

HEADWAY SURREY – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary

Headway Surrey has been in operation for 30 years and aims to assist individuals with either an acquired or a traumatic brain injury to re-gain independence in their day to day lives, enabling them to reduce their reliance on those caring for them, reduce level of isolation and integrate back into their community.

The Charity has applied for revenue funding of £4,000 towards its services available for Woking residents, estimated by the Group to cost circa £22,000, which include the helpline, carers support groups, a drop-in facility, one to one meetings along with education programmes for family members. Head injury / brain injury is a hidden disability and not always recognisable, it affects executive skills, planning, memory, decision making, sequencing, behaviour, social skills and many other aspects of daily living and social interaction, which will require extra care and support from family, friends and medic.

It is acknowledged that the Charity provides invaluable support to those sufferers of an acquired brain injury and works effectively to enable them to increase their level of independence and re-integrating back into the community as far as possible.

Due to Covid-19, the Charity is currently running all services online, including supporting beneficiaries with telephone calls and posting out work activities. The Centre was closed on 23 March 2020, as it is too small to operate Covid securely with clients who have acquired brain injury and who would be unable to maintain distancing, masks and hand-sanitising. Regular welfare calls are made and work packs sent to users. Some users have indicated that they prefer online work and so when the Charity returns to normal post Covid-19, it will likely include a blended delivery of face to face and online work.

Covid-19 survivors are emerging with acquired brain injuries and the Group expects a large rise in demand for services over the next 3-12 months, as people are released from hospital and physical rehabilitation settings. Once the neurological and physical issues have been addressed, sufferers of Covid-19 would then look to deal with any neurological issues.

Headway Surrey applied last year and was not awarded a grant but asked to link in with the Council's Health and Wellbeing Manager, which has taken place. Behind Guildford, Woking receives the highest level of support by the Charity. In light of the consultee comments and the support of the Group being valued by its users with demand increasing in the year ahead due to neurological issues caused by Covid-19, it is recommended that a grant of £4,000 be awarded for 2021/22.

Recommendations

The Executive is requested to:	RESOLVE That , subject to the outcome of the Council's budgetary process, a grant of £4,000 be awarded from the Community Fund to support the work of Headway Surrey in Woking.
Reason for Decision	To ensure that services for those with an acquired head injury continue to be available in the Borough.
Legal Authority	S19 (Misc. Provisions) Local Government Act 1976

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Confirmation of funding	<p>This award is provisionally made on the expectation that the Council's budgets for revenue and capital projects remain at the same level allocated for the current financial year. The Council's overall budget, including the sums allocated for community grants, will be determined by Council at its meeting on 11 February 2021. In the event the grant budgets are set at the anticipated levels, confirmation of the Council's support will be sent to successful applicants. Groups should not plan for the 2021/22 funding until this confirmation has been received.</p> <p>Should the budgets be reduced as part of the Council's efforts to achieve savings to offset the impact of Covid on the Council's financial position, a special meeting of the Executive will be held to review the provisional awards and allocate the funds available on a priority basis</p>
Conditions	<p>Accounts. The Organisation must submit 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 websites and literature / leaflets produced.</p> <p>Payments. Unless exceptional circumstances exist all invoices must be received quarterly with monitoring information for the previous quarter.</p> <p>Payment Period. Final quarter claims must be made by the second week in April. 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. Following the introduction of new legislation from April 2018, the Council expects 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 are 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>
Performance Indicators	<p>Users. The Organisation to provide a breakdown of the users.</p> <p>Activities. The Organisation to provide details of activities and events held.</p> <p>Publicity. The Organisation to advise how the Council's support has been publicised.</p>

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	Statement of Use. The Organisation to provide a statement stating the use to which the grant money has been put.
Future Support	<p>Due to the impact of Covid-19, the financial pressure on the Council's budgets is higher than ever and is expected to continue in the coming years. 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 2021/22 does not imply that a similar application in 2022/23 would be supported. In particular, it is emphasised that the Council is extremely unlikely to be in a position to award any sums above the 2021/22 levels.</p> <p>In view of this, the applicant is to be advised to ensure that contingency plans for the Group's operations for 2022/23 have been drawn up in the event that the Council is unable to continue its support beyond April 2022. 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:

2021/22 Application Form.

