

WEST SURREY MEDIATION SERVICE – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary	
<p>West Surrey Mediation Service was set up in 1996 originally under the name Woking Community Mediation Service, but they have since expanded. They provide help in resolving disputes between neighbours and within communities. Its work contributes towards the reduction of anti-social behaviour and increases the quality of life for residents of the Borough, whilst reducing demands on statutory enforcement agencies.</p> <p>West Surrey Mediation Service aims to help neighbours find solutions to difficulties which suit all the parties involved without the need for the involvement of statutory services or enforcement agencies. Disagreements can be sorted out quickly and confidentially, without the expense and trouble of going to Court. The mediators are impartial and have no formal or legal authority and represent no official body. They are well trained and experienced, and willing to attend lectures and extra training to support work with specific members of the community, younger or older people, and those with mental health issues.</p> <p>Around 120 people are stated to have made use of the services provided, with no charge being levied to the users. The Group notes that although it may help two families in a neighbourhood directly, the indirect effects may be felt more widely in the surrounding area. Some mediations may only involve two or three people but may have a deep and lasting consequence for a person involved. An elderly person feeling vulnerable and threatened in their home may feel happier and supported after mediation and able to stay in their own home and community for longer.</p> <p>The Group has applied for funding of £4,000 towards the running costs of the mediation service it provides to residents of the Borough. It is recommended that the Council’s support of £4,000 continues for the 2018/19 financial year.</p>	

Recommendations	
Reasons for Decision	To enable the mediation service to be available for residents of the Borough.
Legal Authority	S142 Local Government Act 1972 S111 Local Government Act 1972
The Executive is requested to:	RESOLVE That a grant of £4,000 be awarded towards the running costs of the 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</p>

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	<p>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 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>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</p>

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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	West Surrey Mediation Service (WSMS) was formed this year by merging Woking Community Mediation Service and Guildford Community Mediation Service and is now a registered charity. Woking mediation service was formed in 1996. Through various forms of mediation the Group aim to help neighbours, families and members of the Woking Community to find constructive and lasting solutions to disputes and other issues that have arisen between them, thereby improving the quality of life for the participants and community well-being and safety generally.
1.2 Employees	None.
1.3 Volunteers	<p>40, total 18, male 22, female 2, ethnic minority 1, disabled</p> <p>Generally the volunteers mediate disputes between neighbours and families and all volunteers help in advertising, marketing and co-ordinating with stakeholders. There is also a volunteer treasurer and volunteer IT support.</p> <p>The applicant reports a need to recruit a minimum of 6 more volunteers this year as they expect the workload to increase. It was added that a number of the mediators are also undertaking work for Surrey Youth Support Services.</p>
1.4 Clients/Users	<p>240, comprising:</p> <p>120, male 120, female 20, disabled 40, ethnic minority 120, resident in Woking 10, aged 11-18 180, aged 19-65 50, aged 65+</p>
1.5 Members	None.
1.6 Sum Requested	£4,000 (Revenue)
1.7 Project	The funding will be used to reimburse the co-ordinator for expenses including the use of their home as an office, to pay for administrative costs including marketing materials, to pay for expenses associated with casework and to pay for training and CPD for mediators.

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1.8 Cost breakdown:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Co-ordination services</td> <td style="text-align: right;">£8,000</td> </tr> <tr> <td>Administration/marketing</td> <td style="text-align: right;">£2,500</td> </tr> <tr> <td>Casework</td> <td style="text-align: right;">£1,500</td> </tr> <tr> <td>Training and CPD</td> <td style="text-align: right;"><u>£6,500</u></td> </tr> <tr> <td>Total -</td> <td style="text-align: right;"><u>£18,500</u></td> </tr> </table>	Co-ordination services	£8,000	Administration/marketing	£2,500	Casework	£1,500	Training and CPD	<u>£6,500</u>	Total -	<u>£18,500</u>
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1.9 Community Benefit	<p>The applicant has reported that not only are those who contact the Charity benefitting by their services, but that in a lot of cases the wider community can be benefitted by mediating an issue that has an indirect impact on other residents. For example, in mediating parking, anti-social behaviour and noise cases residents in the surrounding area are also aided. West Surrey Mediation Service also report that a great deal of their referrals are through Woking Borough Council and that their services reduce demand on the Council and the Police.</p> <p>West Surrey Mediation Service can have a deep and lasting positive impact on residents that have been supported after long-standing disputes. The applicant cites a case in which an elderly resident was feeling vulnerable and threatened in their home and that their services made the resident feel happier and supported, which could have then meant they were able to stay in their own home and stay involved in the wider community for longer.</p>										

