Hub	To provide a service to those who are homeless or preventing homeless, and a crisis care fund.	31,500	501,734	40,000	£18,500 office subsidy and Business Rates Relief £7,424
VSNS – Time to Talk	To provide a visiting and befriending service 'time to talk'	10,000	45,000	10,000	N/A
Basingstoke Canal Authority	Revenue support in maintaining facilities.	10,000	819,000	10,000	Not Applicable
Blackwater Valley Countryside Partnership	Revenue support in maintaining facilities to residents and visitors to Blackwater Valley	10,000	350,000	10,000	Not Applicable
Surrey Heath Sports Council	Distribution of small grants locally to gifted and talented athletes and coaches	3,000	Not known	Zero	Not Applicable
TOTAL		£192,000		£186,000	

Annex B Non-Ringfenced organisations impact assessments

1 Voluntary Support North Surrey

- Voluntary Support North Surrey (VSNS) is an infrastructure organisation whereby they support the 400 + local community and voluntary groups that operate in Surrey Heath. During the past year, VSNS have supported over 70 organisations details are provided within the background information, the broad categories of assistance being: volunteer support, funding advice, training, and governance advice. This support provides not for profit organisations with the access to a one stop shop, which helps to retain a healthy local voluntary sector that has the capacity to deliver front line services meeting the needs of Surrey Heath’s community.
- VSNS have provided 20 free training courses over the past 6 months, around application writing, digital fundraising, legacies, managing volunteers, social media, governance, and good trusteeship, whereby approx.: 100 staff/volunteers/trustees from Surrey Heath organisations have benefitted from this service.
- VSNS also deliver an annual volunteer award ceremony, supported by the Surrey Heath Mayor, this is where over 100 volunteers receive the recognition through different awards that acknowledge their advocacy and the importance of their help. This type of annual event promotes the philanthropic benefits of helping others and encouraging new volunteers who we rely on to deliver so many frontline services to those who are amongst the most vulnerable within Surrey Heath.
- Over the past year, VSNS has increased their work with corporates, and it is estimated that 70 volunteers have come from SH based companies as a result the following: these presently include:

2 new corporate relationships Ford way and Bank of America
10 corporate teambuilding days completed across 5 companies
Over 300 gifts to charities through the angel tree scheme
Over 200 easter eggs donated
£4,000 in direct donations to SH charities £2,000 from SC Johnson and £2,000 from Enterprise

Existing companies are SC Johnson, Enterprise, VM Ware, Hyster Yale, Overbury and examples of projects include Enterprise staff volunteered at Prior Heath School where they completed a sensory garden, volunteered at CSSEF, and the Basingstoke Canal for their annual community day in September 2022.

- VSNS also provide volunteers to local organisations and support the vaccination centres, the recent numbers are 330 referrals, of which 216 were placed.
- The organisation works hard in providing an effective communication/consultation platform to the collective voluntary organisations with 800+ emails sent weekly that disseminate the local and National information, for example recently the promotion of the High Sheriff Youth Awards, and the SH PC Re-cycling scheme.
- During the past year VSNS continues to provide funding advice and guidance to many organisations that has resulted in leveraging in funds to meet the needs of local groups.
- VSNS as part of their SLA directly support local groups such as ODCoG, and the Surrey Heath Show, in being members of the group.
- Surrey County Council have advised that a new programme of work around distributing the Sparks funding, which is a grant programme that cover the 21 areas of focus defined by the Health and Wellbeing strategy, within Surrey Heath this is linked to the Old Dean, whereby the grants (indicated value of £33,000) can galvanise community action and look to support important activities, such as Club Dean. A reduction in revenue support to VSNS could mean that these initiatives are impacted.
- VSNS have also been successful in attracting a National Lottery Grant valued at £459,000 over a 3-year period, which covers Surrey Heath, Runnymede and Spelthorne, the concept behind the bid is that there is a dedicated resource to capacity build local groups and up to 30 groups will benefit from a super trustee group yet to be initiated. The withdrawal of revenue grant may impact local support at a time of greatest need.
- The staffing levels that provide the service in 3 boroughs equates to 6.5 FTE.
- The operating costs estimated for the financial year 2023/24 are £540,000 which represents an increase due to new staff being recruited to deliver the Awards for All Lottery Scheme which is a 3-year project which relates to directly supporting not for profit

