

FRIENDS OF THE ELDERLY – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary

Established in 1905, Friends of the Elderly supports older people to live life well through residential care, homecare, day centres, community projects, community engagement and grant giving.

The Charity has submitted an application for a revenue grant with two options: firstly the Café Club and the Community Connector service (£27,000) and secondly the Community Connector service alone (£15,000). The Executive previously awarded the sum of £10,000 towards the Community Connector service in the 2018/19 financial year, with an application for a much wider programme not supported in 2019/20.

The Café Club aims to relieve issues such as loneliness and promote independence amongst older people in the Borough, with transport offered for free for people who would otherwise not be able to attend.

The Community Connector service provides support to older people experiencing loneliness or isolation for a three to six month period, during which work takes place to increase their confidence and build a rapport. The Community Connector helps the person to identify activities and services available within the local community that suits their requirements. This support helps encourage the individual to make their own personal choices, resulting in them being in control of their own decision-making and promoting their independence. Over the past year 82 older people have been helped to connect with their local community through the support of the Charity’s volunteers.

The consultee comments note that the work of the Community Connector service is of great value to older people in the Borough, providing befriending in a climate of increasing demand, assisting older people in their own homes and supporting the New Vision Homes sheltered scheme with events and social activities.

The community benefits of the Café Club are also noted, however it is felt that the Council should place greater priority to the Community Connector service which was previously funded in 2018/19 and externally evaluated in July 2019. Due to the ongoing financial constraints faced by the Community Grants Scheme and taking into account the financial position of Friends of the Elderly, it is proposed that the Council make a contribution of £5,000 towards the Community Connector service in Woking, which will be from the Community Fund. The award does not imply that the Council would look to continue its funding into the following year.

Recommendations

The Executive is requested to:

RESOLVE That funding of £5,000 be awarded towards the Community Connector service.

Reason for Decision

The Community Connector Service will support the Council’s Health and Well Being priority areas as well as complementing the Council’s Social Prescribing service.

Legal Authority

S142 Local Government Act 1972

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Conditions

Accounts. The Organisation must submit accounts for the year in which the grant is awarded, including an income and expenditure account and balance sheet. Please note that accounts for other years may also be required.

Monitoring Information. The Organisation must submit quarterly monitoring information as a measure of its achievements. Failure to provide details will jeopardise the award. E-mail requests will be sent to the applicant on a quarterly basis.

Publicity. Where possible, the Organisation is required to publicise the support received from Woking Borough Council, including on websites and literature / leaflets produced.

Payments. Unless exceptional circumstances exist all invoices must be received quarterly with monitoring information for the previous quarter.

Payment Period. Final quarter claims must be made by the second week in April. Unclaimed awards will not be available at a later date unless exceptional circumstances can be demonstrated to the Council before the end of the award year.

Joint Working. WBC expects the Organisation to engage positively on health and wellbeing multi-agency joint work affecting Woking. Groups which refuse may place their Council support at risk, e.g. grant, concessionary rent and other assistance.

Homelessness Reduction Act 2017. Following the introduction of new legislation from April 2018, the Council expects the support of partner agencies in identifying people at risk of homelessness as early as possible to maximise the opportunities to prevent such. Partner agencies / organisations are expected to be engaged in joint working arrangements to assist in finding suitable housing and support solutions, and where appropriate to undertake and respond to the new 'duty to refer'. Groups which do not support this new legislation and way of working positively may put their Council support at risk.

Venue Hire. Woking Borough Council has a duty to ensure that publicly-owned venues and resources do not provide a platform for extremists and are not used to disseminate extremist views. This duty extends to organisations that work with the local authority so this includes recipients of any grants from Woking Borough Council. If Groups hire out their venue(s) they should ensure good processes are in place for record keeping and checking if hirers are appropriate groups to be making the hire arrangements. The following are some areas which should be considered:

- Basic details should be recorded to include speaker's address, mobile phone number and organisation details.
- Has the identity of the speaker been confirmed and is their organisation bona fide? Are they known to the hirer?
- Is the speaker from the area? Are they UK citizens or from overseas and will they travel specifically for this event?
- Consider checks on the internet to confirm the status of speakers to include website, YouTube or social media sites.
- How many people are likely to attend (check previous or similar events either locally or online).

