

SURREY LIFELONG LEARNING PARTNERSHIP – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary

The Surrey Lifelong Partnership has applied for a revenue grant of £22,306.18 to establish a pilot in Lakeview which would see the development of a Community Hub, supporting at least 35 residents who may have missed out on learning in the past. The Partnership targets disadvantaged communities, establishing opportunities for learning through practical and educational courses.

The proposals drawn up by the Partnership would be a welcome addition to the services offered to residents and would tie in well with the work already being undertaken by the Council in seeking to address social and economic issues in and around the Lakeview area. However, the Partnership itself is unable to contribute towards the costs. The Council's Home Independence Manager has commented on the application and has worked with the Partnership in drawing up the proposals. The Officer recommends that the application should be supported, though acknowledges that, as it is a sizeable request, the funding could be treated as a one-off grant to run the scheme as a pilot.

In view of limited resources available, it is not considered that the Council is in a position to fund the new service through its revenue budgets. The Council could consider a one-off award through the Community Fund to establish the service as a pilot, as suggested by the Home Independence Manager. However, there is a concern that such support would raise expectations that the Council would provide further funding to ensure the service was maintained after the pilot period.

Noting the comments of the Home Independence Manager, it is suggested that the Executive considers inviting the Overview and Scrutiny Committee to establish a small Group of Members to scrutinise the proposals of the Partnership and investigate whether the proposals should be considered as part of the Council's service provision. The Group would be asked to take into account the Council's financial position and what the likely long term financial implications would be for the Council. The recommendations from the Group could then be taken through the Committee and presented to a future meeting of the Executive.

Recommendations

The Executive is requested to:	RESOLVE That the Overview and Scrutiny Committee be invited to establish a small Group of Members to scrutinise the proposals of the Partnership and investigate whether the proposals should be considered as part of the Council's service provision.
Reason for Decision	The opportunities to support the proposals through other means, namely service provision, to be fully explored in view of the positive comments of the consultees,

The Executive has authority to determine the above recommendation.

Background Papers:

2020/21 Application Form.

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1.0 Summary of Application	
1.1 Status and Aims	<p>Established in 2000, Surrey Lifelong Learning Partnership is a registered charity which works with partners to ensure that those, in Surrey and beyond, who have missed out on learning in the past, have opportunities to learn and to reach their full potential.</p> <p>The Charity seeks to build a bridge linking potential learners from disadvantaged communities with life changing opportunities. The bridge will be constructed in a variety of ways:</p> <ul style="list-style-type: none"> • Developing the capacity of communities to benefit from learning through helping them to develop their own community learning projects; training trusted members of the community as Community Champions to provide information and inspire confidence; and working with partners to arrange for courses to take place within local venues. • Ensuring ongoing support for learners engaged to ensure that when they start their learning journey they have opportunities to progress. • Developing new provision and approaches to engage learners more effectively and using this knowledge to provide training partner organisations which provide for these learners. • Helping providers of learning to understand what potential learners need and want and therefore what needs to be done differently to engage these. The Charity acts as a 'centre for intelligence' providing information about successful approaches to engage disadvantaged learners in communities. • Improving the services offered to learners by influencing the policies and plans of those responsible for planning and funding learning. <p>The Charity targets disadvantaged communities living in Surrey and other parts of the South East, 19+ adults, young disadvantaged adults 14-19 requiring work related skills and where not fully catered for via statutory provision, and partner organisations providing support for these groups.</p>
1.2 Employees	<p>13, including the Chief Executive (37.5 hours), the Finance Officer (7.5 hours), and an Administrator (18.5 hours). Further staff are employed under the three workstreams of the Partnership; Learning through Enterprise, Learning in the Community and Learning for Work.</p>
1.3 Volunteers	<p>39, whose activities include:</p> <ul style="list-style-type: none"> ○ SLLP Board Trustees ○ Bike Project workshop mechanics ○ Bike Project collection and delivery drivers ○ Bike project retail staff ○ GLADE Project gardening and cleansing operatives ○ Community Learning Hub translators

