

YORK ROAD PROJECT – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary

The Council has supported the York Road Project for a number of years, providing annual revenue funding of to cover the costs for the daytime drop-in centre and Café; to maintain the drop-in centre and Café operations on Saturdays, including the salary of the Day Centre Project Worker; the provision of workshops such as tenancy training, food hygiene and IT skills; and to defray the costs of keeping the Project open all day on Sundays.

In October 2015, the York Road Project moved into the Prop Day Centre in with the support of Woking Borough Council and local businesses. The new venue has contributed towards enabling the Centre to secure appropriate move-on accommodation for over 40% of clients, and also to seek out vulnerable individuals and work at preventing homelessness. As a larger venue it has enabled training and workshops to be available to a greater number of clients.

The York Road Project has applied to extend its annual revenue funding of £53,400 during 2018/19. The purpose of the application is to continue the current service provision funded by the Council. The Group states that homelessness is rising nationally with an increase of 16% between 2015 and 2016.

The Centre was advised at the start of November 2016 that all Surrey funded services would be reviewed from April 2017 and that contracts would go out to tender. The decision regarding funding cuts was delayed until September 2017 and the Group was advised that it would receive a funding reduction of 10% from April 2018, equating to a reduction in the contract price of £12,700 per annum. Historically, the grant from Woking Borough Council has been awarded subject to funding being received from the Surrey County Council housing related support now funded through Adult Social Care and it is recommended that this continues. In the event that the funding stream ceases a review would be required.

It is recommended that the application for funding of £53,400 to extend the current service provision received by the York Road Project be approved, subject to the continuation of funding from Surrey County Council.

Recommendations

Reasons for Decision	To enable the York Road Project to continue its existing valued service provision in the Borough.
Legal Authority	S142 Local Government Act 1972 S111 Local Government Act 1972
The Executive is requested to:	RESOLVE That funding of £53,400 be awarded towards the cost of the service, subject to the continuation of funding from Surrey County Council, otherwise a review of the funding provided by the Council would be required.
Conditions	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. Monitoring Information. The Organisation must submit quarterly

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	<p>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 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>Publicity. The Organisation to advise how the Council's support has</p>

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	<p>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 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.</p> <p>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.</p>

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	<p>York Road Project began in 1995 and formed a Charity in 2001. The Group shares the Christian gospel of God's love and compassion to those in need in the Borough of Woking and surrounding areas regardless of age, disability, gender, race, religion, belief and sexual orientation. It believes everyone has a right to a home, regardless of the difficulties and issues they may face, and in showing those who need support that the wider community is there to help and offer hope for a better future.</p> <p>The Project offers an 11 bed night shelter, 18 move on beds and a Day Centre where clients access support. Whilst accommodation is the ultimate aim, it recognises that in order to stop the cycle of homelessness, a holistic approach is required. The Prop provides advice and support alongside activities and training to build self-esteem and confidence.</p> <p>The Outreach Team engages with rough sleepers in Woking and Waverley and the Indigo Project which launched in 2017 works with people at risk of homelessness due to mental health issues.</p>
1.2 Employees	<p>19, as set out below.</p> <ul style="list-style-type: none">- Chief Executive (37.5 hours per week)- Operations Manager Day Services (37.5 hours per week)- Operations Manager Accommodation (37.5 hours per week)- Administrator/bookkeeper (24 hours per week)- Kitchen Supervisor (25 hours per week)- Cleaner (20 hours per week)- Project Worker Move On (37.5 hours per week)- Project Worker Day Centre (37.5 hours per week)- Outreach Workers x3 (37.5 hours per week)- Night Project Workers x9 (14 hours, night shift, 365 nights) <p>The Chief Executive has overall operational control within the organisation and line manages the Operations Managers, the Administrator and the outreach team. Other responsibilities include funding applications and ensuring that the organisation is contract compliant.</p> <p>The Operations Managers line manage all other staff and are responsible for ensuring that all accommodation based services and the Day Centre run smoothly and that clients are offered professional and appropriate support.</p> <p>The Administrator is responsible for financial matters under supervision from the Chief Executive and Treasurer.</p> <p>The Kitchen Supervisor prepares and cooks all meals for the clients in the night shelter and lunch for those attending the Day Centre, also supporting clients who wish to volunteer in the kitchen.</p> <p>The remaining staff work in a variety of roles supporting clients in the shelter, move on properties, Day Centre and those rough sleeping.</p> <p>The two Outreach Workers have specific responsibility for new to the streets or entrenched rough sleepers who have a Woking or Waverley housing connection.</p>