Reporting Person:

Ray Morgan, Chief Executive
Extn: 3333, Email: ray.morgan@woking.gov.uk

Contact Person:

Frank Jeffrey, Democratic Services Manager
Extn: 3012, Email: frank.jeffrey@woking.gov.uk

Doug Davern, Democratic Services Officer
Extn: 3018, Email: doug.davern@woking.gov.uk

Portfolio Holder:

Cllr Simon Ashall
Email: cllrsimon.ashall@woking.gov.uk

Shadow Portfolio Holder:

Cllr Will Forster
Email: cllrwill.forster@woking.gov.uk

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1.0 Summary of Application	
1.1 Status and Aims	<p>Formed in 1985, Headway Surrey began as a self-help support group for adults with acquired or traumatic brain injuries by carers and professionals.</p> <p>The aim of Headway Surrey is to assist individuals with acquired or traumatic brain injury to develop greater independent living skills, integrate into their community and become less reliant on families and carers. Headway Surrey offers cognitive rehabilitation support to adults over the age of 18 years, who have had a sudden acquired or traumatic brain injury. This may have been via stroke, heart attack, tumor, road traffic accident, sports injury, work incident, assault, fall, trip, hypoxia, encephalitis, meningitis or other medical issues.</p> <p>Throughout the county of Surrey, Headway Surrey aims to:</p> <ul style="list-style-type: none">• provide information and support for people with head injuries, their families and their carers• promote the provision of appropriate co-ordinated services for people with head injuries, with accountability at all stages• assist people with head injuries to return to community living• increase public awareness and understanding of head injury• promote activities that will reduce the incidence of head injury <p>The Charity's main services are:</p> <ul style="list-style-type: none">• Centre based Cognitive Rehabilitation Therapy• Satellite hubs across Surrey• One-to-one assessments and support• Drop-In Days• Community Outreach Visits to homes and hospitals• Family and Carers Support Meetings• Family education on brain injury• Befriending Scheme• Helpline• Social Events• Brain Injury ID Card applications• Support with welfare forms and meetings
1.2 Employees	<p>8, comprising Chief Executive (35 hours per week), Finance and Admin Manager (35 hours per week), Services Co-ordinator (35 hours per week), Rehabilitation Co-ordinator (35 hours per week), Rehabilitation Co-ordinator (17 hours per week), Rehabilitation Assistant (17 hours per week), Rehabilitation Assistant (24 hours per week) and Volunteer Co-ordinator (11.5 hours per week).</p> <p>Three members of staff have attained the nationally recognised Certificate in Brain Injury Studies, issued by Northampton University via Headway UK.</p>

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1.3 Volunteers	<p>20, whose activities include assisting with workshops, befriending, acting as Trustees, fundraising, office admin, garden maintenance, arranging activities and providing awareness talks.</p> <p>The number of volunteers has been reduced to 11 during the Covid-19 period.</p>
1.4 Clients/Users	<p>44, comprising:</p> <p>26 male</p> <p>18 female</p> <p>44 disabled</p> <p>3 ethnic minority</p> <p>7 resident in Woking (not including users supported through the Helpline, usually 20 users out of a total of 150).</p> <p>Centre Clients pay a daily fee of £70 (private clients) or £53 (Adult Social Care clients). Community Clients pay a session fee of £112 (private and Adult Social Care clients).</p>
1.5 Members	<p>37, comprising:</p> <p>15 male</p> <p>22 female</p> <p>1 disabled</p> <p>2 ethnic minority</p> <p>7 resident in Woking</p> <p>9 aged 19-65</p> <p>28 aged 65+</p> <p>Full or Associate Membership - £15 per annum</p> <p>Life Membership - £150</p> <p>Brain Injury Survivor (and Carer) – no charge</p> <p>A new Friends of Headway Surrey Scheme is being introduced at £36 per year (at the time of application five people had registered).</p>
1.6 Sum Requested	£4,000 (Revenue)
1.7 Project	<p>Headway Surrey is requesting a grant of £4,000 towards its services to enable support to be provided to Woking residents when they require it through the Helpline and Sessions being held.</p> <p><u>Helpline</u></p> <p>Front line staff answer the helpline and respond to email requests for assistance and support, operated by the Rehabilitation Team who are qualified in Brain Injury. It is a valuable for those in crisis, who are seeking advice when faced with living with an acquired brain injury, either for themselves or a family member. The team provides emotional support in dealing with behavioural changes that their loved ones have and how to cope. Strategies are set out to help the families</p>