organisations in the 3 D&B's that VSNS deliver services and will benefit many organisations who are struggling locally. The unrestricted reserves are estimated at £250,000. There is a £150,000 ring fenced amount which is held by Surrey Community Foundation which provides around £8,000 in small grants support per annum to local not for profit organisations, such as, Camberley and District Men's Shed, Catalyst, garden project at Frimley Lodge Park, and SH Home Start.

- VSNS share office facilities with CSSEF and Camberley Care within the IGC and hope to retain this facility for local community groups, subject to negotiation with the Council.
- VSNS also operate in Runnymede, and Spelthorne where the funding support is broadly equal as this is based upon a tripartite agreement with Surrey County Council, plus two Clinical Commissioning Groups. Surrey Heath has received a letter from Nicola Kilvington at Surrey County Council in support of the continued funding of VSNS. SCC have shared the outcome of a VCFS infrastructure review undertaken this year, via an independent organisation which assesses and understands whether organisations like VSNS are fit for purpose and, drive the best value for the collective ongoing spend. The findings highlighted that infrastructure organisations, including VSNS is driving value for money and more, so it was important to receive feedback that users of VSNS value the services and support they offer. Surrey County Council, have placed a priority upon the continuation of funds for VSNS to ensure the delivery of practical and operational guidance to local organisations and communities, is retained during a time of financial instability.
- It is suggested that a minimum grant consideration be supported of £20,000 is offered, subject to the delivery of an agreed service level agreement.
- VSNS are based in the Ian Goodchild Centre, along with Camberley Care and CSSEF the benefits in kind are listed at £8,400 in rent subsidy and £2,350 in car parking at Knoll Road.

2 Voluntary Support North Surrey – 'Time to Talk' Project

VSNS developed a visiting and befriending arm in 2019, which met the increased demand from the successful social prescribing and integrated care project, VSNS work collaboratively with Surrey Heath Age Concern to meet this need, the key difference in service is that the VSNS supports adults of any age. A recent trend has seen an increase in referrals from Adult Social Care.

- VSNS continue to look to recruit and train volunteers for both services, but recently there has been a decline in volunteer numbers Nationally: The TTT data is as follows:

58 active referrals
2 on hold for personal reasons
6 clients who have been visited and are in the process of being matched with volunteers
4 people have been waiting for several months due to long term mental health. It has been challenging to find volunteer matches for these clients
42 Active Volunteers
20 people on a waiting list, who receive telephone befriending as an interim measure

- The service costs £45,000 per year to operate, and VSNS seeks a contribution of £10,000 to develop this further working collaboratively with Surrey Heath Age Concern for the period 2022/23.
- The Council has received an email from Tom Lawlor, NHS Frimley, who also fund this service, and has concerns from a health perspective with of the withdrawal of funds from this visiting and befriending service, the impact upon isolated residents' health and wellbeing, which will inevitably lead to further pressure on already over stretched service. Befriending is seen a key intervention to improve the wellbeing of people experiencing social isolation. Both Surrey Heath Age Concern and VSNS provide invaluable services supporting people who feel isolated by matching them to befrienders. Presently, our local befriending services are oversubscribed and there is a genuine concern that an impact from a reduction in funding will impact the level of befriending support offered and thus result in more vulnerable residents feeling isolated and lonely, and an increase in waiting times. Befriending is also an opportunity to develop the local for local resilience from volunteering within their own community and the positive effects that this can have on the volunteer as well as those befriended. There are over 40 trained and committed volunteers in the Time to Talk service alone and plenty of demand and referrals for them. Increasingly there are referrals of individuals with dementia and only Time to Talk is set up to match them with befrienders.
- It is suggested that the Council retain the grant of £10,000 to meet the demand in this area that will help to alleviate loneliness within Surrey Heath. The award will be subject to a service level agreement.