2.0 Financial Background	
2.1 Budget	<p>At the time of the application, the Group held £34,000 in the bank. The sum of £18,500 is reserved for:</p> <ul style="list-style-type: none"> ○ Coordination Services - £8,000 ○ Admin/Marketing - £2,500 ○ Casework - £1,500 ○ Training/CPD - £6,500 <p>A further £15,000 is reserved as one year's operating costs less training costs.</p> <p>The Group has submitted a budget for 2018/19 which shows an anticipated income of £15,500 against an anticipated expenditure of £19,515, resulting in an anticipated deficit of £4,015.</p> <p>Anticipated income includes: Woking Borough Council Grant (£4,000), Guildford Borough Council (£4,000), Surrey Police (£6,000) and Surrey Heath Borough Council (£1,500). Items of expenditure include: Coordination services (£8,000), administration costs (£1,260), office costs (£1,585), expenses (£870) and publicity (£800).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2017/18 which show an income of £15,500 (£5,400 in 2016/17) against expenditure of £18,285 (£8,459 in 2016/17), resulting in a deficit of £2,785 (a deficit of £3,059 in 2016/17).</p>
2.3 Support over the past five years	<p>2017/18 – £4,000 towards general running costs 2016/17 – £4,000 towards general running costs 2015/16 – £4,000 towards general running costs 2014/15 – £4,000 towards general running costs 2013/14 – £4,000 towards general running costs</p>

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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 ○ 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 No Yes Yes Yes No Yes No No N/A Yes
3.2 Consultee Comments	<p>As in previous years I would be supportive of funding this group as I consider that the level of funding (at a similar level to previous year's) represents good value for money by expediting the issue promptly without having to resort to involving statutory services, enforcement agencies and/or ending up in costly court proceedings. The service is well thought of and used by the Council's various housing colleagues / partners.</p>	
3.3 Assessment	<p>Woking Community Mediation Service (now West Surrey Mediation Service) was set up in 1996 and provides help in resolving disputes between neighbours and within communities. The Group provide a highly cost effective means of improving the quality of life for the residents of Woking and reducing anti-social behaviour, thereby reducing demands on statutory enforcement agencies and Woking Borough Council.</p> <p>The Group works closely with the Council and the applicant has reported that 50% of their cases come through Woking Borough Council as referrals. During the year, regular contact has been made with Surrey Police, housing providers and Woking Borough Council's environmental health and community safety officers. In addition to its work dealing with community disputes, the Group is now being asked to assist with more specialised areas, working specifically with families and different ethnic minority groups. During the past year the Group has also been working in the area of homelessness prevention for young people within Surrey County Council's Youth Support Service. Mediation is now considered a high priority on the Government Community Remedy.</p> <p>The Group is anticipating an increase in the workload which will require the training of around six new mediators in the near future. The Group has recently developed a new website and has developed new marketing material to reach a wider range of people, which all required substantial funding. The Group is now developing a new feedback form to monitor their outcomes from referrals.</p> <p>The budget for 2018/19 sets out income expected to be received from</p>	

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the following organisations: Guildford Borough Council, Surrey Heath Borough Council, Surrey Police and Woking Borough Council. However, at the time of its application, the Charity has only been able to obtain funding from Surrey Police. In the current economic climate, many other funding avenues are becoming increasingly difficult to obtain and the applicant has advised that the Group is unable to reduce its future requirement for support from Woking Borough Council.

West Surrey Mediation Service has been funded by the Council since its inception in 1996 and the service is free of charge to residents of the Borough. In Surrey, a county-wide comprehensive community mediation service has been established, and the Group collaborate with them to ensure training costs remain low. All Councils in Surrey now contribute towards their Mediation Service and it is considered a high priority on the Government's Community Remedy theme.

In view of the invaluable service provided by the Charity, it is recommended that the Council's support is continued into the coming year and that the grant of £4,000 is continued into the 2018/19 financial year.

REPORT ENDS