

## OUTLINE – APPLICATION FOR FINANCIAL ASSISTANCE

### Executive Summary

Outline provides a confidential telephone helpline and social group meetings to support lesbian, gay, bisexual or transgender individuals, the only charitable organisation in Surrey offering such a support service. The Group is based in Woking and is run by dedicated volunteers.

It is a small local charity which struggles to raise the money necessary to maintain its services, and is particularly restricted on advertising its services because of costs. The main areas of service provision are: the Helpline, Outcrowd support group, and Outreach work taking place in the community.

Woking residents have benefitted from the monthly face to face support provision and the telephone helpline provision for many years. The Group helps people to feel less isolated, improves mental health wellbeing and enables lesbian, gay, bisexual and transgender residents to make friends with likeminded people in a safe environment.

The Group has applied for revenue funding of £6,000, set at the same level as the previous year, and capital funding of £1,000 towards a new laptop, office furniture and cordless telephone headsets, equating to a total cost of circa £1,700. In 2017 Outline moved from Provincial House to Export House. Support has been provided by the Council over a number of years and has seen its services reach more and more individuals.

In the third quarter of the current financial year, 86 referrals were received, largely for reasons of depression and emotional health. A total of 41 telephone contacts took place along with 13.5 hours of face to face contacts and Outcrowd meetings being held. With regard to outreach work, four volunteers attended Send Prison Pride evening, the Group's stall at Pride in Surrey was a great success with visits by hundreds of people, and work has continued with Healthwatch Surrey.

Outline continues to provide an essential support service across the Borough and the County as a whole, and it is recommended that the Council approve its financial revenue support at the requested level of £6,000 for the 2020/21 financial year.

In regard to the capital funding requested, it is recommended that one-off funding of £1,000 is awarded towards the cost of the capital items, subject to presentation of invoices or receipts. The Council would normally limit any capital support to 50% of the costs, unless exceptional circumstances can be shown. In the case of Outline, the Group has a low level of unrestricted reserves and meeting even 50% of the cost of the equipment would have a significant impact on the money available. It is therefore recommended that the Executive makes an exception to the normal approach to capital awards, and agrees one-off capital funding of 100% of the costs of the equipment up to a maximum of £1,000. The capital funding will be met from the Council's Community Fund budget.

### Recommendations

The Executive is requested to:

#### RESOLVE That

- (i) a revenue grant of £6,000 be awarded towards the cost of running the helpline and the support group; and
- (ii) a one-off capital grant of up to a maximum of £1,000 be

## Outline – Application For Financial Assistance

	awarded from the Community Fund towards the costs of a new laptop, furniture and cordless telephone headsets.
Reason for Decision	To provide support for the organisation and its operating costs.
Legal Authority	S142 Local Government Act 1972
Conditions	<p><b>Accounts.</b> The Organisation must submit audited 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.</p> <p><b>Monitoring Information.</b> 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.</p> <p><b>Publicity.</b> Where possible, the Organisation is required to publicise the support received from Woking Borough Council, including on all literature and leaflets produced.</p> <p><b>Payments.</b> Unless exceptional circumstances exist all invoices must be received quarterly with details of the costs incurred and monitoring information for the previous quarter.</p> <p><b>Payment Period.</b> Final quarter claims must be made by the second week in March. 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.</p> <p><b>Joint Working.</b> 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.</p> <p><b>Invoices / Receipts.</b> In order to claim an element of the funding, the Organisation must submit paid invoices or receipts relating to equipment purchased or services provided.</p> <p><b>Homelessness Reduction Act 2017.</b> With the introduction of new legislation from April 2018, the council will expect 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 will be 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.</p>
Performance Indicators	<p><b>Users.</b> The Organisation to provide a breakdown of the users.</p> <p><b>Activities.</b> The Organisation to provide details of activities and events held.</p> <p><b>Enquiries.</b> The Organisation to provide a breakdown of the enquiries received.</p> <p><b>Publicity.</b> The Organisation to advise how the Council's support has been publicised.</p> <p><b>Statement of Use.</b> The Organisation to provide a statement stating</p>

## Outline – Application For Financial Assistance

	the use to which the grant money has been put.
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.