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Performance Indicators	<p>Users. The Organisation to provide a breakdown of the users.</p> <p>Activities. The Organisation to provide details of activities and events held.</p> <p>Enquiries. The Organisation to provide a breakdown of the enquiries received.</p> <p>Publicity. The Organisation to advise how the Council's support has been publicised.</p> <p>Statement of Use. The Organisation to provide a statement stating the use to which the grant money has been put.</p>
Future Support	<p>The financial pressure on the Council's budgets is expected to continue in the coming years and accordingly the overall level of support available in future years may be reduced. The applicant is therefore to be advised that the award of funding for 2020/21 does not imply that a similar application in 2021/22 would be supported. In particular, it is emphasised that the Council is unlikely to be in a position to award any sums above the 2020/21 levels.</p> <p>In view of this, the applicant is to be advised to ensure that contingency plans for the Group's operations for 2021/22 have been drawn up in the event that the Council is unable to continue its support beyond April 2021. All applicants are strongly recommended to pursue alternative sources of funding and are encouraged to approach Woking Borough Council's Community Support Team for advice and support.</p>

The Executive has authority to determine the above recommendations.

Background Papers:

2020/21 Application Form.

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Cllr Will Forster
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Date Published:

18 February 2020

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1.0 Summary of Application	
1.1 Status and Aims	<p>Friends of the Elderly is a registered charity (no 226064) founded in 1905 and is one of the UK's oldest charities supporting older people.</p> <p>The Charity supports older people to live life well through residential care, homecare, day centres, community projects, community engagement and grant giving.</p> <p>Its community services support people to remain living independently in their own homes whilst its care homes provide residential, nursing and specialist dementia care for those who need more support. It also aims to reduce loneliness across communities with a range of volunteer led activities and services. For those on a low income, the Charity's grants service assist older people with the unexpected costs of daily living and staying connected with their communities.</p> <p>The Charity's aims are:</p> <ul style="list-style-type: none"> <input type="checkbox"/> To ensure older people have access to safe, high quality care and support services <input type="checkbox"/> To ensure older people in the community have access to social support, activity and opportunities to combat loneliness. <input type="checkbox"/> To operate services sustainably and ethically to safeguard the charity's legacy, and its future.
1.2 Employees	<p>The Visiting Friends Community Connector service and Café Club operated by Friends of the Elderly has the following paid employee: a manager working 35 hours per week (dedicated to these service offers for 40% of the time).</p>
1.3 Volunteers	<p>38, whose activities include the Community Connector service, one to one befriending, café club, groups events and activities, monthly outings and office administration.</p>
1.4 Clients/Users	<p>77, comprising:</p> <ul style="list-style-type: none"> 30 male 47 female 40 disabled 10 ethnic minority 77 resident in Woking 2 aged 19-65 75 aged 65+ <p>The above figures relate to the Community Connector service and the café club, which are open to people over 60 years old in Woking. People are able to self-refer, however the majority of referrals are received through well established partnerships with social prescribing teams, the Bedser hub, GPs, social workers and other care professionals. The services are free to access although contributions may be requested if a client attends a special event and there are additional costs to be met.</p>

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1.5 Members	N/A
1.6 Sum Requested	<p>Option 1 – Café Club and Community Connector Service (£27,000)</p> <p>Option 2 – Community Connector Service (£15,000) (Revenue)</p>
1.7 Project	<p><u>Café Club</u></p> <p>The Café Club aims to relieve loneliness and isolation whilst prolonging independence amongst older people in Woking. It provides an opportunity for service users to build and maintain friendships with people similar to themselves whilst enjoying a cup of coffee and taking part in activities together.</p> <p>Transport is a real barrier to many older people and is currently offered for free from home to the Café Club, enabling more older users to benefit from attending.</p> <p>The Charity envisages the Café Club being able to support 200 individuals: 100 individuals from the nine WBC sheltered housing schemes and 100 from the wider community. A typical session would be:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Attendees can drop in at any point during the session (10am – 1pm every Monday). <input type="checkbox"/> 10am -11.30am attendees like to chat amongst each other prior to the 11.30 activity. <input type="checkbox"/> Activity (such as a quiz) is delivered from 11.30am onwards. <p>By moving the sheltered housing scheme events to the Café Club at Smiles Café in the Woking hub, attendees have the opportunity to see what is on offer or to attend alternative activities such as quarterly ‘pop up’ restaurant events held on a Saturday, fitness classes, along with regular outings and activities.</p> <p>The Café Club currently supports 24 attendees per session, however the Charity would like to increase the service from one day to two days per week. This event would continue to be promoted to all nine WBC sheltered housing schemes and Bustler transport will continue to be offered to encourage residents to visit.</p> <p><u>Community Connector Service</u></p> <p>The Community Connector service recruits and mobilises a volunteer network that supports an older person who is experiencing loneliness or isolation for a limited period of time. The intention is that the volunteer uses this time to build rapport and gradually increase the confidence of their client together with their knowledge and awareness of local activities, in order to empower them to be able to independently access such opportunities themselves. In this respect, it is expected that this could be achieved within a three to six month period after which time the volunteer would be assigned to support a different older person.</p> <p>Prior to allocating a Community Connector to a user, an initial assessment is carried out to identify each person’s goals and aspirations. These goals could be to reconnect with their local parish, attend a bridge club, day care, Café Club, swimming, arts and crafts, or learn a new skill. Sometimes they just need to gain confidence to</p>

