

JIGSAW SOUTH-EAST – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary

Jigsaw (South East) supports children and young people who have lost a loved one and / or who are facing the loss of a loved one through two key service projects: Preparing for Loss and Grief Support.

The Charity has applied for revenue funding of £5,500 towards its Grief Project in Woking, which currently supports around 22 children from 14 families in the Borough. The Charity has been supporting families in Woking for many years, with around 10% of families supported by the Grief project living within Woking. The majority of referrals are from schools although other agencies can make referrals and families can self-refer. Support is provided in any circumstance of death – accident, illness, murder or suicide. After Tandridge, Woking has the highest number of Surrey children and young people provided with grief support.

The Grief Support Workers, assisted by volunteers, lead a series of carefully designed activities with the family to explore their emotions, create positive memories of the person who has died, help the family communicate again and assist the children develop a coping strategy. When parents first refer their children, they often state that they do not know what to say to the child or how to help them manage their grief. Communication within the family has often broken down.

Covid-19 has impacted existing service users, as the constant ‘talk’ about death from March 2020 led to increased anxiety in children who had already suffered a bereavement, with many fearing that their other parent would die from Covid-19. The impact of a death may not be apparent in a child until several months or a year after the death, so the true extent of the impact cannot yet be assessed. The 2021 year will be important in ensuring that the Charity is there for those who need help.

Home visits and all group events were stopped in March 2020. The Charity moved to more phone and email support and re-introduced outdoor home visits (where the family wanted one) from July until the November lockdown. It continued to provide support over the phone and by email to existing families and also took on new cases, with a growing waiting list now for support and activities. The Group plans to run some smaller group activities in early 2021.

A new ‘Helpline’ was set up where a family could get immediate phone advice from a Support Worker for a recent death; and virtual online coffee mornings were held for those wanting to meet others in a similar situation. A new office-based Support Worker was appointed for six months to man the Helpline and develop resources for schools.

Taking into account the consultee comments which support the provision of a grant award, it is recommended that a grant of £5,500 be awarded for the 2021/22 financial year towards the Grief Project for Woking residents. The funding is to be ringfenced for Woking users and a condition is that the Group maintain its links and continue to work closely with Woking Hospice.

Recommendations

The Executive is requested to:

RESOLVE That, subject to the outcome of the Council’s budgetary process, a grant of £5,500 be awarded from the Community Grants Budget towards the Grief Project for families residing in the Borough.

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Reason for Decision	To enhance the provision available in the Borough for supporting children and young people who have lost a close family member.
Legal Authority	S137 Local Government Act 1972
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>The Group is to maintain its links and continue to work closely with Woking Hospice.</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</p>

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	way of working positively may put their Council support at risk.
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>Enquiries. The Organisation to provide a breakdown of the enquiries received.</p> <p>Publicity. The Organisation to advise how the Council's support has been publicised.</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>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.

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1.0 Summary of Application	
1.1 Status and Aims	<p>Jigsaw (South East) was formed in March 2012. Its aims are to support children and young people who have lost a loved one and / or who are facing the loss of a loved one through two key service projects – Preparing for Loss (pre-bereavement in the case of a terminal illness) and Grief Support (after the death of a close family member – usually a parent). A training programme for professionals is also offered in how to support a child in the lead up to or after the death of a loved one. The two main projects operate differently but provide a seamless service which can last months or even years. The Charity offers a unique range of group and one to one support focussed on the child or children, operating throughout Surrey, the northern part of West Sussex and a small area of West Kent. Around 80% of the children supported are from Surrey.</p> <p>Preparing for Loss: a dedicated Support Worker is allocated to the family to provide one to one support for the children, responding to their individual needs and circumstances, available for anyone up to the age of 19. The Support Worker typically meets the child weekly in school and provides a safe space and one to one activities such as play or drama therapy to help the child or young person understand what is happening and prepare them for the death of their loved one. The Support Worker can also help the adult find the right way to tell the child that they are going to die and help them make the most of their limited time. This service focuses on the needs of the child at a traumatic time for the whole family when the adults around them are trying to cope. The one to one sessions take place without the parent there but with full consent and safeguards in place.</p> <p>Grief Support: a dedicated Support Worker is allocated to the family, but the support given is mainly activity and group-based alongside individual advice and information. The Support Worker initially speaks to the parent on the phone to establish the challenges being faced by the child or children and then meets the parent and children together at home to carry out an assessment, offering advice and resources and explaining the activities available. The Group's main activity is a six-week Family Group programme which takes up to ten families four times a year. In the past the Family Groups have taken place in Merrow (two a year), Reigate and East Grinstead. The Woking families usually go to the Merrow groups, though they can travel to Reigate if they prefer.</p> <p>If successful with the grant application to Woking Borough Council for the Grief Support project, the Charity will try to find a suitable venue in the borough of Woking.</p> <p>The Charity also provides support in any circumstance of death – accident, illness, murder or suicide – and supports in the loss of any close relative or friend, not only a parent. These are broader eligibility criteria than some other providers who may offer some similar support but only for certain cases and not the range that on offer dedicated to children. In some situations, it is the only provider in Surrey who can offer support for that child.</p>
1.2 Employees	16, all part-time equating to 7.6 FTE. Management Team (3 posts) – Business Development Manager (18