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1.4 Clients/Users	<p>502, comprising:</p> <p>2277 male</p> <p>275 female</p> <p>10 disabled</p> <p>33 ethnic minority</p> <p>15 resident in Woking</p> <p>0 aged 0-5</p> <p>0 aged 6-10</p> <p>0 aged 11-18</p> <p>478 aged 19-65</p> <p>34 aged 65+</p>								
1.5 Members	None.								
1.6 Sum Requested	£22,306.18 (Revenue)								
1.7 Project	<p>The Charity has applied to Woking Borough Council for funding to establish a learning hub at the Lakeview Community Centre, Horsell as a one year pilot to address local community issues.</p> <p>The new centre will provide free learning and support to a minimum of 35 people in the first 12 months with the aim of increasing life chances and social mobility. The learning would be provided through a structured programme of delivery and learning dependent on individual need. The applicant has advised that no such learning offer currently exists and that the proposals will help address social and economic inequality in the area.</p> <p>The programme would be based on a rolling delivery with both 'soft' (confidence, interview skills) and 'hard' (employment, improved numeracy and literacy/IT) measurable outcomes. Partnership working would be central to the approach as would cross-referral of potential clients. Every client would have an initial full and confidential consultation where a pathway dependent on need would be established. Volunteers to assist with learning support and work with local partners would be sought to help develop the project.</p> <p>Depending on the individual progression, outcomes can be moving into work, progressing onto a college course, gaining soft skills, confidence and well-being or becoming less isolated and more connected with people and services.</p>								
1.8 Cost breakdown:	<p>Annual Budget - Lakeview Community Centre (open 1 day per week)</p> <p>Classroom and kitchen</p> <table> <tr> <td>£3,000</td><td>Hire of Lakeview Community Classroom & kitchen (reduced rate agreed)</td></tr> <tr> <td>£38</td><td>First aid kit</td></tr> <tr> <td>£576</td><td>Laptops hire (8 units)</td></tr> <tr> <td>£72</td><td>Printer hire</td></tr> </table>	£3,000	Hire of Lakeview Community Classroom & kitchen (reduced rate agreed)	£38	First aid kit	£576	Laptops hire (8 units)	£72	Printer hire
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	<div><div>£240</div><div>Refreshments for beneficiaries (teas, coffee, milk, biscuits)</div></div> <div><div>Staff (learning programme design and delivery)</div><div><div>£6,120</div><div>Hub Coordinator (also qualified tutor & employment adviser)*</div></div><div><div>£6,120</div><div>Mentor/Tutor*</div></div><div><div>£40.50</div><div>Travel</div></div><div><div>£21.02</div><div>Hub Coordinator phone</div></div><div><div>£360</div><div>Administrator/marketing coordinator</div></div><div><div>£100</div><div>Safeguarding training sessions (4)</div></div><div><div>£88</div><div>DBS checks - volunteers (2)</div></div></div> <div><div>Course delivery costs</div><div><div>£1,500</div><div>Additional taster and Entry Level courses (x 3)</div></div><div><div>£87.65</div><div>Data costs for online learning, health & well-being, employability.</div></div><div><div>£123.70</div><div>Printer ink (HP301) cartridges</div></div><div><div>£44.38</div><div>Stationery</div></div><div><div>£30</div><div>Pens, pencils, plastic folders, ringbinders etc</div></div><div><div>£150</div><div>Course materials</div></div></div> <div><div>Marketing and Publicity</div><div><div>£50</div><div>Materials design</div></div><div><div>£181.26</div><div>Printing (500xA5 fliers and 150 x A4 posters)</div></div><div><div>£44.99</div><div>A-Board</div></div><div><div>£35</div><div>Roller banner</div></div><div><div>£35</div><div>Signage/Outdoor banner (4' x 2')</div></div><div><div>£28.72</div><div>2 outdoor posters for A-Board</div></div><div><div>£25</div><div>Local press advertisement (discounted)</div></div><div><div>£50</div><div>Twitter, facebook, WhatsApp</div></div></div> <div><div>SLLP central costs</div><div><div>£2,005.20</div><div>Management time (60 hours)*</div></div><div><div>£116.10</div><div>Travel (3 trips) to deliver resources, monitor, report to Council etc.</div></div><div><div>£360</div><div>Bookkeeping</div></div><div><div>£663.66</div><div>3% contribution to overheads (audit, legal, office, utilities, insurance, printing & stationery, postage, insurance)</div></div></div> <div><div>£22,306.18</div><div>Total</div></div> <div><div>* Staff costs cover Emp Pension and NI etc.</div></div>									
1.9 Community Benefit	<table><tr><th>Benefit</th><th>Monitoring</th><th>Targets</th></tr><tr><td>New opportunities to access learning and skills in a friendly environment in the centre of the community.</td><td>Quarterly progress report to Woking Borough Council.</td><td>35+ local residents to be engaged</td></tr><tr><td>Access to advice and information relating to health &</td><td>Individual participant case studies and ongoing liaison with</td><td>100% of those engaged will be given access to 1:1</td></tr></table>	Benefit	Monitoring	Targets	New opportunities to access learning and skills in a friendly environment in the centre of the community.	Quarterly progress report to Woking Borough Council.	35+ local residents to be engaged	Access to advice and information relating to health &	Individual participant case studies and ongoing liaison with	100% of those engaged will be given access to 1:1
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	well-being and other issues which may be barriers to learning.	WBC on Family Support, Health & Well-being and supporting Syrian Refugees.	support to identify their goals, learning needs and barriers.
	Pathways to promote lifelong learning by helping those engaged to progress to higher level courses.	Data on course completion and achievements, including progression to higher level courses with other learning providers.	100% to develop a personal action plan.
	Courses and support to improve inclusivity such as conversational language courses for non-English speakers (e.g. Syrian refugees and non-European families) and basic IT courses. Some courses will be actively promoted, others will be run in response to new local needs and demands.	As above. For informal learning courses the star outcome model will allow the individual to assess their progress in terms of soft outcomes	At least 75% of those engaged to achieve a successful learning outcome through completing a basic, L1 or L2 course and gaining a certificate. At least 30% of those engaged undertaking a second course. At least 25% of those engaged progressing onto accredited qualification courses.
	Courses and one to one support to promote employment.	As above. Details of employment secured to be captured in case study.	At least 15% to move into paid employment.
	Wider use of the community centre building and positive publicity giving a stronger sense of community.	Quarterly progress report to Woking Borough Council	Centre open 1 day per week for 48 weeks of year.
	Recruitment of volunteers to support the learning centre and will further promote a sense of community.	Case studies	2 volunteers recruited and providing mentoring and/or learning support.

