

**AGE CONCERN WOKING – APPLICATION FOR FINANCIAL ASSISTANCE**

**Executive Summary**

Formed in 2005, the main activities of Age Concern Woking are a friendship service and an information and support line. The Group is applying for a grant of £5,316 to increase staff hours by 4 hours per week, which would assist the Group with improving its service and two new laptops and other office equipment. The applicant has indicated that at present the staff members provide a number of hours each week on a voluntary basis. By increasing the hours, the Group aims to increase the number of older people supported throughout the Borough by approximately 140 individuals. The Group would also seek to increase the number of volunteers, improve awareness of the services available and encourage people living in sheltered accommodation to socialise more with each other.

The Group indicates that the increasing demand for its services demonstrates that it is valued by the community. The flexibility of its operation means that it can often visit people at short notice and is prepared to take on cases which others may not be equipped to handle. It is the only formally organised Friendship Service in the Borough and there is a waiting list for the service. The Group is in touch with many organisations working with older people in the Woking area, in particular referrals to and from Homelink and Careline.

Taking into account the consultee comments, it is noted that this service supports the work undertaken by the Council's Home Independence Team and this partnership should be encouraged and expanded under the new Joint Working condition of grant. In view of the vital work undertaken by the Group, it is proposed that the Council provides a grant of £2,000 from the Community Fund and £3,000 revenue during 2020/21 towards the cost of increased working hours and office equipment, subject to the presentation of invoices.

**Recommendations**

The Executive is requested to:	<b>RESOLVE That</b> funding of £2,000 capital from the Community Fund and £3,000 revenue be agreed towards the core costs of Age Concern Woking for 2020/21.
Reason for Decision	To continue to support the unique services for the elderly in the coming year.
Legal Authority	S142 Local Government Act 1972
Conditions	<p><b>Accounts.</b> 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.</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</p>

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	<p>websites and literature / leaflets produced.</p> <p><b>Payments.</b> Unless exceptional circumstances exist all invoices must be received quarterly with monitoring information for the previous quarter.</p> <p><b>Payment Period.</b> 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.</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> 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.</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 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.**

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### **Background Papers:**

2020/21 Application Form.

### **Reporting Person:**

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### **Shadow Portfolio Holder:**

Cllr Will Forster  
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### **Date Published:**

18 February 2020

## **Age Concern Woking – Application For Financial Assistance**

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<b>1.0 Summary of Application</b>	
1.1 Status and Aims	<p>Age Concern Woking formed in 2004 and became operational in 2005. The aim of the Group is to promote the wellbeing of older people in the Woking Borough and to make later life as pleasant and worry free as possible. The Group's main activities are a 'friendship' service and an information and support line. Age Concern Woking also offers emergency help for those who have no one else to turn to.</p> <p>The Group is based at offices in the Moorcroft Centre.</p>
1.2 Employees	4, comprising of a Senior Client Liaison Officer (15 hours per week), Client Liaison Officer (6 hours per week) and two Support Officers (28 hours each per week).
1.3 Volunteers	48. The volunteers visit lonely older people in their own homes for at least an hour, on a weekly basis. They offer friendship and support and report back any concerns. Some volunteers will also assist in emergency situations, such as early discharge from hospital with no help. Volunteers also help with two annual social gatherings and fundraising.
1.4 Clients/Users	<p>55, comprising:</p> <p>20 male</p> <p>35 female</p> <p>55 disabled</p> <p>55 resident in Woking</p> <p>55 aged 65+</p> <p>All services are free of charge to the users.</p>
1.5 Members	None.
1.6 Sum Requested	<p>£2,300 (Capital)</p> <p>£3,016 (Revenue)</p>
1.7 Project	<p>The funding requested is to increase staff hours primarily to expand the friendship services into Sheltered Housing where there is a recognised issue of loneliness. Working in close coordination with existing Council services, Age Concern Woking would substantially increase the number of clients visited on a regular basis and incorporate new social opportunities and events targeted at this group.</p> <p>The extra hours worked will help ensure there is consistent availability to cover emergency situations at all times, currently undertaken by paid staff acting in a volunteer capacity. These are normally situations that are too minor to involve the emergency services but too major for the client to cope with alone.</p> <p>The Applicant has advised that the Group anticipates working closely with existing Woking Borough Council centres, such as Moorcroft, Brockhill and Home from Hospital.</p>