3 Surrey Heath Age Concern CIO

- Surrey Heath Age Concern (SHAC) delivers a range of services to those aged 50+ within Surrey Heath that support those who are amongst the most vulnerable and isolated locally.
- The Rainbow Café is an established facility in Camberley, and the charity actively work to promote this facility with tea and chatter/memories etc and presently it provides an income of approximately £1,200 per month, as the café relies upon volunteers to support with the operation, which is restricted by the recent shortage of available people to help. The café is managed by a part time manager who works 20 hours per week, and a Shift Supervisor that works 12 hours per week.
- The visiting and befriending service continues to be very popular and is operated with the assistance of 42 volunteers who on average make almost 200 call and visits to isolated older people per month, this is managed by a part time V& B Co-ordinator who works 18 hours per week.
- SHAC held an emergency trustee meeting on the 20th September whereby it was agreed to revise the present approach to fund raising and review the overall budgetary position of the charity. The following was outlined:
 - 3..1 Estimated £55,000 left from the legacy (originally at £150,000)
 - 3..2 Agreed to designate £33,000 to be set-aside for redundancy costs, café repairs, if the café lease is not renewed on a like for like basis, i.e. rental costs.
 - 3..3 Agreed to recruit a new dedicated part time fundraiser to work 14 hours per week.
- SHAC acknowledge that the staff salaries are the biggest cost and this for 2023/24 has an estimated cost of £72,791 they are reliant on a team of around 80 volunteers but are finding, along with everyone else in the not for profit sector that volunteer recruitment and retention and can be difficult to maintain, and it is for that reason SHAC have taken the difficult decision to increase staff hours particularly in customer facing roles, to ensure that a reliable service is provided. The charity will at that time will employ 6 part time staff which is the equivalent of 2.48 FTE, (from the additional role outlined in 3.4.3) who led the main projects, the Rainbow

Café, V&B, and social events such as the tea & memories, tea & chatter, seated movement, and the overall management of the charity.

- SHAC's board of trustees are committed to generating income through community fundraising, this is currently achieved through, Quiz nights, curry club, walk on the wild side an annual sponsored walk, these types of events raise awareness in our community.
- The SHAC board are genuinely concerned that one of the aside benefits of receiving ongoing funding from the Council, is the platform it provides from a reputational and confidence perspective which makes it slightly easier to open new fundraising doors, and the complete withdrawal of funds may impact upon SHAC's reputation, and ability to bridge their funding gap.
- SHAC is not affiliated to Age UK and acts independently from of the national organisation, so has no security of income opposed to those that is raises through income, grants, and its reserves. Costs are expected to be £87,625 in 2023/24. The organisation recorded unrestricted funds at £40,056 on 31st March 2022, and with the staff numbers have introduced a restrictive funds of £23,000 which cover the costs to close the charity should it cease to operate.
- It is suggested that for this financial 2023/24 a grant of £10,000 be retained for this year and is subject to a Service Level Agreement which is to includes continuing to work collaboratively with the V&B scheme operated by Voluntary Support North Surrey.
- The Rainbow Café lease will expire in November 2022, and negotiations are ongoing with the Council as SHAC have asked for a further 10-year lease which will enable them as a charity to be able to explore other funding options in the longer term. This provides the charity with an annual benefit of £10,000, plus up to £2,850 in carparking at the Square.

4 Camberley and District Job Club

- This constituted group has received revenue funding since 1st April 2016. Originally the plans focussed on providing accessibility to training, advice, and guidance to those who were unemployed locally. Since this time, the strategies of the group have developed to include working with the Councils youth workshop until October 2022, supporting Ukrainian refugees, who fall outside of the

scope of the families being supported by the Family Support Team, the Job Fairs, and liaison work with local schools such as Carwarden School.