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	<p>hours per week), Service Manager (24 hours per week), Finance and Resources Manager (10 hours per week). They all report to one of the Trustees. The charity has approved a new role of Charity Director (7 hours per week) to take forward the strategic development of the Charity.</p> <p>7 Support Workers report to the Service Manager; 4 Grief Support Workers each work from 11 to 20 hours per week (total 62 hours per week), 3 Preparing for Loss Support Workers work from 15 to 24 hours per week (total 63 hours per week). The Service & Volunteer Coordinator (26 hours per week) and the Training Assistant (5 hours per week) also report to the Service Manager.</p> <p>The Communications Coordinator (10 hours per week), Fundraising Coordinator (15 hours per week), Grants Coordinator (6 hours per week) all report to the Business Development Manager. The Fundraising Assistant (4 hours per week) reports to the Fundraising Coordinator.</p>
<p>1.3 Volunteers</p>	<p>26.</p> <p>There are three types of volunteer:</p> <ul style="list-style-type: none"> • Grief Support Family Group volunteers. They assist with the six-week Family Groups alongside two Support Workers, running activities and helping with supporting the families. They also volunteer at the annual Family day, e.g. helping with craft activities or preparing lunch. These roles are very specialized and require a robust recruitment, selection and training process. • Office volunteers. They help out in the office with general administration, keeping records up to date, preparing resources for Groups etc. One volunteer is the Trustee Board minute taker. • Fundraising volunteers. They help at fundraising events e.g. bucket collections, challenge events and manning our stall.
<p>1.4 Clients/Users</p>	<p>257, comprising in Woking:</p> <p>13 male</p> <p>9 female</p> <p>0 disabled</p> <p>9 ethnic minority</p> <p>22 resident in Woking</p> <p>4 aged 0-5</p> <p>10 aged 6-10</p> <p>8 aged 11-18</p> <p>There are no charges made to any of families, schools or other professionals for support and advice.</p> <p>The only service that is charged for is the professional training programme which schools and social care staff can attend. These rates are low and cover the costs of running the programme.</p>
<p>1.5 Members</p>	<p>N/A</p>

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1.6 Sum Requested	£5,500 (Revenue)
1.7 Project	<p>The Charity is applying for funding towards its Grief Project that includes staff salaries as well as other project costs such as activities and events. The Woking cases would be supported by one of two Support Workers who cover that area, with some funding available until October 2021 for one of the posts. The Group would like the flexibility to allocate the grant to the project that includes the Woking cases rather than a specific post for the Borough at the present time.</p>
1.8 Cost breakdown:	<p>The following is a breakdown of the Grief Project costs:</p> <ul style="list-style-type: none"> Support Worker salaries and staff costs £76,500 Service Co-ordinator staff costs (part) £6,300 Service Manager staff costs (50%) £10,200 Family Groups £8,000 '4to7' Saturday Groups £2,000 Activity days £500 Family Day £1000 Volunteer programme £3,500 IT and equipment £500 Comms support £1,500 <p>Total Project Cost - £110,000</p> <p>The average cost of supporting a child through the Grief Project is around £600 per child/young person a year. The Group typically supports 15-22 Woking families at any one time. Therefore, the cost of supporting Woking families might range from £9K to £13k.</p> <p>As Woking cases account for around 10% of total cases, the cost of this would be around £11,000 - a number in the middle of the range above. The Charity is requesting asking for 50% of this cost by way of a grant of £5,500.</p>
1.9 Community Benefit	<p>The Charity estimates that around 15-22 children and young people in Woking would benefit from the support offered by a dedicated Support Worker during the year. Their parent/carer (an estimated additional 15 people) is also likely to benefit.</p> <p>The family would receive support from an allocated Support Worker who would initially carry out a home visit and give advice on help available. This is reassuring for the parent/carer as the Support Worker can tell them that what their child is doing (e.g. separation anxiety in a young child) is perfectly normal. The child will feel that someone understands how they are feeling and will be comforted by the fact that they can meet others of their age in a similar situation. The Support Worker might recommend some books for them to read and encourage them all to start to talk about the person who has died.</p> <p>The family will have access to the Support Worker over a period of months and the Support Worker would suggest activities that might benefit the children, for example the six-week programme or Family Day. Whilst the groups cannot be operated during Covid-19, it is planned to run some of the activities that would have done individually</p>

