

OUTLINE – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary	
<p>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 run by dedicated volunteers.</p> <p>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 Group struggles to raise its profile, and a lack of funds is likely to see a fall in the number of contacts made, both through the email and telephone services, and through the Outcrowd social group.</p> <p>The main services which Woking residents benefit from is the monthly face to face support provision and the telephone helpline provision which have both been running 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.</p> <p>The Group has applied to extend its revenue funding of £5,636 awarded for the 2017/18 financial year. Last year Outline moved from Provincial House to Export House which led to additional costs for cleaning as required by the lease.</p> <p>In view of the financial position of the Charity, and the unique nature of the services provided, it is recommended that Outline be awarded a revenue grant at the same level as 2017/18 of £5,636 for the 2018/19 financial year.</p>	

Recommendations	
Reasons for Decision	To provide support for the organisation and its operating costs.
Legal Authority	S142 Local Government Act 1972
The Executive is requested to:	RESOLVE That a grant of £5,636 be awarded towards the cost of running the helpline and the support group.
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> <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</p>

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	<p>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. <p>How many people are likely to attend (check previous or similar events either locally or online).</p>
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>
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 2018/19 does not</p>

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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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Date Published:

6 December 2017

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1.0 Summary of Application	
1.1 Status and Aims	Outline is a dedicated charity helping the lesbian, gay, bisexual and transgender (LGB&T) 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. 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.
1.2 Employees	None.
1.3 Volunteers	<p>34. Volunteers work on the helpline and at the support group meetings. In addition they also help with other activities such as organising events, back office 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>
1.4 Clients/Users	<p>453, comprising:</p> <p>327 male</p> <p>126 female</p> <p>20 disabled</p> <p>43 aged 11-18</p> <p>157 aged 19-65</p> <p>24 aged 65+</p>
1.5 Members	<p>20, comprising 13 men and 7 women. 20 aged 19-65</p> <p>The Group states that it believes the number of individual users of its service is higher as every contact on their helpline and every visitor to the support group are recorded. This totalled 1,430 clients supported in the last financial year.</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	£5,636 (Revenue)

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<p>1.7 Project</p>	<p>Provision of:</p> <ul style="list-style-type: none"> - monthly support group for LGB&T people based in Woking, current location Maybury Centre - Woking, - a helpline service for local LGB&T people as well as website information service for LGB&T people. <p>In addition an annual event International Day Against Homophobia, Biphobia and Transphobia (IDAHOBt) awareness raising and outreach event to be held in the Woking area.</p>
<p>1.8 Cost breakdown:</p>	<p>This is based on actual costs incurred and significant increase in costs since moving to Export House.</p> <p><u>Helpline Operating Costs</u></p> <p>Phone - £576 Internet - £288 Insurance - £522 Office Cleaning Costs (required by Export House lease) - £636 Volunteer Expenses - £1,560 Helpline Mailout and Promotion in Area - £1,000 Woking Outcrowd Venue and Advertising - £350 Volunteer Training - £500 Helpline Stationery - £204</p> <p>Total Costs - £5,636</p> <p><u>Breakdown of Volunteer Expenses</u></p> <p>The figure is based on £10 per shift to cover cost of public transport and parking in the town centre for volunteers to deliver shifts, on the basis of 3 shifts per week and 52 weeks opening.</p> <p>Other volunteer expenses could include:</p> <ul style="list-style-type: none"> - Mileage 45 pence per mile (Average volunteer 10 miles) - Train/Public transport costs Average helpline volunteer £10 per shift - Refreshments on full days training (£5 for breakfast lunch, £10 for dinner) - Office Refreshments - Printing and Paper costs for volunteers working outside of Office.
<p>1.9 Community Benefit</p>	<p>The Group states that according to Government estimates there could be up to 9,350 LGB&T people living in the Woking area.</p> <p>Given how many LGB&T 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 LGB&T community within the borough.</p> <p>By providing a safe space for LGB&T people Outline will encourage them to live independently and safely. By providing information to LGB&T people through work with partner agencies (health, police, local authority), the website and the support group, it would ensure that LGB&T people have as much choice and control over their lives</p>