- One of the key activities provided by the club is the face-to-face meetings on a Monday at High Cross Church where support, and one to one assistance relating to CV writing, and confidence building, are provided. The referral method to its service is varied and can be from the Job Centre Plus, churches, and self-referrals. With the increase in unemployment numbers, it is anticipated that this voluntary group will be busy next year providing vital support to those who are vulnerable within our community.
- The service level agreement is designed to focus upon supporting those who are unemployed ideally for the longest period, from which the group confirmed that for the period from July - October 22 of which 14 clients have found work, one of which is a Ukrainian refugee. At present there are 68 clients registered, and 24 visit regularly. There are 8 Ukrainian clients included within the above numbers who sought help in September and October.
- The ONS Labour Market profile for Surrey Heath shows that in June 22 the local unemployment figures are recorded at 1,500 which equates to 3.2% of the population, compared to 3.3% in the Southeast and 3.8% in the rest of Great Britain.
- The group have reviewed their expenditure and looked to save wherever possible and the forecasted expenditure for 2023-2024 is estimated to be £9,818 and on 30th September 2022, the existing funds available totalled £5,526.92 with no other reserves.
- Without continuation of funding support the job club is unlikely to continue to operate, at a time where there is an economic downturn, it is suggested that the revenue grant of £6,000 be awarded to enable the continuation of this service within Surrey Heath.
- The council does not provide any benefits in kind to this organisation

5 Catalyst Support

- In 2017, Catalyst introduced a new initiative in Surrey Heath that provided a mental health and well-being community football team, called 'the Welcome Wizards' this is aimed at improving mental health.

- The scheme operates from Frimley Lodge Park and uses one of the 3G football pitches weekly to provide this service which has over 30 people registered and just under 20 people turn up to play.
- This scheme is unique to this area in that no other service like it operates.
- The annual costs to deliver the project for 23/24 are estimated at £4,000, and for the year 2022/23 £1,500 is sought was awarded as a revenue grant. The applicant has significant reserves, but the majority are restricted, due to the delivery of their commissioned contracts. The service is accessed via self-referrals or existing clients. The Welcome Wizards are part of the Surrey FA disability league with Catalyst hosting an annual tournament which is very popular.
- This type of service provision targets those who are most vulnerable within our community, and it can often be the start of an improved quality of life, through building confidence and self-belief by reducing isolation.
- Catalyst has confirmed that they are hoping to secure funding elsewhere, to enable this project to continue, the proposal considers developing a mental health alliance with other local organisations with its own legal entity, the football group can become part of the current Community Connections Surrey Offer, with a security of funds from this source.
- It is suggested that the grant be withdrawn from the 31st March 2023.

6 The Hope Hub

- The Hope Hub have provided services to residents who are homeless or at the risk of becoming so since 2018 and one of its locations is in the porta cabin behind the library in Knoll Road. The service also works with those in poverty, and need food parcels, breakfast/refreshments/lunch, and emergency items such as toiletries, and clothes, plus shower and laundry facilities.
- From the 1st April 2021 the Council has supported with a grant revenue grant of £31,500 per year. This grant does not include other service support that relates to the Night stop project.
- During that period and since, additional Housing funding has been provided for specific pieces of work, some on a recharge basis (e.g. funding accommodation costs for rough sleepers over Christmas) and others for project-based work (e.g. funding for outreach

to rough sleepers). The Council also made a successful bid for Rough Sler Initiative (RSI) funding for a Mental Health Case Worker, which was matched through the Better Care Fund (BCF) and is now fully funded through the BCF. Additional RSI funding has been secured for outreach for 2022/23 – 2024/25.