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	<p>deal with the traumatic changes being faced. Callers can be survivors who are feeling depressed or even suicidal because they find themselves with life-long injuries and find it difficult to come to terms with the inability to carry out tasks they once took for granted.</p> <p><u>Sessions</u></p> <p>Staff provide and run sessions such as Family and Carers Support Sessions, Social Rehabilitation Sessions (Art, Coffee morning and Quiz morning), as well as Brain Injury Education sessions.</p>
1.8 Cost breakdown:	The telephone costs are £2,000 per annum for the Helpline and the staff salaries total £188,000.
1.9 Community Benefit	Those who benefit from the Group's work include the clients, their families and carers, along with others who learn more about the effects of a brain injury. It is estimated that there are over 7,000 acquired brain injuries in Woking every year, therefore the Charity would expect to see 10%, equating to 700 people.
1.10 Covid-19 Impact	<p>Due to Covid-19, the Charity is currently running all services online, including supporting beneficiaries with telephone calls and posting out work activities. The Centre was closed on 23 March 2020, as it is too small to operate Covid securely with clients who have acquired brain injury and who would be unable to maintain distancing, masks and hand-sanitising. Regular welfare calls are made and work packs sent to users. Some users have indicated that they prefer online work and so when the Charity returns to normal post Covid-19, it will likely included a blended delivery of face to face and online work.</p> <p>Covid-19 survivors are emerging with acquired brain injuries and the Group expects a large rise in demand for services over the next 3-12 months, as people are released from hospital and physical rehabilitation settings. Once the neurological and physical issues have been addressed, sufferers of Covid-19 would then look to deal with any neurological issues. Post Covid-19 support groups will be established.</p> <p>All community and sporting fundraising and awareness events have been cancelled for the foreseeable future.</p>

<h3>2.0 Financial Background</h3>	
2.1 Budget	<p>At the time of the application, the Group held £282,505 in the bank. The sum of £162,645 is reserved for the provision of future services as an operations fund. Headway Surrey retains a long-term interest in the site at North Road, Guildford, having leased the land to Windsor and District Housing Association for 125 years at a peppercorn rent.</p> <p>The Group has submitted a budget for 2021/22 which shows an anticipated income of £178,884 against an anticipated expenditure of £229,313, resulting in an anticipated deficit of £50,429.</p> <p>Anticipated income includes fee income (£101,884) and donations, subscriptions & fundraising (£77,000). Items of expenditure include employee costs (£198,127), other costs (£10,318), property costs (£6,557), office costs (£5,366), and management and administration (£5,030).</p>

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2.2 Accounts	The Group has submitted accounts for 2019/20 which show an income of £216,746 (£217,314 in 2018/19) against expenditure of £219,891 (£188,058 in 2018/19), resulting in a deficit of £3,145 (a surplus of £29,076 in 2018/19). The sum of £480,689 was carried forward at the end of the 2019/20 year.
2.3 Support over the past five years	2020/21 – no grant awarded.