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1.8 Cost breakdown:	<p><b>Revenue</b> - Increased staff hours, 4 hours a week @ £14.50 per hour = £3,016 per annum</p> <p><b>Capital</b> –</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">2x new laptops</td> <td style="text-align: right;">£700 each</td> </tr> <tr> <td>Photocopier</td> <td style="text-align: right;">£500</td> </tr> <tr> <td>Exhibition equipment</td> <td style="text-align: right;">£400</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: right;"><b>£2,300</b></td> </tr> </table>	2x new laptops	£700 each	Photocopier	£500	Exhibition equipment	£400	<b>Total</b>	<b>£2,300</b>
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<b>Total</b>	<b>£2,300</b>								
1.9 Community Benefit	<p>The applicant has advised that the issues of loneliness, especially in older men, is well documented as are the positive effects achieved even by simple processes such as regular visiting (befriending). The Group receives, on average, two referrals a week for the friendship service, often directly from the clients themselves, or from relatives or local social and health workers and other local charities. The Service received 920 calls in 2018/19 requesting information or support. Many calls are from people who do not have access to internet based helplines.</p> <p>Older people who have hitherto been self-supporting and have never had the need to ask for help suddenly find that, due to increasing age or infirmity, they now need support. The Group advises that the level of phone calls received demonstrate the need for its services. The Group works with Moorcroft and local agencies including Careline, CAB, Homelink, Home Support, Community Meals and GPs. The Charity believes their services help relieve some of the strain off other, more specialised agencies.</p> <p>Through the application, Age Concern Woking is seeking to increase its client base by 30%, extend its friendship services and double the bank of active volunteers to give friendship and support to these extra clients. In excess of 750 older people would benefit from the information and support service.</p>								

<b>2.0 Financial Background</b>	
2.1 Budget	<p>At the time of the application, the Group held £115,074 in the bank. The sum of £40,000 is reserved for salaries and £7,908 reserved for the Co-op Community Fund Special Projects.</p> <p>The Group has submitted a budget for 2020/21 which shows an anticipated income of £19,000 against an anticipated expenditure of £60,475, resulting in an anticipated deficit of £41,475.</p> <p>Anticipated income includes other grants (£9,500), fundraising (£2,000), friends/donations (£2,000) and Woking Borough Council (£5,000). Items of expenditure include salaries (£52,700), staff/volunteer travel (£900), rent and bills (£2,600), telephone/internet (£1,200) and stationary supplies (£1,450).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2019/20 which show an income of £15,035 (£22,500 in 2018/19) against expenditure of £58,575 (£55,242 in 2018/19), resulting in a deficit of £43,540 (a deficit of £32,742 in 2018/19). The sum of £125,275 was carried</p>

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	forward at the end of the 2019/20 year.
2.3 Support over the past five years	2019/20 – £5,000 2018/19 – £2,000 2016/17 – No grant awarded. 2015/16 – £5,000 2014/15 – £5,000

<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>*Discretionary rate relief &amp; Concessionary rent – Age Concern Woking are a commercial tenant of a property owned by Woking Borough Council.</p>	<p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>No</p> <p>No</p> <p>Yes</p> <p>Yes</p> <p>N/A</p> <p>Yes</p>
3.2 Consultee Comments	<p><u>Julie Meme, Home Independence Manager</u></p> <p>The application is to increase hours for staff to expand the services currently offered. Isolation is becoming an increasing problem and this charity are providing an important network in the Borough. 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. This service is extremely beneficial for some of the more vulnerable members of the community. This service supports the work undertaken by the Home Independence Team within the Council and this partnership work should be encouraged and expanded where possible. Therefore I would recommend the support of the application and that a grant of the £5,000 requested be approved.</p>	
3.3 Assessment	<p>Formed in 2005, the main activities of Age Concern Woking are a friendship service and an information and support line. The Group is applying for a grant of £2,000 capital for two laptops and office equipment and £3,016 revenue to increase staff hours by 4 hours per week, which would assist the Group with improving its service. The applicant has indicated that at present the staff members provide a number of hours each week on a voluntary basis. By increasing the hours, the Group aims to increase the number of older people</p>	

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supported throughout the Borough by approximately 140 individuals. The Group would also seek to increase the number of volunteers, improve awareness of the services available and encourage people living in sheltered accommodation to socialise more with each other.

Between 2008 and 2017, the Council had supported Age Concern Woking with an annual payment of £5,000 towards general running costs. In December 2016 the Executive took the decision not to provide any funding support in 2017/18. The decision followed concern by the Council's Strategic Director over a lack of joint working across the wellbeing network along with some incorrect or outdated information being provided. However, in 2018/19 it was felt that these issues had been rectified and a grant of £2,000 was awarded.

The main queries of client calls during 2018/19 were about the following; general (26.5%), friendship service (12.7%), concerns for someone (10.1%), help at home (7.6%), handyperson (6.7%), gardener (6.4%) and shopping/transport (5.1%). Over 12% of the calls to the Group's information and support line are referred directly to the Council, for example Homelink, Careline and Community Meals.

The Group indicates that the increasing demand for its services demonstrates that it is valued by the community. The flexibility of its operation means that it can often visit people at short notice and is prepared to take on cases which others may not be equipped to handle. It is the only formally organised Friendship Service in the Borough and there is a waiting list for the service. The Group is in touch with many organisations working with older people in the Woking area, in particular referrals to and from Homelink and Careline. In view of the vital work undertaken by the Group, it is proposed that the Council provides a grant of £2,000 capital from the Community Fund and £3,000 revenue during 2020/21 towards the cost of increased working hours and office equipment, subject to the presentation of invoices.

REPORT ENDS