### Reporting Person:

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### Contact Person:

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### Portfolio Holder:

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### Date Published:

18 February 2020

## Outline – Application For Financial Assistance

## Outline – Application For Financial Assistance

<b>1.0 Summary of Application</b>	
1.1 Status and Aims	<p>Outline is a dedicated charity helping the lesbian, gay, bisexual and transgender (LGBT) community in Surrey and beyond for over 16 years. It operates a telephone helpline which is open from 7:30pm to 10pm every Tuesday, Thursday and Sunday alongside email support. In addition, a monthly support group is run in Woking Town Centre entitled Outcrowd which provides a safe place for individuals people to make friends and reduce their sense of social isolation. Outreach education is also undertaken at public events or in corporate forums with the aim of raising awareness of discrimination, mental health issues and any other matters relevant to the LGBT population in Surrey.</p>
1.2 Employees	None.
1.3 Volunteers	<p>32. Volunteers work on the helpline and at the support group meetings. In addition they also help with other activities such as organising events, management committee, administration, mailshots and other outreach activities.</p> <p>Outline is a completely volunteer led and run organisation, with the majority working on the helpline and the support group. This involves offering support, guidance and signposting people questioning or struggling to come to terms with their sexuality or gender identity. The Group uses counselling type skills to provide a listening ear in order to support people with the difficulties they experience in discovering they have an alternative sexual orientation or gender identity.</p> <p>Each volunteer goes through in-depth face-to-face group training and one-to-one mentoring to ensure they are fully equipped to support the local LGBT community. The key skill used is “active listening”, a communication technique which requires the listener to feedback what they hear to the speaker by a way of paraphrasing what they have heard in their own words, to confirm what they have heard and to confirm the understanding of both parties. Volunteers also rely on the Charity’s extensive library of information (including events, other charities, services and associations) to signpost relevant resources to service users. The work also helps to reduce any sense of isolation in the community which may be felt.</p>
1.4 Clients/Users	<p>Approximately 1,000, comprising:</p> <p>700 male</p> <p>300 female</p> <p>There is no charge to users of the Charity, although they are given the opportunity to make donations at the Outcrowd events.</p>
1.5 Members	<p>22, comprising:</p> <p>12 male</p> <p>10 female</p> <p>3 disabled</p> <p>2 ethnic minority</p>

## Outline – Application For Financial Assistance

	<p>5 resident in Woking 22 aged 19-65</p> <p>The purpose of membership is to provide support to the organisation whereas volunteers provide a time commitment to delivering services undertaken by Outline, for example working on a shift of the helpline or supporting an Outcrowd event. The Group has carefully considered the option of charging service users to attend the support group, however the management committee feels that it would be inappropriate for vulnerable people accessing the service, particularly as there is no similar or alternative provision in the county.</p>
1.6 Sum Requested	£6,000 (Revenue), £1,000 (Capital)
1.7 Project	<p>Provision of revenue support for:</p> <ul style="list-style-type: none"> <li>• Monthly Outcrowd meetings – free-to-attend LGBT social safe space meetings in central Woking (current location: The Maybury Centre, Board School Rd);</li> <li>• Phone and email support to local LGBT population via the Helpline service;</li> <li>• Up-to-date information and signposting of local resources via its website;</li> <li>• Awareness raising of discrimination associated with sexuality (sexual orientation) and gender identities including supporting services users to report any hate crimes;</li> <li>• Participation and promotion of Outline’s charitable activities and support available at the first Surrey Pride held in Woking in August 2019.</li> </ul> <p>With regard to the capital costs requested, the Group would purchase a new laptop to facilitate training and provide ability for Trustees to work remotely from Outline offices where they do not have access to a computer at home. In addition, the funding would contribute towards some new office furniture to ensure it remains safe and serviceable, and some cordless headsets for the Helpline.</p>
1.8 Cost breakdown:	<p>This is based on actual costs incurred and significant increase in costs since moving to Export House.</p> <p><u>Operating Costs (Revenue)</u></p> <p>Helpline Operating Costs - £2,300 Volunteering Operating Costs - £700 Local Outreach and Provision - £1,500 Woking Outcrowd - £550 Software and Website Maintenance - £450 Volunteer Recruitment and Training - £500 Total - £6,000</p> <p><u>Breakdown of Volunteer Expenses</u></p> <p>Volunteer expenses could include:</p> <ul style="list-style-type: none"> <li>- Mileage 45 pence per mile (Average volunteer 10 miles)</li> <li>- Train/Public transport costs (average helpline volunteer £10 per shift)</li> <li>- Refreshments on full days training (£5 for breakfast lunch, £10 for</li> </ul>

