

FRIENDS OF THE ELDERLY – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary	
<p>Friends of the Elderly has been established since 1905 and is one of the UK’s oldest charities supporting older people.</p> <p>The charity’s vision is a society where all older people are treated with respect and have the opportunity to lead fulfilled lives. The charity provides support for all older people, particularly those in need due to mental or physical frailty, isolation or poverty. Its range of personalised care and support services includes care homes, befriending schemes and welfare grants. The Friends of the Elderly Group includes the subsidiary Triangle Community Services which offers day clubs, home care and extra care services.</p> <p>Friends of the Elderly have applied for a grant of £10,000 to support a new service within the Borough of Woking, the Community Connector Service (CCS). The service will support lonely and isolated older people living in Woking, who wish to gain access to and be part of, their local community.</p> <p>This additional service will also be available to support older people living with mild dementia, helping them to remain independent for as long as possible working in partnership with other services in the Woking area.</p> <p>The Community Connector Service will support the Council’s Health and Well Being priority areas as well as complementing the Councils’ Social Prescribing service, the recommendation would be that these services be encouraged to work together closely to ensure the best possible outcomes for the community are achieved. It is therefore recommended that the application of £10,000 for the financial year 2018/19 be approved to enable this partnership to be developed.</p>	

Recommendations	
Reasons for Decision	The Community Connector Service will support the Council’s Health and Well Being priority areas as well as complementing the Councils’ Social Prescribing service.
Legal Authority	S142 Local Government Act 1972
The Executive is requested to:	RESOLVE That a grant of £10,000 be awarded from the Community Fund towards the costs of the Community Connector Service.
Conditions	<p>Accounts. 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>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.</p> <p>Publicity. Where possible, the Organisation is required to publicise the support received from Woking Borough Council, including on all literature and leaflets produced.</p>

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	<p>Payments. 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>Payment Period. 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>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. 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> <p>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 you hire out your venue/s you should ensure you have good processes in place for record keeping and checking if they are an appropriate group to be making the hire arrangements. The following are some of what should be considered:</p> <ul style="list-style-type: none">• Basic details should be recorded to include speakers address, mobile phone number & organisation details.• Has the identity of the speaker been confirmed & is their organisation bona fide? Are they known to you?• Is the speaker from the area? Are they UK citizens or from overseas & will they travel specifically for this event?• Consider checks on the internet to confirm the status of speaker to include website, YouTube or social media sites.• How many people are likely to attend (check previous or similar events either locally or online).
Performance Indicators	<p>Users. The Organisation to provide a breakdown of the users in the past quarter.</p> <p>Activities. The Organisation to provide details of activities and events held during the last quarter.</p> <p>Enquiries. The Organisation to provide a breakdown of the enquiries received during the last quarter.</p> <p>Publicity. The Organisation to advise how the Council's support has been publicised over the last quarter.</p> <p>Statement of Use. The Organisation to provide a statement stating the use to which the grant money has been put.</p>

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Future Support

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 2018/19 does not imply that a similar application in 2019/20 would be supported. In particular, it is emphasised that the Council is unlikely to be in a position to award any sums above the 2018/19 levels.

In view of this, the applicant is to be advised to ensure that contingency plans for the Group's operations for 2019/20 have been drawn up in the event that the Council is unable to continue its support beyond April 2019. 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.

The Executive has authority to determine the above recommendations.

Background Papers:

2018/19 Application Form.

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1.0 Summary of Application	
1.1 Status and Aims	<p>Friends of the Elderly has been established since 1905 and is one of the UK's oldest charities supporting older people.</p> <p>The Charity's vision is a society where all older people are treated with respect and have the opportunity to lead fulfilled lives. The Charity provides support for all older people, particularly those in need due to mental or physical frailty, isolation or poverty. Its range of personalised care and support services includes care homes, befriending schemes and welfare grants.</p> <p>The Friends of the Elderly Group includes the subsidiary Triangle Community Services which offers day clubs, home care and extra care services.</p>
1.2 Employees	1, comprising Manager 35 hours per week – 20 of these hours will be dedicated to the provision of the new Community Connector Service
1.3 Volunteers	35, whose activities include one to one befriending; group activities held within sheltered housing schemes; monthly outings for older people; and Office administration.
1.4 Clients/Users	<p>118, comprising:</p> <p>36 male</p> <p>82 female</p> <p>14 disabled</p> <p>2 ethnic minority</p> <p>118 resident in Woking</p> <p>118 aged 65+</p>
1.5 Members	Not Applicable
1.6 Sum Requested	£10,000 (Revenue)
1.7 Project	<p>Funding from Woking Borough Council will be used to establish a new Community Connector Service (CCS) in Woking. The Service will support lonely and isolated older people living in Woking who wish to gain access to and be part of their local community again.</p> <p>Prior to allocating a volunteer Community Connector to a user, an initial assessment will be carried out to identify each person's goals and aspirations; these will be documented and become a personalised 'outcomes' plan. These goals could be to reconnect with their local parish, attend a bridge club, day care, swimming, arts and crafts or learn a new skill. It could be that the person needs to gain confidence to be able to visit their local shops or library on their own again.</p>
1.8 Cost breakdown:	<p>Year 1:</p> <p>Salary (20% of salary) to support the new service £6,410</p>