- The Hope Hub is a key strategic partner in reducing homelessness in the Borough, complementing the work of the Housing Service by empowering individuals through the personal, social and health education, providing crisis services, and linking in with health and social care partners.
- There is an opportunity in 2023/24 for all the Community Grant being supplemented with money from any Homelessness Prevention Grant awarded to the Council for this period.
- No Homelessness Prevention Grant has been awarded beyond 2022/23 but there has been consultation on the formula for calculation for future years. It, however, like all central Government funding schemes, will inevitably be subject to review over coming months.
- The Housing Services Manager may require additional reporting from the Hope Hub if this funding stream is used to complete DLUHC returns.
- The applicant seeks to remain agile and flexible so that it can respond to the needs of the service users within our community. The Hope Hub has 15 members of staff, with costs annual costs estimated at £231,131 an increase from £103,786 in 2021, the unrestricted reserves carried forward on 31 March 2022 were £428,303 with £90,000 restricted to purposes specified by the donor, with £279,941 being classified as either unrestricted and free reserve as outlined within THH designated operating reserve policy.
- Given the significant and growing pressure arising from homelessness in the borough, and the key role undertaken by the organisation in supporting the Council's homeless response, it is suggested that the Council increase the grant to £40,000 and ensure that the organisation becomes ringfenced from 1st April 2023.

7 Surrey Heath Sports Council

- The function of Surrey Heath Sports Council is to promote sport and physical activity 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 collaborates with key partners such as National Governing Bodies, the County Sports Partnership, Active Surrey, and local schools.
- The Sports Council help the Borough Council meet its priorities by encouraging resident's live more active, happier, and healthier lives. The Sports Council also draw attention that the awarding of grants is of particular importance to help the borough's young people fulfil their potential.
- The Sports Council awards four types of grants. Aspiring athletes (at county standard or above) are supported with the cost of training and competition, coaches are supported with up to 50% of the cost of coaching qualifications (if the beneficiaries will be within the borough), local clubs are supported with initiatives that will engage new people into sport and grants are also awarded to support those who face financial hardship.
- The Sports Council due to operational difficulties the group have not made any awards this year and have not drawn down the grant offered for the period 2022/23. The group is set to use the funds available with their existing reserves of a minimum of £3,000 and are not seeking further funding from Surrey Heath Borough Council at the present time.

Annex C: Service Level Agreements – The Outcomes to Date (2022/23)

Organisation	Service Level Agreement	Achievements
Citizens Advice Surrey Heath	<ul style="list-style-type: none"> • To deliver the changing needs as outlined within your Business Development Plan 2021-24 as attached in Annex A, and any subsequent versions introduced to reflect the changing local trends and priorities: • To continue to develop joint funding bids where appropriate to meet local priorities: • To increase the average daily numbers of clients interacted with to 35: • To acknowledge the support of the Council in all publicity: • To maintain independently examined accounts to be provided as requested by the Council: • To continue with a community fundraising strategy, which builds the organisational financial independence. • To assist where necessary with the Surrey Heath Poverty/Project Initiative. • To work collaboratively when relevant with any agency/voluntary organisations such as Camberley and District Job Club, VSNS and others. • To be fully inclusive from an internal and external perspective. 	<p>Achieved - ongoing</p> <p>Achieved</p> <p>Achieved</p> <p>Delivered</p> <p>Achieved</p> <p>Achieved – ongoing</p> <p>Achieved – ongoing</p> <p>Achieved</p> <p>Achieved</p>