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	<p>The Indigo Worker works with clients at risk of homelessness due to mental health needs.</p>
<p>1.3 Volunteers</p>	<p>17.</p> <p>Volunteers work in a variety of roles within the organisation including the Day Centre advice sessions where they support clients with completing forms, searching for jobs and supporting staff to deliver workshops or attend trips.</p> <p>The volunteers at the night shelter help with cooking and serving the evening meal.</p> <p>The Group tries to utilise existing skills in volunteers in order to better support the clients and also to meet the needs of the volunteers themselves, quite often this involves providing IT expertise or helping clients practice their interview techniques in a safe environment.</p> <p>All volunteers are interviewed, provide a DBS check and are inducted fully utilising a volunteer handbook. They are all required to read, sign and adhere to operational policies and procedures.</p> <p>Volunteers are also encouraged to attend any in house training. Clients are also encouraged and supported to volunteer within the project as further preparation for returning to work in the future. Client roles have included: helping with maintenance, sorting donations, gardening and helping in the kitchen supported by the kitchen supervisor.</p> <p>Clients are also encouraged to support each other, e.g. during the IT workshops, the more proficient clients mentor those who are less experienced.</p>
<p>1.4 Clients/Users</p>	<p>195, comprising:</p> <p>149 male</p> <p>46 female</p> <p>19 disabled</p> <p>21 ethnic minority</p> <p>92 resident in Woking</p> <p>1 aged 11-18</p> <p>172 aged 19-65</p> <p>2 aged 65+</p> <p>Clients are expected to pay towards their stay in the accommodation: £14 per week in the shelter and £10 / £15 per week in move on accommodation.</p> <p>Day Centre clients do not pay for the support or lunch they receive if they engage with the services. The kitchen serves approximately 10,000 meals each year.</p> <p>Clients accessing the day centre do not pay for any activities they attend, training/qualifications, trips out or toiletries and clothing. These are funded via donations and the current Woking Community Grant.</p>

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1.5 Members	None.
1.6 Sum Requested	£53,400 (Revenue)
1.7 Project	<p>The grant would be used as a continuation for the services funded in previous years and is essential to allow the Group to continue to provide the services currently delivered. The Group will provide a wrap around service with the aims of reaching more clients and engaging them in structured learning.</p> <p>The Prop Day Centre continues to welcome external agencies to see clients in its premises which includes GP, probation services, substance misuse and housing services. Workshops delivered are a mix of skills training and activities aimed at increasing self esteem and confidence. The Prop offers somewhere to go during the day, potentially reducing costs to services elsewhere.</p> <p>The Project Worker salary ensures staffing levels are at an acceptable level and the post specifically supports clients by delivering workshops and creating the weekly programme of activities. The grant enables the Group to open the night shelter for the day on Sundays including a cooked lunch. This service reduces anti-social behaviour in the community and ensures clients eat a nutritious and healthy meal.</p> <p>Without the funding received from the Council, York Road Project would not be able to open The Prop each day and would have to close the shelter on Sundays. Homelessness continues to rise nationally and the York Road Project is pivotal in ensuring rough sleepers in Woking continue to be supported.</p>
1.8 Cost breakdown:	<p><u>Kitchen, cleaner and associated support costs:</u> Food - £2,000 Maintenance - £500 Kitchen Supervisor - £11,340 Cleaner - £4,500 Support Staff - £5,500 Sat/Sunday - £2,000</p> <p><u>Day Centre running costs (excluding salary):</u> Printer ink - £240 Mobile phone costs relating to client needs - £720 Staff expenses (travel etc.) - £240 General stationary - £240 Client rewards - £600</p> <p><u>External training:</u> External facilitators etc. - £2,400 Incidental costs relating to delivering workshops client travel to assessments, job interviews, sports/art equipment, photo printing, exam fees - £1,560</p> <p><u>Day Centre Project Worker:</u> Salary - £19,000 Employers NI - £2,602</p> <p>Total costs - £53,442</p>
1.9 Community Benefit	The Group states that it is very difficult to quantify how many people in