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	<p>Pension (20% of costs) £353</p> <p>DBS costs for volunteers £165</p> <p>Volunteer training £300</p> <p>Office overheads £1,200</p> <p>Volunteer Expenses £240</p> <p>Marketing/Recruitment £500</p> <p>Professional Evaluation £3,000</p> <p>Central office support (10% of costs) £1,217</p> <p>Total £13,385</p> <p>(Friends of the Elderly will meet the additional cost of £3,385 out of the limited restricted funds that they hold).</p>
1.9 Community Benefit	<p>The new Community Connector Service aims to directly reduce loneliness and isolation for a minimum of 72 people over the age of 65 per year in Woking. Health and wellbeing providers and commissioners are increasingly recognising loneliness as a serious social issue which directly increases local and national health and social care service usage and costs as well as the development of particular health conditions in older people.</p> <p>Research has shown that the effect of isolation and loneliness on mortality has been estimated to be equivalent to smoking 15 cigarettes per day. Isolation and loneliness are linked to depression, anxiety, decline in mobility, high blood pressure and increased mortality rates. Loneliness reduces older people's immediate quality of life.</p> <p>The Community Connector Service will contribute to Woking Borough Council achieving its Community Strategy in Theme 1: A strong community which values personal health and well being. The Service also supports the Council's values regarding Social Value, where consideration is given to more than funding a service but also includes, happiness, wellbeing, health, inclusion and empowerment of its residents.</p>

2.0 Financial Background	
2.1 Budget	<p>At the time of the application, the Group held £4,651,521 in the bank. This includes the income (and expenditure) from a subsidiary organisation which is registered independently with the Charity Commission – Triangle Community Services.</p> <p>£4.2m of this money are the proceeds of the sale of a property in March 2017, this money forms part of endowed funds and can not be spent in any other way than is specified by the Charity Commission.</p> <p>The Group has submitted a budget for 2018/19 which shows an anticipated income of £30,407,264 against an anticipated expenditure of £29,984,695, resulting in an anticipated surplus of £422,569, this budget is for both Friends of the Elderly and for the subsidiary service delivery Triangle. A full breakdown of income split has been requested and shows that Friends of the Elderly are anticipating a Net</p>

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	<p>Surplus of £123,611 in the financial year 2018-2019.</p> <p>Anticipated income includes care homes (£20,954,622), Triangle (£8,377,358), fundraising (£383,785), rental accommodation (£243,682), investment income (£443,873) and engagement (£3,944).</p> <p>Items of expenditure include care homes (£13,373,572), Triangle (£6,763,431), fundraising (£141,269), central office (£2,775,809), engagement (£491,910), rental accommodation (£3,237), overheads for care homes (£3,490,565), overheads for Triangle (£1,002,849), overheads for engagement (£172,750), overheads for fundraising (£66,827), overheads for rental accommodation (£137,941) and overheads for Central Office (£1,564,533).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2016/17 which show an income of £5,686,697 (£5,570,089 in 2015/16) against expenditure of £5,739,978 (£5,488,537 in 2015/16), resulting in a deficit of £53,281 (a surplus of £81,552 in 2015/16). The sum of £86,234 was carried forward at the end of the 2016/17 year.</p>
2.3 Support over the past five years	<p>New Application.</p>

<h3>3.0 Assessment of Application</h3>		
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>Officer Comment</u></p> <p>I would be very supportive of this application, not least because the Council has been working with Friends of The Elderly on a pilot project during the last year around the befriending and mentoring of older persons, from which this proposed Community Connectors project has been developed. Linking closely with the Council's Health and Wellbeing priorities around social isolation and loneliness together with the council's programmes around Social Prescribing this service will help to identify those most at risk and support them into leading fulfilling lives.</p>	

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3.3 Assessment

Friends of the Elderly was established in 1905 and is one of the UK's oldest charities specifically designed to support older people.

The charity's vision is a society where all older people are treated with respect and have the opportunity to fulfilled lives. The charity provides support for all older people, particularly those in need due to mental or physical frailty, isolation or poverty.

Friends of the Elderly are commencing a new service 'Community Connector Service' (CCS) in Woking. The CCS will support lonely and isolated older people living in Woking, who wish to gain access to and be part of, their community.

The Service will undertake an initial assessment with each individual who is referred to them in order to work with the individual to identify their goals and aspirations; this will form the basis of a personalised outcomes plan.

Once the initial assessment has been undertaken the individual will be allocated to a volunteer Community Connector who will work with the individual, providing support and guidance as required and appropriate to enable the individual to build confidence and begin to re-engage in the community.

Individual goals can be as simple or as complex as required for each individual, but can include attending a community centre or day care, going swimming, joining an activity class, learning a new skill or even just visiting their local shops or library. The volunteer Community Connector will accompany the individual for as long as is necessary in order to build up confidence in the individual.

Anyone can make a referral if they are concerned about an older person being vulnerable, lonely and isolated. Individuals, family, neighbours, agencies can all make referrals to the scheme.

Although the organisation has substantial funds showing in their budget and accounts, a significant proportion of this can be attributed to the independently registered subsidiary Triangle Community Services which offers day clubs, home care and extra care services. The funds also include receipt of £4.2 million received through the proceeds from the sale of a property in March 2017, the proceeds form part of an endowed fund which can not be spent in any other way than that stipulated by the Charity Commission. Funding available to this particular aspect of the Friends of the Elderly service are at a level of £123,611 with Triangle funds amount to £298,958.

The Community Connectors Services links fully with the Council's own Social Prescribing project which sits firmly under the Health and Well Being service.

It is therefore recommended that the requested sum of £10,000 grant be awarded and that positive ways are sought to develop partnership working between Friends of the Elderly/Triangle and the Councils Health and Well Being Service, specifically the Social Prescribing service.

REPORT ENDS