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	Evaluation with a view to making decisions relating to the future sustainability of the project.	The Partnership will evaluate the project in terms of success against targets, improved intelligence about local needs, feedback from individual learners and case studies.	Positive feedback provided by 95% of those engaged.
2017/18 Activities and Outcomes			
	Courses	Learners Achieving	
	Cycle Mechanics (Level 1)	-	7
	Cycle Mechanics (Level 2)	-	12
	Employment Skills	-	19
	Basic Internet	-	16
	Confidence Building & Interview Skills	-	16
	Confidence Building	-	22
	Word & Email Management	-	11
	Food Hygiene	-	16
	Online Basics & Confidence Building	-	36
	Word Basics	-	8
	Desktop Publishing	-	8
	Essential IT Skills	-	20
	MS Office	-	18
	Pre ESOL	-	4
	Entry Level 1 ESOL	-	5
	Activities	Learners Achieving	
	Volunteers & Trainers – Bike project	-	84
	Volunteers & Trainers – Glade project	-	136
	People supported into employment	-	97
1.10 Research	<p>The Partnership has met on a number of occasions with the Council's Home Independence Manager and Family Support Manager to discuss the needs of the area and how we can support people.. The applicant has advised that it is apparent that the Lakeview Centre does not currently offer the services the project would deliver.</p> <p>A working relationship has developed between SLLP and Woking Family Support Team based around supporting the 60 Syrian families who reside in the Woking area. The Partnership has also attended a meeting of Woking Health & Well-Being Task Group and discussed the establishment of a community learning centre.</p> <p>The applicant has referred to statistics for the Lakeview Estate to demonstrate the need for the pilot project proposed. The area has significant social and economic inequality and it is believed that a learning centre would go some way to reducing this disparity.</p> <p>It is intended that the project would promote Lakeview as a community resource and encourage people to use its facilities. This would address issues such as social isolation and also work towards best use of local authority facilities.</p> <p>Social and economic inequalities seen in the area include:</p>		