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	<p>the wider community are positively impacted through its work. However, it believes that it supports both those directly suffering from homelessness and the community as a whole, including through:</p> <ul style="list-style-type: none"> - Educational talks to schools, churches and other organisations with the aim of raising awareness around homelessness – the Group aims to go into 30 different schools and community groups to provide this service in 2017/18, with each talk being delivered to between 20-200 individuals; - Litter picking (including removal of drug paraphernalia) – undertaken in Woking town centre and a benefit to all members of the community and businesses in the area; - Cost benefits to other services by delivering an assertive outreach model, responding to the needs of the wider community and offering support quickly when needed; - Working alongside community groups taking part in activities including decorating, gardening and clearing rubbish. The Group is in talks with New Vision Homes to provide this services to one property every quarter in 2017/18/19 and with the Horsell Common Preservation Society to expand its work over the common ground in 2018; - Inviting groups of young people to come and work alongside clients to complete refurbishment work to the properties. These groups include the National Citizen Service and KFC and involve approximately 20-50 individuals in 2017/18; - Offering volunteering opportunities to local people including students, benefitting between 10-35 individuals in 2017/18.
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2.0 Financial Background	
2.1 Budget	<p>At the time of the application, the Group held £199,527 in the bank. The Constitution of the Group states that it will hold 3 – 6 months' reserves in the event of any funding loss.</p> <p>The Group has submitted a budget for 2018/19 which shows an anticipated income of £679,115 against an anticipated expenditure of £661,410, resulting in an anticipated surplus of £17,705.</p> <p>Anticipated income includes Housing Benefit Received (£228,218), SCC Housing Related Support (£127,000), WBC Grant (£53,400), DCLG Rough Sleeper Grant (£52,000) and Welfare Received (£35,000). Items of expenditure include Staff Salaries (£338,435), Employers NI (£45,819), Welfare Expenses (£36,000), Housing Benefit Overpayments (£28,400) and Repairs/Maintenance (£17,200).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2016/17 which show an income of £533,479 (£515,984 in 2015/16) against expenditure of £561,904 (£548,609 in 2015/16), resulting in a deficit of £28,425 (a deficit of £32,625 in 2015/16). The sum of £199,527 was carried forward at the end of the 2016/17 year.</p>
2.3 Support over the past five years	<p>2017/18 – £53,400 2016/17 – £52,600 2015/16 – £31,000</p>