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>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>N/A</p> <p>N/A</p>
3.2 Consultee Comments	<p><u>Diana Chan, Health and Wellbeing Manager</u></p> <p>I have had some contact with the Chief Executive of the Charity; Sonja Freebody to discuss the current pandemic situation and how this was affecting individuals receiving support from the Charity. In particular, the concerns raised by Sonja at that meeting was the expectation that there would be an increased number of clients accessing their services suffering from ‘long covid’ and neurological deficits as result of acquiring Covid-19. The Charity has established links with the NHS Seacole rehabilitation hospital for patients suffering from the after effects of covid, and have ensured that each patient discharged from here receives comprehensive information on what support the Charity can provide to them.</p> <p>Front line staff at the Charity manage the email and telephone services and are trained in brain injury. In particular, these staff provide emotional support to individuals in how to deal with behavioural changes that their loved ones have, and how to cope. Callers can also be survivors of brain injury who feel suicidal or depressed as they find it extremely difficult to come to terms with their inabilities to do things they once took for granted. Other staff at the Charity provide family and carers support sessions, social rehabilitation sessions (art, coffee and quiz mornings).</p> <p>On further investigation, Sonja advised me (for Woking borough residents) that in 2020 the Charity provided support to 47 individuals</p>	

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	<p>in terms of their helpline, social groups, 1:1 support and centre groups. They anticipate an increase to 68 people in 2021.</p> <p>I am fully supportive of the application for £4,000 as a one off contribution to provide support to those staff managing these important client facing services, as we anticipate many people suffering from the longer term effects of covid-19.</p>
3.3 Assessment	<p>Headway Surrey has been in operation for 30 years and aims to assist individuals with either an acquired or a traumatic brain injury to re-gain independence in their day to day lives, enabling them to reduce their reliance on those caring for them, reduce level of isolation and integrate back into their community. Work also takes place to raise awareness of how to access help if someone suffers a neurological condition, with the best level of recovery achieved during the first two years.</p> <p>The Charity has applied for revenue funding of £4,000 towards its services available for Woking residents, estimated by the Group to cost circa £22,000, which include the helpline, carers support groups, a drop-in facility, one to one meetings along with education programmes for family members.</p> <p>Head injury / brain injury is a hidden disability and not always recognisable. IFRt affects executive skills, planning, memory, decision making, sequencing, behaviour, social skills and many other aspects of daily living and social interaction, which will require extra care and support from family, friends and medic. Acquired head injuries can be sub-divided into accidents, stroke, meningitis, tumour and encephalitis.</p> <p>The Helpline handles over 2,500 calls each year. Around 22% of the clients supported reside in Woking, with 11% of calls to the helpline being from Woking and 24% of people using the families and carers services being from residents of the Borough.</p> <p>The services are offered to two different Stroke Pathway programmes, as well as making presentations to many local groups. Prior to Covid-19, travel was undertaken to hospitals throughout Surrey (including the Bradley Unit in Woking), at which the Charity could meet those affected by brain injury along with their families and provide their Information Packs. Liaison is also undertaken with Social Prescribing Teams throughout Surrey to increase awareness of its services and offer advice, guidance or training.</p> <p>The Charity is currently liaising with NHS Seacole (Headley Court), the main Surrey Covid-19 Rehabilitation Centre, and raising awareness to family and Covid-19 survivors of its services. Covid-19 survivors are receiving neurological damage whilst being ill, from an increased risk of stroke, or suffering encephalitis, anoxia or hypoxia (lack of oxygen to the brain). The Group expects the numbers of enquiries and referrals rise over the next 6-12 months, as people become aware of their acquired brain injury and seek support.</p> <p>The Charity receives funding of £80,000 per annum from Surrey County Council and £5,000 from Guildford Borough Council for the year ahead.</p> <p>It is acknowledged that the Charity provides invaluable support to those sufferers of an acquired brain injury and works effectively to</p>

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enable them to increase their level of independence and re-integrating back into the community as far as possible.

Headway Surrey applied last year and was not awarded a grant but asked to link in with the Council's Health and Wellbeing Manager, which has taken place. In light of the consultee comments and the support of the Group being valued by its users with demand increasing in the year ahead due to neurological issues caused by Covid-19, it is recommended that a grant of £4,000 be awarded for 2021/22.

REPORT ENDS