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	<ul style="list-style-type: none"> ○ Digital exclusion – to be addressed through a structured IT course from absolute beginners through to ECDL. ○ Access to work – to be addressed through a 13-week long ‘preparedness for work’ course. ○ Mental Health Awareness & Anxiety – clients to be given support from appropriate agencies after an initial consultation. ○ Alcohol & Smoking – support to be given to clients who feel they have issues with alcohol as a coping mechanism. Support to quit smoking would also be available. ○ Language Barriers – training would be given in such areas as ‘conversational English’ to support the ESOL classes. ○ Social Isolation – a learning centre provides a place for a conversation with a cup of tea and a friendly face. Conversely, visits to individuals (with or without a chaperone) could be provided. ○ Debt Management – An initial appointment at the learning centre would profile the clients level of debt. At an appropriate point and with consent, onward referral would be made to debt management agencies.
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2.0 Financial Background

2.1 Budget	<p>At the time of the application, the Group held £220,000 in the bank, including reserves of £90,000. As the projects which have ‘restricted’ funding largely pay in arrears, the remaining £130k in the bank is generally available to cover any running and project costs. This will therefore fluctuate throughout the year with the aim being to break even at the year end.</p> <p>The Partnership’s financial year starts on 1st August. Projects in other parts of Surrey are funded by Housing Associations (PA Housing, Clarion Housing, Rosebery Housing), local councils (Guildford, Elmbridge, Tandridge, Mole Valley, Epsom & Ewell), the Big Lottery Building Opportunities Programme (via Romsey Community School), grant giving organisations (Walton Charity).</p> <p>A number of schools fund placements on the Partnership’s social enterprises and some income is generated through social enterprise projects.</p>
2.2 Accounts	<p>The Group has submitted accounts for 2018/19 which show an income of £483,221 (£451,378 in 2017/18) against expenditure of £470,570 (£432,946 in 2017/18), resulting in a surplus of £12,651 (a surplus of £18,432 in 2017/18).</p> <p>The sum of £91,780 was carried forward at the end of the 2018/19 year.</p>
2.3 Support over the past five years	<p>2012/13 – Funding of £9,600 requested for the ongoing development of the Community Learning Champion scheme. The application was not supported.</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 <p>*Mandatory and Discretionary Rate Relief.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes*</p> <p>Yes</p> <p>N/A</p> <p>N/A</p>
3.2 Consultee Comments	<p><u>Julie Meme, Home Independence Manager</u></p> <p>This is the first funding request made by Surrey Lifelong Partnership (SLLP) which has been worked up in conjunction with the Family Support and Home Independence Managers. SLLP proposes to establish a learning hub at the Lakeview Community Centre as a one year pilot to address pressing local community issues. The centre would provide free learning and support to increase life chances and social mobility. The delivery of an individual tailored programme to improve interviewing skills, confidence, improved numeracy and literacy and IT skills. The strength of the community learning hub would be its accessibility and each individual will have support in developing an action plan which will help progress individuals to their goals. As a by-product of the pilot and the scheme, it would engage volunteers at the Lakeview Community Centre and encourage further growth in the use of the facility for social events, clubs, youth facilities etc which is much needed.</p> <p>The Chief Executive of SLLP recently presented the opportunity to the Health and Wellbeing Task Group who supported the grant application. The grant request is for £22,307. The purpose of the application is supported. It is a sizable first grant and it is recommended that this request is refused as a Community Grant Application but the application is considered as a one off grant for 2020/21 financial year from the community budget as a pilot.</p>	
3.3 Assessment	<p>The Surrey Lifelong Partnership is a charity that specialises in providing learning opportunities for those that may have missed out on learning in the past. The Partnership targets disadvantaged communities, establishing opportunities for learning through practical and educational courses. The application before the Council is seeking the funds necessary to establish a presence in the Borough, targeting the area of the Lakeview Estate. The scheme would be run as a pilot in Year 1,</p>	