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	<p>be able to visit their local shops or library on their own again.</p> <p>A recent evaluation of the service found that the Community Connector service aims to support lonely and isolated older people in a way that would build confidence, enabling them to become more active and more connected. Over a third now view themselves as capable in attending events independently, no longer needing the support of a volunteer to attend events or arrange travel.</p>																																	
1.8 Cost breakdown:	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 20%; text-align: right;">Option 1</th> <th style="width: 20%; text-align: right;">Option 2</th> </tr> </thead> <tbody> <tr> <td>Manager's salary</td> <td style="text-align: right;">£14,106</td> <td style="text-align: right;">£7,053</td> </tr> <tr> <td>20% officer overheads</td> <td style="text-align: right;">£3,676</td> <td style="text-align: right;">£1,838</td> </tr> <tr> <td>Volunteer training</td> <td style="text-align: right;">£350</td> <td style="text-align: right;">£350</td> </tr> <tr> <td>Volunteer expenses</td> <td style="text-align: right;">£320</td> <td style="text-align: right;">£280</td> </tr> <tr> <td>DBS costs</td> <td style="text-align: right;">£165</td> <td style="text-align: right;">£165</td> </tr> <tr> <td>Marketing / recruitment</td> <td style="text-align: right;">£500</td> <td style="text-align: right;">£500</td> </tr> <tr> <td>Café club expenses</td> <td style="text-align: right;">£1,300</td> <td style="text-align: right;">£0</td> </tr> <tr> <td>13% central overheads</td> <td style="text-align: right;">£3,044</td> <td style="text-align: right;">£1,886</td> </tr> <tr> <td>Professional evaluation</td> <td style="text-align: right;">£3,000</td> <td style="text-align: right;">£3,000</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">£26,461</td> <td style="text-align: right;">£16,391</td> </tr> </tbody> </table>		Option 1	Option 2	Manager's salary	£14,106	£7,053	20% officer overheads	£3,676	£1,838	Volunteer training	£350	£350	Volunteer expenses	£320	£280	DBS costs	£165	£165	Marketing / recruitment	£500	£500	Café club expenses	£1,300	£0	13% central overheads	£3,044	£1,886	Professional evaluation	£3,000	£3,000	Total	£26,461	£16,391
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1.9 Community Benefit	<p>The Charity has advised that the following community outcomes will be achieved:</p> <p><u>Café Club</u></p> <p>200 individuals to be supported, 100 of whom would be from the nine WBC sheltered housing schemes with an additional 100 from the wider community.</p> <p><u>Community Connector Service</u></p> <p>18 volunteer Community Connector volunteers will be engaged to deliver the service, each supporting four vulnerable, lonely and isolated people each year. In addition a further 60 additional older people will be engaged and supported through the quarterly pop up restaurants, monthly lunches out, monthly coach trip outings, regular Friends of the Elderly hub events, weekly café club and any other activities held onsite.</p>																																	

2.0 Financial Background	
2.1 Budget	<p>At the time of the application, the Group held £2,005,214 in the bank, reserved towards the operating costs of the whole Charity.</p> <p>The Group has submitted a budget for 2020/21 which shows an anticipated income of £22,682,750 against an anticipated expenditure of £22,489,421, resulting in an anticipated surplus of £193,330.</p> <p>Anticipated income includes Care Homes (£18,664,291), Home Care (£1,728,223), Day Centres (£1,113,324) and Fundraising (£444,134). Items of expenditure include Care Homes (£14,984,572), Central</p>

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	Office (£4,027,368) and Home Care (£1,715,013).
2.2 Accounts	The Group has submitted accounts for 2018/19 which show an income of £22,933,127 (£26,289,996 in 2017/18) against expenditure of £23,819,347 (£26,941,126 in 2017/18), which following net gains / losses on investments resulted in a deficit of £211,246 (a deficit of £963,811 in 2017/18). The sum of £39,135,254 was carried forward at the end of the 2018/19 year.
2.3 Support over the past five years	2019/20 – no grant awarded (the application was for a much wider programme than the previous year) 2018/19 – £10,000 (Community Fund)