## Outline – Application For Financial Assistance

	<p>dinner) - Office Refreshments - Printing and Paper costs for volunteers working outside of Office.</p> <p><u>Capital Costs</u></p> <p>Laptop - £530 Cordless headset - £105 Desk - £574 Office Chair - £288 Monitor Arm - £177 Total - £1,674</p>
1.9 Community Benefit	<p>The Group states that according to Government estimates there could be circa 7,000 LGBT people living in the Woking area.</p> <p>Given how many LGBT people feel about their identities and through fear of discrimination it is unlikely that all of them answer openly in research projects. In addition, many organisations do not like to ask questions around sexual orientation but without such data it is difficult to know the extent of, or the needs of, the LGBT community within the borough.</p> <p>When looking at the type of issues faced by the LGBT+ population, data collected by Surrey-I shows that some of the issues people face include:</p> <ul style="list-style-type: none"><li>• LGBT+ people may be more likely to use drugs than heterosexual people;</li><li>• Younger LGBT+ people may experience homophobic bullying within school, often resulting in the development of symptoms of depression;</li><li>• LGBT+ people, especially transgender people, can experience more social isolation and discrimination;</li><li>• Transgender people are likely to experience mental health problems;</li><li>• Societal ignorance, marginalisation and/or hostility can lead to health inequalities including increased psychological distress, often referred to as “minority stress”;</li><li>• LGBT+ young people still experience significantly greater self-harm and suicidal distress than their non-minority counterparts with a low perception of family support often increasing the risk of suicide attempt;</li><li>• Psychosocial stressors associated with being transgender, including gender nonconformity, transphobia, lack of support, dropping out of school, family problems, suicide attempts by acquaintances, homelessness, cyberbullying, substance abuse, and psychiatric disorders increase transgender people’s risk of suicide. This may be elevated among minority communities that may strongly oppose LGBT+ people.</li></ul> <p>By providing a safe space for LGBT people, Outline will encourage them to live independently and safely. By providing information through work with partner agencies (health, police, local authority), the website and the support group, it would ensure that LGBT people have as much choice and control over their lives as possible, have information about the services and support available to them, and how these can be accessed in local and community settings. By providing a helpline and safe space, and through links with Surrey Police, it will</p>

## Outline – Application For Financial Assistance

	<p>work towards helping people remain safe from abuse.</p> <p>An annual awareness raising event helps LGBT people to become a more visible groups within the local community, breaking down barriers, encouraging community cohesion and demonstrating that Woking is a safe and inclusive town to live in.</p>
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<b>2.0 Financial Background</b>	
2.1 Budget	<p>At the time of the application, the Group held £12,000 in the bank. The sum of £6,000 is reserved as an annual reserve which is the minimum level for operating the Helpline and website only service.</p> <p>The Group has submitted a break-even budget for 2020/21 which shows an anticipated income and expenditure of circa £7,550.</p> <p>Anticipated income includes WBC Grant (£6,000) and NHS Grant (£1,000). Items of expenditure include Helpline (£2,225), Outreach and Awareness (£1,947), General Admin (£1,041), Volunteering and Training (£996), IT (£636), Advertising (£336) and Outcrowd (£320).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2018/19 which show an income of £8,877 against expenditure of £9,731, resulting in a deficit of £854. The sum of £9,209 was carried forward at the end of the 2018/19 year.</p>
2.3 Support over the past five years	<p>2019/20 – £6,000 towards running costs and £1,000 for equipment.                  2018/19 – £5,636 towards running costs.                  2017/18 – £5,636 towards running costs and £983 for equipment.                  2016/17 – £4,500 towards running costs.                  2015/16 – £4,000 towards running costs.</p>

<b>3.0 Assessment of Application</b>		
3.1 Key Information	<ul style="list-style-type: none"> <li>○ Constitution</li> <li>○ Registered Charity</li> <li>○ VAT Registered</li> <li>○ Equal Opportunities Policy</li> <li>○ Safeguarding Policy</li> <li>○ Reserves Policy</li> <li>○ Quality Mark</li> <li>○ Other funding sources pursued</li> <li>○ Other support by the Council</li> <li>○ Fundraising</li> <li>○ Two quotes</li> <li>○ Regular monitoring provided previously</li> </ul>	<p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>Yes*</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
	* mandatory rate relief, discretionary rate relief,	