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providing free learning and support to a minimum of 35 individuals with the objective of addressing social and economic inequality in the area.

The Partnership has been working with Officers from Woking Borough Council, looking at the needs of the Lakeview area and the ways in which the issues can be addressed. The establishment of a local Learning Centre would support the Council's objectives of:

- improving the health and wellbeing of its communities;
- working with partners to raise personal health standards, with particular focus on mental health, alcohol, obesity and smoking;
- encouraging through a clear dialogue with those who are able, to take responsibility and self-serve, while helping, with partner organisations, those less able; and
- promoting recreational opportunities for all sections of the community.

The applicant has advised that the Partnership has experience of managing a successful community learning hub in the Park Barn and Westborough ward of Guildford. The centre operates as a 'drop-in' and opened on 3 June 2019 with a launch day for key stakeholders and partners. On the first day, eight people attended seeking for support – as of 5 September 2019, nineteen clients were signed to the programme. The support being provided included debt management, functional skills, conversational English employment support through CV building and interview techniques and advice regarding starting a small business. Referrals to the programme have come from partners such as Guildford Family Support Network (Syrian refugees), Voluntary Action SWS and Richmond Fellowship.

Should the Council fund the proposals by the Partnership, the applicant has advised that it would look to reduce the future requirement for support from Woking Borough Council by:

- engaging other local partners which offer community services but have local plans to promote aspects of delivering learning and health & welfare support to share costs and increase the range of support services on offer;
- recruiting volunteers to provide ongoing support at the learning hub with a view to promoting sustainability and reducing costs; and
- using the evaluation report as a basis for seeking wider investment based on evidence of need and of effectiveness.

As can be seen from the report, the Surrey Lifelong Learning Partnership has submitted a comprehensive application for funding for the coming year, detailing both the needs of the community and the impact the Partnership could have through the establishment of a community hub service in Lakeview. The amount requested – £22,306.18 – is the full cost of establishing a pilot in Lakeview with the ambition of supporting at least 35 residents. The Partnership has indicated how it would seek to reduce future funding requirements from the Council; however, in considering the application Members should consider the likely ongoing requirement for financial support.

The proposals drawn up by the Partnership would be a welcome addition to the services offered to residents and would tie in well with the work already being undertaken by the Council in seeking to address

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social and economic issues in and around the Lakeview area. However, the Partnership itself is unable to contribute to the costs.

In view of limited resources available, it is not considered that the Council is in a position to fund the new service through its revenue budgets. The Council could consider a one-off award through the Community Fund to establish the service as a pilot, as suggested by the Home Independence Manager. However, there would be both a financial and reputational risk to the Council as such support would raise expectations that the Council would provide further funding to ensure the service was maintained after the pilot period.

Noting the comments of the Home Independence Manager, it is suggested that the Executive considers inviting the Overview and Scrutiny Committee to establish a small Group of Members to scrutinise the proposals of the Partnership and investigate whether the proposals should be considered as part of the Council's service provision. The Group would be asked to take into account the Council's financial position and what the likely long term financial implications would be for the Council. The recommendations from the Group could then be taken through the Committee and presented to a future meeting of the Executive.

REPORT ENDS