Organisation	Service Level Agreement	Achievements
Voluntary Support North Surrey	<p>The Provider agrees to deliver the following services:</p> <ul style="list-style-type: none"> • To deliver the outcomes and outputs specified within the 2020/21 Partnership Funding Agreement with SCC/the CCGs/Runnymede BC/Spelthorne BC. • To continue working in partnership to support the community organisations the Surrey Heath Show, ODCoG, the Community Support WG and Covid Champion programme. • To maintain an office base within Surrey Heath that is available from 9-4pm, Monday to Friday. • To review with your clients the ongoing need and requirement of the IGC tenancy from the 1st April 2022 as a matter of urgency. • To actively promote and build awareness of the services provided by VSNS. • To place 150 volunteers during the year, and clear details of the local organisation placements and referral numbers quarterly. • To always retain an a-political stance. • Acknowledge the support of the Council in all its publicity and to note that the funding for the period 1st April 2022-31st March is combined with a 12 month notice period advising that should the Council financial situation remain unchanged that funding will cease from 1st April 2023. • To work with an average of 8 organisations a month to build capacity in areas such as policy, trustee development, fundraising and volunteer recruitment. 	<p>Achieved.</p> <p>Achieved</p> <p>Achieved – although now operated remotely</p> <p>Not achieved.</p> <p>Achieved.</p> <p>Achieved.</p> <p>Achieved.</p> <p>Noted.</p> <p>Achieved</p>
Surrey Heath Age Concern	<ul style="list-style-type: none"> • Work collaboratively with VSNS on V& B service in maximising the impact to recruit and retain volunteers. 	<p>Yes, achieved</p>

Organisation	Service Level Agreement	Achievements
	<ul style="list-style-type: none"> • Retain a maximum waiting time of 2 months from the time of referral with 85% of clients receiving a service to reduce isolation. • To recruit new volunteers as necessary to achieve the above. • Acknowledge the support of the Council in all its publicity. • Maintain audited accounts to be provided as requested by the Council. To retain your community fundraising strategy, building your financial independence. • To introduce an accurate system to monitor the user numbers at the Rainbow Café when open. • As part of the SHAC Annual Plan, to consider any climate change impacts, when as organisation decisions are considered. 	<p>Achieved – waiting list of 4</p> <p>Achieved. Achieved.</p> <p>Achieved</p> <p>In progress within the restrictions of both lockdowns. Achieved.</p>
Camberley Central Job Club	<ul style="list-style-type: none"> • To provide employment training for those in high need within Surrey Heath, and to collaborate with partners such as JCP to prioritise the support for those who have been unemployed for the longest periods, 6 months and longer, with a progress report to be provided at the end of each quarter. • To provide accurate information on the outcomes of the services provided: numbers of those who have found work, numbers of clients seen, referral information, who, and numbers, with a progress report to be provided at the end of each quarter. 	<p>Achieved</p> <p>Yes</p>

Organisation	Service Level Agreement	Achievements
	<ul style="list-style-type: none"> • Over the period of this SLA for 70 to find work through this service with CJC providing evidence of this achievement. • Acknowledge the support of the Council in all its publicity. • To work collaboratively with the Hope Hub and CASH and other local groups where work areas overlap. • To complete the newly introduced, monthly annual plan on time. • Maintain accounts, to be reviewed by a qualified auditor as requested by the Council. • To further develop a community fundraising strategy that reduces the financial dependence from the council, specifically this year to source separately the costs to meet the cost of the replacement ICT equipment and the Carers or any other Work Fayre event. • To increase the numbers attending the weekly drop-in sessions on a Monday morning to an average of 22. • 	<p>No</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>No, but the accounts are checked by an independent auditor</p> <p>Yes</p> <p>No as the club has been shut to face to face meetings during the lockdown periods</p>
Catalyst	<ul style="list-style-type: none"> • To deliver the Welcome Wizard football sessions, for males and females for 48 weeks at the all-weather court in Frimley Lodge Park. 	No

Organisation	Service Level Agreement	Achievements
	<ul style="list-style-type: none"> • To organise and deliver an annual football tournament. • To promote the availability of this service, share information with the Hope Hub amongst other Surrey Heath not for profit groups. • To actively search for alternative funding streams. • To confirm/review new referral methods to ensure that an inclusive approach is adopted to improve accessibility. • To achieve an average of 25 clients per session. • To provide quarterly statistics on the service developments, which include details of user numbers, their location, and referral routes and gender. 	<p>No</p> <p>Yes</p> <p>Yes</p> <p>No – 18</p> <p>Partially</p>
The Hope Hub	<ul style="list-style-type: none"> • To fund the gap for the crisis provision service when required within Surrey Heath, to bridge the gap with the funds provided by Frimley Fuel Allotments which cover their geographical areas which is different to Surrey Heath, so this grant ensures that the whole of SH is covered to support with crisis provision when required: We need data around how many people have been helped, when, where they live and the expenditure. • For THH to review the impact of climate change when considering all future business and policy decisions. • To work in partnership with other organisations where there is an overlap in service delivery e.g. Camberley and District Job Club, Citizens Advice Surrey Heath. 	<p>Achieved</p> <p>Achieved where possible</p> <p>Achieved</p> <p>Achieved by quarterly returns</p>