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	<p>at home, for example making memory boxes and completing the 'All About Me' booklet which helps them know what they can do when they need some space or time out. People can be brought together on-line through video calls, with successful virtual coffee mornings run during lockdown.</p> <p>The children who attend one of the Groups prior to Covid-19 tended to see the greatest benefit and were encouraged to attend. There, the children regained lost confidence, learnt how to cope with their emotions and developed coping strategies for moving forward. The adults also meet other adults in the same situation, and many develop special friendships with other bereaved parents. They also learn how to parent a child who is grieving – from how to react to bad behaviour to how much information to share with a child, and when, about the death of a loved one.</p> <p>When possible, the Charity will resume face to face Groups that are great for helping children meet others in the same situation.</p>
1.10 Covid-19 Impact	<p>Home visits and all group events were stopped in March 2020. The Charity moved to more phone and email support and re-introduced outdoor home visits (where the family wanted one) from July until the November lockdown. It continued to provide support over the phone and by email to existing families and also took on new cases, with a growing waiting list now for support and activities. The Group plans to run some smaller group activities in early 2021.</p> <p>A new 'Helpline' was set up where a family could get immediate phone advice from a Support Worker for a recent death; and virtual online coffee mornings were held for those wanting to meet others in a similar situation. A new office-based Support Worker was appointed for six months to man the Helpline and develop resources for schools. Overall, there have been more requests for one to one help for teenagers.</p> <p>Financially, the Charity expects to lose around 50% of donations and fundraising income this year but hopes that it can recover to previous levels next year. It has been able to secure some short term emergency funding to help compensate: £25,000 from the National Lottery Community Fund (Preparing for Loss project), £7,000 from the CAF Covid Emergency Fund, £3,000 from BBC Children in Need, £5,000 from the Community Foundation for Surrey and £5,000 from the Sussex Community Foundation.</p> <p>Covid-19 has impacted existing service users, as the constant 'talk' about death from March 2020 led to increased anxiety in children who had already suffered a bereavement, with many fearing that their other parent would die from Covid-19. Those children who are new cases may also have had multiple losses and the Charity states that one 12 year old boy knows of eight people who died during the pandemic. Some witnessed the collapse of a relative in traumatic circumstances at home and were then prevented from visiting in hospital and / or saying 'goodbye' – children not being in school meant that they saw and were exposed to more than would otherwise be the case.</p> <p>The impact of a death may not be apparent in a child until several months or a year after the death, so the true extent of the impact cannot yet be assessed. The 2021 year will be important in ensuring that the Charity is there for those who need help.</p>

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2.0 Financial Background	
2.1 Budget	<p>At the time of the application, the Group held £254,778 in the bank. The sum of £101,403 is reserved, with £20,552 classed as restricted. The bank balance is stated to be higher due to grant funding being paid in advance.</p> <p>The Group has submitted a breakeven budget for 2021/22 which shows an anticipated income and expenditure of £299,000.</p> <p>Anticipated income includes Grants (£192,000), fundraising (£52,000) and donations (£40,000). Items of expenditure include staff costs (£224,000), Grief Project other costs (£14,000), Preparing for Loss Project other costs (£9,300) and fundraising costs (£9,000).</p>
2.2 Accounts	<p>The Group has submitted draft accounts for 2019/20 which show an income of £260,387 (£265,215 in 2018/19) against expenditure of £258,804 (£265,415 in 2018/19), resulting in a surplus of £1,584 (a deficit of £199 in 2018/19).</p>
2.3 Support over the past five years	<p>New application.</p>

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 Yes N/A N/A
3.2 Consultee Comments	<p><u>Nicola Norman, Family Services Manager</u></p> <p>Jigsaw (South East) are requesting £5,500 to co-fund 2 specialist support workers for their Grief Project. The Grief Project supports children and young people up to the age of 19 who are either preparing for loss or through grief support. Jigsaw (South East) have established links to and work closely with Woking Hospice.</p> <p>In addition, they offer a training programme for professionals who work directly with children and young people experiencing loss. This is particularly important as children and young people's anxiety is known</p>	