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	2014/15 – £31,000 2013/14 – £25,000
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3.0 Assessment of Application																									
3.1 Key Information	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;"><input type="radio"/> Constitution</td> <td style="text-align: right;">Yes</td> </tr> <tr> <td><input type="radio"/> Registered Charity</td> <td style="text-align: right;">Yes</td> </tr> <tr> <td><input type="radio"/> VAT Registered</td> <td style="text-align: right;">No</td> </tr> <tr> <td><input type="radio"/> Equal Opportunities Policy</td> <td style="text-align: right;">Yes</td> </tr> <tr> <td><input type="radio"/> Safeguarding Policy</td> <td style="text-align: right;">Yes</td> </tr> <tr> <td><input type="radio"/> Reserves Policy</td> <td style="text-align: right;">Yes</td> </tr> <tr> <td><input type="radio"/> Quality Mark</td> <td style="text-align: right;">Yes</td> </tr> <tr> <td><input type="radio"/> Other funding sources pursued</td> <td style="text-align: right;">No</td> </tr> <tr> <td><input type="radio"/> Other support by the Council</td> <td style="text-align: right;">Yes *</td> </tr> <tr> <td><input type="radio"/> Fundraising</td> <td style="text-align: right;">Yes</td> </tr> <tr> <td><input type="radio"/> Two quotes</td> <td style="text-align: right;">N/A</td> </tr> <tr> <td><input type="radio"/> Regular monitoring provided previously</td> <td style="text-align: right;">Yes</td> </tr> </table> <p>* discretionary rate relief and free refuse collection</p>	<input type="radio"/> Constitution	Yes	<input type="radio"/> Registered Charity	Yes	<input type="radio"/> VAT Registered	No	<input type="radio"/> Equal Opportunities Policy	Yes	<input type="radio"/> Safeguarding Policy	Yes	<input type="radio"/> Reserves Policy	Yes	<input type="radio"/> Quality Mark	Yes	<input type="radio"/> Other funding sources pursued	No	<input type="radio"/> Other support by the Council	Yes *	<input type="radio"/> Fundraising	Yes	<input type="radio"/> Two quotes	N/A	<input type="radio"/> Regular monitoring provided previously	Yes
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3.2 Consultee Comments	<p><u>Officer Comment</u></p> <p>I am totally supportive of the work undertaken by York Road Project in support of the homeless and those often most vulnerable in our community and additionally welcome the ever increasing closer joint working. The increased scope that having a Co-ordinator gives - with activities now taking place during the day at The Prop has been invaluable in terms of helping YRP clients and others with increased opportunities for learning life skills and additional much needed support.</p> <p>YRP's input and assistance in delivery of the Homelessness Act from next April will be paramount, so supporting this role will assist in potentially creating capacity elsewhere in the team to assist the Council in meetings its new statutory obligations.</p>																								
3.3 Assessment	<p>The York Road Project believes that everyone has a right to a home, regardless of the difficulties and issues they may face in their lives and provides essential support to the community in the form of:</p> <ul style="list-style-type: none"> • the provision of temporary Night Shelter accommodation; • the provision of 'move on' accommodation; and • the provision of a Day Centre to provide information, support and an opportunity to achieve by taking part in courses and activities. <p>The York Road Project is the only organisation in Surrey which provides a full wrap around service for people experiencing homelessness in one area. It understands that homelessness cannot be "fixed" by just providing a roof but providing a unique support plan for clients greatly improves the chances of sourcing sustainable</p>																								

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accommodation. This requires input from various services and often takes several years to achieve. The Group is strategically placed within the community to provide a high level of care in a unique way as all the homelessness services are under one umbrella. This enables the Group to offer consistency to clients and partner agencies alike.

It works closely with the housing department at Woking Borough Council often taking clients when other organisations are unable to support. Its principle of no permanent or indefinite bans means it can work with clients long term and help them to address their issues including offending, substance misuse, physical and mental health difficulties. It also takes clients upon discharge from hospitals, prisons and Social Services preventing them from rough sleeping in Woking.

The Group moved into the Prop Day Centre in October 2015 with the support of Woking Borough Council and local businesses, opening between 7.30am – 4.00pm for four days per week and between 7.30am – 9.00am on Friday mornings. The first hour of the morning is for rough sleepers only.

Its innovative programme of activities supports clients' reintegration into housing, work and healthy relationships through educational workshops offering qualifications, life skills such as cooking and employment skills and emotional wellbeing to improve confidence and prevent social isolation. Clients participate in a monthly meeting and give their views about the Group whilst helping to design the Prop workshop programme.