3.0 Assessment of Application		
3.1 Key Information	<ul style="list-style-type: none"> ○ Constitution ○ Registered Charity ○ VAT Registered ○ Equal Opportunities Policy ○ Safeguarding Policy ○ Reserves Policy ○ Quality Mark ○ Other funding sources pursued ○ Other support by the Council ○ Fundraising ○ Two quotes ○ Regular monitoring provided previously 	<ul style="list-style-type: none"> Yes Yes Yes Yes Yes Yes No Yes No Yes N/A N/A
3.2 Consultee Comments	<p><u>Jade Buckingham, Health and Wellbeing Manager and Julie Meme, Home Independence Manager</u></p> <p>Friends of the Elderly support older people to live well. They support people to live independently at home and provide specialist dementia day care. They have a team whose aim is to reduce loneliness across our communities with a range of volunteer activities. For those on low income their grant service continues to help older people to meet the unexpected costs of living.</p> <p>Friends of the Elderly were successful in a grant application submitted in 2018/19. However, last year grant funding was not approved as the bid, prepared by the London Head Office, did not actually provide what was needed at grass roots level. This year's grant application does meet a need in the Borough and reverts back to their previous role.</p> <p>Two proposals have been submitted. The proposal for the Community Connector is £15,000 is supported. The Community Connector is vital to manage the befriending volunteers that our Social Prescribers refer to and the recently appointed Primary Care Network Social Prescribing Link Workers. Demand for this service is increasing to</p>	

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	<p>combat isolation. The volunteers for the organisation visit lonely and vulnerable older people in the comfort of their own home offering both friendship and support as needed. In addition they continue to support our NVH Sheltered scheme tenants with events, socials and trips which is greatly needed.</p>
3.3 Assessment	<p>Friends of the Elderly has submitted an application for a revenue grant with two options: firstly the Café Club and the Community Connector service (£27,000) and secondly just the Community Connector service (£15,000). The Executive previously awarded the sum of £10,000 towards the Community Connector service in 2018/19, with an application for a much wider programme not supported in 2019/20.</p> <p>The Café Club aims to relieve issues such as loneliness and promote independence amongst older people in the Borough, with transport offered for free for people who would otherwise not be able to attend. The Charity states that a key benefit to the Club is that the Community Connector service can increase a user's confidence to the level whereby they feel comfortable engaging in such social activities, and thereby improving any issues of isolation, health, wellbeing and happiness.</p> <p>The Community Connector service provides support to older people experiencing loneliness or isolation for a three to six month period, during which work takes place to increase their confidence and build a rapport, with the aim of enabling them to independently access local activities of interest themselves. Over the past year 82 older people have been helped to connect with their local community.</p> <p>In July 2019 the Group requested a first year external evaluation of the Community Connector service, which reviewed the outcomes achieved through the year long programme trialled in Woking during 2019/20. The conclusions of the report were that service users had benefitted from the work by achieving reduced loneliness and isolation; increased confidence and independence through having more people to talk to, attending events and feeling part of the community; and increased awareness of and participation in local services.</p> <p>Following a diagnosis of dementia people can often feel lost, alone, frightened and depressed not knowing which way to turn. The Community Connector works closely with the person to help identify activities and services available within the local community that suits their requirements. This support helps encourage the individual to make their own personal choices, resulting in them being in control of their own decision-making and promoting their independence.</p> <p>The Charity highlights recent research on loneliness which established that:</p> <ul style="list-style-type: none">• The effect of isolation and loneliness on mortality has been estimated to be equivalent to smoking 15 cigarettes a day;• Isolation and loneliness are linked to depression, anxiety, declining mobility, high blood pressure and increased mortality rates; and• Loneliness reduces people's immediate quality of life. <p>During 2018/19 the Group undertook fundraising which raised income of £19,571 for Woking befriending services, secured via charitable trusts and foundations, corporate support and individual donors. A robust fundraising plan is in place to support the Community</p>

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Connector service's future development and sustainability in Woking.

The consultee comments note that the work of the Community Connector service is of great value to older people in the Borough, providing befriending in a climate of increasing demand, assisting older people in their own homes and supporting the New Vision Homes sheltered scheme with events and social activities.

The community benefits of the Café Club are also noted, however it is felt that the Council should place greater priority to the Community Connector service which was previously funded in 2018/19 and externally evaluated in July 2019. Due to the ongoing financial constraints faced by the Community Grants Scheme and taking into account the financial position of Friends of the Elderly, it is proposed that the Council make a contribution of £5,000 towards the Community Connector service in Woking, which will be from the Community Fund. The award does not imply that the Council would look to continue its funding into the following year.

REPORT ENDS