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	<p>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 for LGB&T people, and through links with Surrey Police, it will work towards helping people remain safe from abuse.</p> <p>An annual awareness raising event helps LGB&T 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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2.0 Financial Background	
2.1 Budget	<p>At the time of the application, the Group held £13,935 in the bank.</p> <p>Outline states that it will always use charitable funds for the purpose for which they were granted/donated. In times of difficulty Outline would look to scale back non-core activities and freeze discretionary spending.</p> <p>The core service to which Outline would be unable to operate as a charity without is a Helpline support service. Each year the trustees review core helpline costs to continue to run the helpline and to train volunteers in order to ensure continuation of the core service can be provided.</p> <p>It is currently calculated that in order to meet core operating costs Outline should retain £6,000 of unrestricted funds.</p> <p>The Group has submitted a budget for 2018/19 which shows an anticipated income of £8,438 against an anticipated expenditure of £7,852, resulting in an anticipated surplus of £336.</p> <p>Anticipated income includes WBC Grant (£5,636), NW Surrey CCG (£1,552) and Guildford BC Grant (£1,000). Items of expenditure include Helpline (£1,869), Outcrowd (£655), Outreach & Awareness (£900), Events (£315), Advertising (£1,050), IT (£800), Volunteering & Training (£1,136) and General Admin (£1,107).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2016/17 which show an income of £13,476 (£11,778 in 2015/16) against expenditure of £11,871 (£10,830 in 2015/16), resulting in a surplus of £1,605 (a surplus of £948 in 2015/16). The sum of £9,291 was carried forward at the end of the 2016/17 year.</p>
2.3 Support over the past five years	<p>2017/18 - £5,636 towards running costs and £983 towards equipment.</p> <p>2016/17 - £4,500 towards running costs.</p> <p>2015/16 - £4,000 towards running costs.</p> <p>2014/15 - £4,000 towards running costs.</p> <p>2013/14 - £4,000 towards running costs.</p>

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3.0 Assessment of Application	
3.1 Key Information	<ul style="list-style-type: none"> ○ Constitution Yes ○ Registered Charity Yes ○ VAT Registered No ○ Equal Opportunities Policy Yes ○ Safeguarding Policy Yes ○ Reserves Policy Yes ○ Quality Mark No ○ Other funding sources pursued Yes ○ Other support by the Council Yes * ○ Fundraising Yes ○ Two quotes N/A ○ Regular monitoring provided previously Yes <p>* mandatory rate relief, discretionary rate relief, office facilities at Export House.</p>
3.2 Consultee Comments	<p><u>Officer Comment</u></p> <p>Having met with representatives from Outline I have been reminded of how difficult it often is for LGBT individuals to be fully integrated and accepted within our community. Living a LGBT life can be lonely, isolating and very often stressful for some so having access to both help lines and social support groups is essential for an individual's wellbeing and enjoyment of life.</p> <p>There is no question that Outline's confidential telephone helpline is exceedingly well used with the main issues relating to individuals having trouble accepting their sexuality themselves, or having difficulty telling their friends and loved ones, as well as concerns relating to their mental and physical health with (sadly) many LGBT people being scared to access services for fear of discrimination or having their sexuality/gender identity unwillingly exposed.</p> <p>The monthly social group 'Outcrowd' which is run by Outline is also a key aspect of support and continues to have increasing numbers of individuals attending.</p> <p>I would be fully supportive of their application as they are uniquely positioned to offer a safe space in which LGBT individuals can meet – something which is not provided elsewhere within Surrey.</p>
3.3 Assessment	<p>Outline is a dedicated charity helping the LGB&T 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>

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The Group has applied to extend its revenue funding of £5,636 awarded for the 2017/18 financial year. Last year Outline moved from Provincial House to Export House which has led to additional costs for cleaning as required by the Lease.

It is clear that the service adds value and improve the lives of vulnerable groups by encouraging LGB&T 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.

The Group has regular input each month from public health workers at Virgin Care, 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.

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

In the most recent monitoring information supplied by the Group for the period from July to September 2017, a total of 268 referrals were received, with an overall number of 487 since the start of the financial year alongside a total fo 13 Outcrowd sessions. Regarding the Helpline, there have been a total of 75 users equating to the provision of around 20 hours telephone support since the start of the financial year.

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 extend its financial revenue support to the Charity at the same level as 2017/18 of £5,636 for the 2018/19 financial year.

REPORT ENDS