Due to having the same number of available beds, the number of people accommodated in 2016/17 has remained similar to 2015/16, however the number of referrals received by the night shelter has increased, partly due to being one of only two direct access hostels remaining in Surrey. Despite increasing demands and reducing hostel places elsewhere, The Prop and its Outreach Team has enabled the Group to secure appropriate move on accommodation for over 40% of clients accessing the night shelter.

There have been nationwide cuts in statutory services in recent years and an increase in clients with complex needs. This has meant a reduction in long term accommodation providers and increased waiting lists for those clients trying to access these services. Due to local housing allocation policy nationwide, some clients do not have a local connection anywhere which means that sourcing accommodation is very difficult. However, the Group tries to utilise different housing options such as family, friends and live in jobs.

It also works to return clients from out of area back into their local connection, including returning non UK nationals to their country of origin where possible. It has received support from the ICE team who govern border control and monitor individuals right to remain in the UK. It has also engaged the support of the RSPCA in response to the increased numbers of rough sleepers who have dogs and making sure that their needs are met.

Despite the difficulties faced securing appropriate move-on accommodation it feels that its service is providing the correct "wrap around" service which the more complex clients require by improving connections with other local services and advocating on behalf of the client to achieve the correct package of support. It also engages

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clients longer term rather than disengaging if there are no housing options available, and continues to support them with any associated issues including emotional and educational need.

The Group recognises that resources are limited and commits to investigating alternative forms of funding including trusts and foundations, sponsorship from business' and out of borough agencies. This includes 'selling' services such as places on training courses to other organisations and letting space in its building to an external agency (Safe Haven) to try and offset building costs, and offering nomination rights for two beds in the Night Shelter to Waverley Borough Council for a fee.

Its Sleep Out event is taking place on 8 September 2017. Last year's event approximately £6,500 was raised. An annual quiz night and barn dance is also held, raising approximately £1,200 from both events. The Group is very active on Twitter and tweets regularly about items which it is in need of. The local community is very supportive and responds quickly. It also has an Amazon wish list where people can buy items from the site to be delivered directly to the Group.

The targets set out for the year ahead include:

- increase the number of community based activities, this will include taking part in activities such as gardening and decorating where the community will benefit;
- continue to work with the most marginalised clients in partnership with external organisations to reduce the levels of antisocial behaviour and risk of death on the streets;
- increase the number of educational workshops provided and diversify this learning to promote more opportunities for clients to achieve employment and long term accommodation;
- build on the support received from the community, using social media to promote its activities and invite the community to take an active part;
- be responsive to community concerns about rough sleeping through engaging with any rough sleepers perceived as problematic within one working day of referral; and
- work with all relevant agencies to proactively address the rise of clients with no recourse to public funding, the number of which has doubled in the last 6 months to 18.

However, the Centre was advised at the start of November 2016 that all Surrey funded services would be reviewed from April 2017 and that contracts would go out to tender. The decision regarding funding cuts was delayed until September 2017 and the Group was advised that it would receive a funding reduction of 10% from April 2018, equating to a reduction in the contract price of £12,700 per annum. Historically, the grant from Woking Borough Council has been awarded subject to funding being received from Surrey County Council housing related support now funded through Adult Social Care and it is recommended that this continues. In the event that the funding stream ceases a review would be required.

York Road Project is applying to extend its revenue funding of £53,400 during 2018/19. The purpose of the application is to continue

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the current service provision funded by the Council. Nationally there has been a rise in homelessness of 16% from 2015 to 2016, while since 2010 rough sleeping estimates show an increase of 134%. The East of England has seen the biggest percentage increase in rough sleeping since last year at 44%. Surrey itself has seen a rise in the number of drug related deaths by almost 40% in the last ten years.

It is recommended that the application for funding of £53,400 to extend the current service provision received by the York Road Project be approved, subject to continuation of funding from Surrey County Council housing related support now funded through Adult Social Care.

REPORT ENDS