Organisation	Service Level Agreement	Achievements
	<ul style="list-style-type: none"> • To provide quarterly statistics on the service and user numbers of the Hope Hub wider services to include the categories outlined below: <ul style="list-style-type: none"> ○ The number of people directly secured accommodation. ○ The number of case work session provided to individuals. ○ The number of courses run. ○ The number of people supported to claim benefits. ○ The number of people supported to register with a GP. ○ The number of people supported into training or employment. ○ The number of people who are homeless within Surrey Heath 	
Time to Talk	<ul style="list-style-type: none"> • To retain all existing service standards within Surrey Heath, pending any alteration and/or expansion of provision and/or area. • Retain the service provision for a further 12 months. • Work collaboratively with Surrey Heath Age Concern by maximising the impact to recruit and retain volunteers. • Increase volunteer numbers to 55 (42 at present). • It is noted that the clients can include those with mental health amongst other disabilities, should the timescale of two months from the time of referral to be offered a 	<p>Achieved</p> <p>Achieved</p> <p>End of Sept 22, 50 volunteers visiting 45 clients with a waiting list of 2.</p> <p>Achieved.</p>

Organisation	Service Level Agreement	Achievements
	service not be achieved then this will be notified to the Council.	
Basingstoke Canal Authority	<ul style="list-style-type: none"> • Protect, manage, and maintain a safe and accessible Basingstoke Canal for Surrey Heath residents. • Work with partners to improve the health and wellbeing of the community. • The ratio between public use of the towpath in Surrey Heath and accidents reported in the Borough area of the Canal remain below 0.0025% • To provide a mid-year written update based upon the outcomes of the services provided, to be received by the 30th September 2022. • Acknowledge the support of the Council in all its publicity. • Maintain audited accounts to be provided as requested by the Council. 	<p>Achieved</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p>
Blackwater Valley Countryside Partnership	<ul style="list-style-type: none"> • Work with partners planners and leisure officers to increase public greenspace in the Valley including new SANG sites. • Manage the Hawley Meadows/Blackwater Park SANG, and Swan Lake Park SANG both used by SHBC. Produce annual reports for these sites. • Organise and lead 120 conservation projects within the Valley for local volunteers, involving 1,500 people, at least 12 projects involving 100 people in Surrey Heath. • Value of volunteer activity in direct support of BVCP activities to be £120,000. Work to the value of £7,000 	<p>Achieved</p> <p>Achieved</p> <p>Not Achieved</p> <p>Achieved</p>

Organisation	Service Level Agreement	Achievements
	<p>will be undertaken on sites within Surrey Heath Borough.</p> <ul style="list-style-type: none"> • To provide a mid-year written update based upon the outcomes of the services provided, to be received by the 30th September 2022. • Acknowledge the support of the Council in all its publicity. • Maintain audited accounts to be provided as requested by the Council. 	<p>Not Achieved</p> <p>Achieved</p> <p>Achieved</p>
Surrey Heath Sports Council	<ul style="list-style-type: none"> • Assist 8 talented sports people at County level and above with financial support • Assist 4 clubs and/or those living and coaching in Surrey Heath by subsidising coaching courses • Provide 4 hardship bursaries to people with financial barriers to participation in sport. • Acknowledge the support of the Council in all its publicity. • Maintain audited accounts to be provided as requested by the Council. 	<p>Not Achieved</p> <p>Achieved</p> <p>Not achieved</p> <p>Achieved</p> <p>Achieve</p>