## Outline – Application For Financial Assistance

	office facilities at Export House.	
3.2 Consultee Comments	<p><u>Refeia Zaman, Senior Policy Officer</u></p> <p>Outline is a volunteer led charity that aims to support the LGBT community in Surrey, providing a telephone helpline, email and website support and information and a monthly support group called ‘Outcrowd’ at the Maybury Centre.</p> <p>Outline has requested Capital funding of £1,000 to purchase a laptop, to allow greater flexibility in the support they provide, and to update office furniture to ensure the office is safe and fit for purpose. £6,000 of Revenue funding has also been requested to cover the operating costs of the organisation.</p> <p>There is a clear need for the services Outline provide and attendance at successful Pride 2019 enabled them to raise awareness about their services to new potential clients. It is recommended to continue the Borough’s support of Outline as requested.</p>	
3.3 Assessment	<p>Outline is a dedicated charity helping the LGBT community in Surrey and beyond. The Group is based in Woking and operates a telephone helpline which is open from 7.30pm to 10pm every Tuesday and Sunday. Volunteers also use additional Thursday evenings to respond to e-mail enquiries. In addition the Group runs a monthly support group, Outcrowd, in Woking Town Centre. Outline also organises an annual event in the Town Centre, the International Day against Homophobia, Biphobia and Transphobia.</p> <p>The Group has applied for revenue funding of £6,000 for the 2020/21 financial year, set at the same level as for the previous year. Included in the application is a request for £1,000 towards the cost of a new laptop, office furniture and cordless headsets.</p> <p>It is clear that the service adds value and improve the lives of vulnerable groups by encouraging LGBT people to lead less isolated lives and ensure they have access to an appropriate support service. Having a regular safe space in Woking works towards ensuring a diverse community can continue to flourish. The Group also sets out evidence of cases of individual support to those suffering from anxiety or depression due to their sexual orientation or sexual identity. It has also assisted where individuals have been victims of hate crime. Outline works closely with Pride in Surrey which regularly signposts individuals who are dealing with sexuality and gender identity.</p> <p>The Group has regular input each month from public health workers in the National Health Service (Central and North West London) who are on hand to provide appropriate advice, information and support, and tackle health inequalities and improve wellbeing outcomes for residents. The Group also provides liaison with other partner agencies (the NHS, Police and the Borough Council) to ensure that lesbian, gay, bisexual and transgender people have as much choice and control over their lives as possible by having information about the services available to them.</p> <p>The application highlights that people who access the services are usually suffering from some form of anxiety. They may be isolated, confused, scared, feeling bad about themselves, low mood, depression, or a combination of the above. The Group has noted an improvement in all repeat service users, through their own emotional</p>	

## Outline – Application For Financial Assistance

or personal circumstances. There are no other dedicated services specifically for LGBT people within the borough, or in the whole of Surrey.

During the past financial year, Outline provided support to 166 phone contacts, 209 email replies and 378 attendees at Outcrowd. The number of phone contacts has continued to increase from the previous financial year marking a preference in the Charity's service users, resulting in 43 hours of phone support provided in comparison with 39 hours the previous year.

Fundraising activities are undertaken each year with small amounts received from Just Giving, Virgin Money Giving and Amazon Smile. In addition, funding has been received through a Co-op stores member choice scheme and Pride in Surrey.

The Group has been supported by the Council over a number of years and has seen its services reach more and more individuals. It continues to provide an essential support service in the Borough and County and it is recommended that the Council approve its financial revenue support at the requested level of £6,000 for the 2020/21 financial year.

In regard to the capital funding requested, it is recommended that funding of £1,000 is awarded towards the capital items set out in the application, which total circa £1,700. The Group has a low level of unrestricted reserves and the cost of the equipment would have a significant impact on the money available. It therefore recommended that the Executive makes an exception to the normal approach to capital awards of awarding 50% towards the total cost, and agrees one-off capital funding of up to a maximum of £1,000 to enable the Charity to purchase the equipment outright. The funding would be subject to presentation of receipts for the purchases.

REPORT ENDS