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	<p>to be heightened by the impact of CV19 and grief and loss can feel particularly overwhelming.</p> <p>I fully support this application in recognition of the specialist work undertaken through the Grief Project. This is a unique, vital local service which fits with Woking's health and wellbeing agenda and supports children and young people through one of life's biggest challenges.</p>
3.3 Assessment	<p>Jigsaw (South East) is working to raise its profile across Surrey and play an important role in supporting children and young people through their bereavement journey at time when many children have been exposed to death and may have suffered a bereavement during the pandemic. The Covid-19 pandemic has had a huge effect on the mental health and well-being of children and young people. Many will have suffered a bereavement during the restrictions on visiting relatives and on funeral arrangements, meaning that they may face more complex issues that prevent them from moving forward. It can be 12-18 months after the loss of a loved one that it is apparent that a young person needs help with their loss.</p> <p>The Charity is applying for revenue funding of £5,500 towards its Grief Project in Woking, which currently supports around 22 children from 14 families in the Borough. The majority of referrals are from schools although other agencies can make referrals and families can self-refer. Support is provided in any circumstance of death – accident, illness, murder or suicide. After Tandridge, Woking has the highest number of Surrey children and young people provided with grief support. No grant support is currently received from Tandridge District Council.</p> <p>The Grief Support Workers, assisted by volunteers, arrange carefully designed activities with the family to explore their emotions, create positive memories of the person who has died, help the family communicate again and help the children develop a coping strategy. When parents first refer their children, they often state that they do not know what to say to the child or how to help them manage their grief. Communication within the family has often broken down.</p> <p>The Support Worker will help families identify measures which will help them most and stay in touch with the parent/carer and be able to give reassurance, advice and other help along the way. Some of the families come from backgrounds that are already disadvantaged (e.g. multiple losses, living in poverty and occasionally subject to care plans) in which case the Support Worker will liaise as needed with the relevant professionals such as Social Care teams. Support Workers are fully trained in all safeguarding processes and record additional vulnerabilities as part of the initial assessment.</p> <p>Pre-covid, activity days were offered along with an annual Family Day for around 80 people. Information Evenings were available for parents on how to support a grieving child, with usually 15 adults attending, most of whom will be grieving themselves. These activities bring bereaved families together which helps reduce the feelings of isolation common after the loss of a loved one and are available free of charge.</p> <p>Advice is also provided to schools and social care staff involved in the care of the child on how they can support the child through their bereavement and this can lead to adults being better equipped to help</p>

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others in their schools who may not seek direct support.

The total number of users, 257 for the region covered by the Charity, relates to the number of new cases during the 2019/20 financial year. Around 80% were from Surrey with the remainder from Sussex and Kent. There were 192 users of the Grief Project. In addition, a further 220 children were already receiving support. Typically, support for families accessing the Grief service is provided for 12-18 months with families accessing activities any time after the initial referral, but usually after a few months.

Close working takes place with the Child Bereavement Network (CBN) which publishes the UK's best estimates of the number of children and young people who have been bereaved as a child. The CBN estimates that around 1 in 20 children aged 16 has lost at least one parent, almost 5% of 16 year-olds. The CBN publishes and collates the research that has been carried out on the impact of a bereavement in childhood. Most conclude that there are both short and long-term impacts such as loss of confidence, inability to cope and a higher likelihood of longer-term mental health issues. There is also a higher incidence of those bereaved as a child ending up in the criminal justice system in later life.

Periodic 'Your Say' consultation events with our young people to ask them how the Charity has helped them and seek their views on developing its service, most recently by video, at which an online forum was suggested by them which is currently being investigated. Feedback has also been received from parents of teenagers requesting a one to one service for teenagers (without the parent present) and a trial will be undertaken in late 2020 with some emergency Covid funding.

The Charity is a members of Surrey Youth Focus and works with many other mental health providers as part of the Guildford and Waverley Transformation Board (CAMHS) which has part funded the Preparing for Loss Project since 2019.

Previously, the main grant funder for the Grief project has been BBC Children in Need and the Charity is part way through a three year grant ending in October 2021 and not guaranteed beyond that time. The current grant is for around £35,000 and equates to around 33% of the Grief Project cost.

The Preparing for Loss project is currently funded by way of a five-year grant from the National Lottery Community Fund which covers around 66% of the project cost. The 2021/22 financial year will be the third year of the agreed funding.

The Charity has been supporting families in Woking for many years and this is the first application to Woking Borough Council for grant funding, with around 10% of families supported by the Grief project living within Woking. Taking into account the consultee comments which support the provision of a grant award, it is recommended that a grant of £5,500 be awarded for the 2021/22 financial year towards the Grief Project for Woking residents. The funding is to be ringfenced for Woking users.