

SURREY NORTH AREA CRUSE BEREAVEMENT CARE – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary

Surrey North Area Cruse Bereavement Care was formed in 1959 and provides free bereavement support for those suffering from the effects of grief. The Group supports individuals and families across five core services, namely on a one-to-one basis (usually in a client's home), group support, specialist services for children and young people, telephone support and email support.

The services are of enormous benefit for those who have suffered a bereavement, which can be devastating and debilitating. Without a local Cruse office covering Woking, there would be an extremely limited number of support options, with no available NHS support or other similar support services.

The Group currently works with over 400 individuals across Surrey, approximately a tenth of whom live in Woking. It is anticipated that between 40 and 50 individuals from the Woking area will seek the support of Cruse Bereavement Care in the coming year. No charges are levied against the users or clients. The service also benefits the families and friends of those individuals who receive direct support, reducing stress and concern – individuals can be affected in a variety of ways, including social confidence, ability to work, propensity for isolation and loneliness, engagement within the community and general mental health.

During the current financial year the Group has supported 87 clients from Woking, and therefore, are on track to exceed the aspirations of helping around 80+ clients from Woking overall for the year.

The Executive previously awarded a grant of £8,850 in 2018/19 and £3,630 last year. This year, the Organisation has applied for funding of £7,550 which equates to 17% of the running costs of the Counselling Service, representative of the running costs of the service to residents of the Borough. It is recommended that the application is supported and that a grant of £3,630 continues to be awarded for the 2020/21 financial year.

Recommendations

The Executive is requested to:	RESOLVE That a grant of £3,630 be awarded towards the running costs of the service in Woking.
Reason for Decision	The Council's support will ensure that the Organisation is able to continue to provide an essential service for individuals in the Borough who are directly affected by bereavement.
Legal Authority	S137 Local Government Act 1972
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

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	<p>provide details will jeopardise the award. E-mail requests will be sent to the applicant on a quarterly basis.</p> <p>Publicity. Where possible, the Organisation is required to publicise the support received from Woking Borough Council, including on websites and literature / leaflets produced.</p> <p>Payments. Unless exceptional circumstances exist all invoices must be received quarterly with monitoring information for the previous quarter.</p> <p>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.</p> <p>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.</p> <p>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.</p>
Performance Indicators	<p>Users. The Organisation to provide a breakdown of the users.</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.

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Background Papers:

2020/21 Application Form.

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1.0 Summary of Application													
1.1 Status and Aims	The Organisation was formed in 1959. It provides free bereavement support for those suffering from the effects of grief. The five core services are one-to-one support, group support, specialist services for children and young people, telephone support and email support. The initial one-to-one assessment appointment is arranged within two weeks of initial contact with the Helpline.												
1.2 Employees	Two comprising the Area Coordinator (21 hours per week) and the Allocations Secretary (7 hours per week).												
1.3 Volunteers	88, whose activities include face to face support, group support, telephone support, specialist support for children and young people, administration support and training.												
1.4 Clients/Users	448, comprising: 132 male 316 female 25 disabled 32 ethnic minority 78 resident in Woking 1 aged 6-10 6 aged 11-18 58 aged 19-65 13 aged 65+ No charges are levied to the users.												
1.5 Members	None.												
1.6 Sum Requested	£7,550 (Revenue)												
1.7 Project	Over the coming year, Cruse Bereavement Care expects to directly support over 440 clients, 70-80 of whom will reside in the Woking area. The funding will contribute to payroll, central office core costs, volunteer travel expenses and office rent. Central office core costs are a pro-rata charge levied on each Cruse area covering the cost of running central-office provided services after central income is deducted. It covers ICT (provision of website, social media, intranet, client database), national helpline and email support, standards and policies and training resources.												
1.8 Cost breakdown:	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="padding-left: 20px;">Payroll/salaries</td> <td style="text-align: right;">£17,800</td> </tr> <tr> <td style="padding-left: 20px;">Central Office</td> <td style="text-align: right;">£8,766</td> </tr> <tr> <td style="padding-left: 20px;">Volunteer travel</td> <td style="text-align: right;">£5,600</td> </tr> <tr> <td style="padding-left: 20px;">Office rent</td> <td style="text-align: right;">£6,000</td> </tr> <tr> <td style="padding-left: 20px;">Training</td> <td style="text-align: right;">£6,250</td> </tr> <tr> <td style="padding-left: 20px;">Total</td> <td style="text-align: right;">£44,416</td> </tr> </tbody> </table>	Payroll/salaries	£17,800	Central Office	£8,766	Volunteer travel	£5,600	Office rent	£6,000	Training	£6,250	Total	£44,416
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	<p>The organisation has requested £7,550 representing 17% of the overall costs for those who reside in the Borough.</p>
1.9 Community Benefit	<p>The applicant has advised that, depending upon demand (which is generally increasing year-on-year), the Organisation expects to directly support over 440 clients, 70-80 of whom will reside in the Woking area (these figures do not include people accessing the website, requesting information or general enquiries).</p> <p>The service provided does not just affect the individuals who receive direct support and has a much wider knock-on effect by reducing stress and concern within families and friends whilst also reducing demand for other support services. It can impact on social confidence, ability to work, propensity for isolation and loneliness, engagement in the community as well as mental health generally.</p>

2.0 Financial Background	
2.1 Budget	<p>At the time of the application, the Group held £123,000 in the bank. The sum of £10,000 is reserved for Children and Young People volunteer training over and above the costs listed in the revenue costs.</p> <p>The Group has submitted a budget for 2020/21 which shows an anticipated income of £39,964 against an anticipated expenditure of £54,716, resulting in an anticipated deficit of £14,752.</p> <p>Anticipated income includes donations (£15,000), fundraising (£2,000), Central Office funding (£3,600), local authority grant (£9,500), and CCG grant (£5,000). Items of expenditure include salaries and wages (£16,300), Volunteer training (£6,250), travel expenses (£5,600), rent (£6,000), head office costs (£8,486) and miscellaneous (£12,080).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2018/19 which show an income of £67,507 (£86,956 in 2017/18) against expenditure of £51,332 (£47,886 in 2017/18), resulting in a surplus of £16,175 (a surplus of £39,070 in 2017/18). The sum of £95,899 was carried forward at the end of the 2018/19 year.</p>
2.3 Support over the past five years	<p>2019/20 – £3,630 2018/19 – £8,850</p>

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 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>

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	<ul style="list-style-type: none"> ○ Reserves Policy ○ Quality Mark ○ Other funding sources pursued ○ Other support by the Council ○ Fundraising ○ Two quotes ○ Regular monitoring provided previously 	<p>Yes</p> <p>No</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>N/A</p> <p>Yes</p>
<p>3.2 Consultee Comments</p>	<p><u>Jade Buckingham, Health and Wellbeing Manager</u></p> <p>The care which Surrey North Area Cruse Bereavement Care provides is clearly much needed as well as being highly regarded by other local services such as GPs and hospital trusts. The ability to build resilience when dealing with severe grief is vital for all and with this in mind I would recommend the Council's support of this Group continues but for the grant amount previously given £3,630. They state that the requested £7,550 would only benefit 80-90 Woking resident which I do not see as being enough residents for the amount of funding. I do however agree that we should support them as they are a vital service so I suggest funding for £3,630.</p>	
<p>3.3 Assessment</p>	<p>Cruse Bereavement Care, established in 1959, has been operating in the area for over 35 years and now covers the boroughs of Elmbridge, Runnymede, Spelthorne and Woking.</p> <p>Cruse Bereavement Care believes that the services are of enormous direct benefit to the mental health of residents in Woking who are bereaved. The impact of bereavement can be devastating and debilitating and, without an operational local Cruse office covering Woking, there would be an extremely limited number of support options. There is no NHS provision for bereavement support (beyond online information) and Cruse is the only service listed on NHS search results for bereavement services.</p> <p>The Charity provides direct bereavement support (usually in the client's own home) covering a wide variety of circumstances including suicide, homicide and major incidents and they also provide specialist support and services for children and young people. A total of 10,411 volunteer hours were given in 2018/19. Its evaluation tools indicated that the average change in a client's emotional state improved by 135% following support from the Charity. A high percentage of referrals are from GPs which indicate that they value the services provided.</p> <p>During the current financial year the Group has supported 87 clients from Woking, and therefore, are on track to exceed the aspirations of helping around 80+ clients from Woking overall for the year.</p> <p>The Organisation has applied for funding at £7,550 which equates to 17% of the running costs of the Counselling Service, representative of the running costs of the service to residents of the Borough. It is recommended that the application is supported and that a grant of £3,630 continues to be awarded for the 2020/21 financial year.</p>	