

## SURREY CARE TRUST – APPLICATION FOR FINANCIAL ASSISTANCE

### Executive Summary

Established in 1982, Surrey Care Trust provides learning, training and mentoring to support young people and adults in improving their chances in life. The Group offers a one to one mentoring service for young people linking with local secondary schools; a free counselling service for young adults; STEPS to 16 – an Alternative Education Provision specialising in supporting and re-engaging those unable to access mainstream education; and parenting support with adult Learning opportunities.

All service users live with at least one disadvantage such as a child with additional needs, behaviour management and relationship issues, or poor mental health and emotional wellbeing. During the course of counselling, young people become able to identify the causes of their situation whilst developing coping strategies to help resolve and improve their circumstances. As they grow older they would be able to apply the learning received to other areas of their lives.

The Charity was awarded funding of £5,000 last year towards its free counselling service for young adults aged 16 to 25 years old. A total of 18 new young people being assisted between July and September 2020. The issues being dealt with include bereavement, bullying and significant poor mental health.

This year, an application has been made to support its STEPS Alternative Learning Provision for 14 to 16 year olds by way of a grant of £8,000. The students are vulnerable teenagers who have been rejected from mainstream education and struggle with mental illness, bereavement family troubles and extreme poverty. Held at the dedicated Learning Centre in Goldsworth Park, up to 24 students are supported each year by attending for up to 18 hours each week. The latest figures show that 100% of STEPS leavers were in further education or employment within a period of three months. The grant of £8,000 would fully fund a full academic term of Life Skills training for 12 students based in Woking.

The STEPS Learning Centre has continued operating throughout the two lockdown periods, as it was classed as exempt due to being an educational establishment which solely supports vulnerable families. The Charity has implemented social distancing and enhanced cleaning measures, alongside careful timetabling to significantly reduce the number of students and staff on site at any given time. Additionally, remote working practices have been set up to allow students who were isolating, shielding or anxious to continue receiving support through one-to-one virtual tutorials. The amount of staff contact directly with families was increased to assist with any problems which newly arose. The Charity notes that generally students preferred to attend sessions at the Learning Centre as it helped with their mental health.

Taking into account the consultee comments which are supportive, it is recommended that the Council makes a contribution of £5,000 towards the STEPS Alternative Learning Provision for 14 to 16 year olds with a grant of £5,000, set at the same level as the current year's support.

### Recommendations

The Executive is requested to:

**RESOLVE That**, subject to the outcome of the Council's budgetary process, a grant of £5,000 be awarded from the Community Grants Budget towards the free STEPS Alternative Learning Provision in Woking.

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Reason for Decision	To enable Surrey Care Trust to continue to run the STEPS Youth Counselling service for 16 to 25 year olds in Woking.
Legal Authority	S142 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><b>Accounts.</b> The Organisation must submit audited accounts for the year in which the grant is awarded, including an income and expenditure account and balance sheet. Please note that accounts for other years may also be required.</p> <p><b>Monitoring Information.</b> 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><b>Publicity.</b> Where possible, the Organisation is required to publicise the support received from Woking Borough Council, including on all literature and leaflets produced.</p> <p><b>Payments.</b> Unless exceptional circumstances exist all invoices must be received quarterly with details of the costs incurred and monitoring information for the previous quarter. Payments will be based on the cost assumptions of the Charity and the number of tea visits organised for Woking residents.</p> <p><b>Payment Period.</b> 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><b>Joint Working.</b> 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><b>Homelessness Reduction Act 2017.</b> 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</p>

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	<p>support at risk.</p> <p><b>Venue Hire.</b> 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"> <li>○ Basic details should be recorded to include speakers address, mobile phone number &amp; organisation details.</li> <li>○ Has the identity of the speaker been confirmed &amp; is their organisation bona fide? Are they known to you?</li> <li>○ Is the speaker from the area? Are they UK citizens or from overseas &amp; will they travel specifically for this event?</li> <li>○ Consider checks on the internet to confirm the status of speaker to include website, YouTube or social media sites.</li> <li>○ How many people are likely to attend (check previous or similar events either locally or online).</li> </ul>
Performance Indicators	<p><b>Users.</b> The Organisation to provide a breakdown of the users in the past quarter including the number of Woking residents to benefit.</p> <p><b>Activities.</b> The Organisation to provide details of activities and events held during the last quarter.</p> <p><b>Publicity.</b> The Organisation to advise how the Council's support has been publicised over the last quarter.</p> <p><b>Statement of Use.</b> 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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### **Reporting Person:**

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### **Date Published:**

2 December 2020

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<b>1.0 Summary of Application</b>	
1.1 Status and Aims	<p>Surrey Care Trust was founded in 1982 to tackle disadvantage, social exclusion and hardship in local communities. Today, it continues this work through its unique skills training and mentoring approach, working to make Surrey a place where vulnerable and excluded families are given the opportunity, skills and support to achieve their potential, make a positive contribution and create positive outcomes.</p> <p>The Group reaches out to vulnerable young people and families, supporting and equipping them with the skills they need to build their resilience and self-reliance, improve their economic situation, reduce their social isolation and build a more positive future.</p>
1.2 Employees	<p>48, including the Chief Executive (full-time), Deputy Chief Executive (25 hours per week), HR Co-ordinator (25 hours per week), Finance Manager (25 hours per week), Fundraising and Marketing Manager (25 hours per week). Five of the Group's programmes have a full-time manager, each with a small time of mainly part-time staff. One programme, Swingbridge boats, is managed by a volunteer steering group.</p>
1.3 Volunteers	<p>300, whose activities include Mentoring, Counselling STEPS learning centre, admin, fundraising events, activities on the Swingbridge boats.</p>
1.4 Clients/Users	<p>Approximately 3,330, comprising:</p> <ul style="list-style-type: none"> <li>1,665 male</li> <li>1,665 female</li> <li>1,000 disabled</li> <li>333 ethnic minority</li> <li>160 resident in Woking, of which: <ul style="list-style-type: none"> <li>110 aged 11-18</li> <li>30 aged 19-65</li> <li>20 aged 65+</li> </ul> </li> </ul> <p>Only the Swingbridge boats make a small charge for some of the activities delivered. In most cases the charges are subsidised by the Trust, for example when activities are undertaken by other community groups or charities.</p>
1.5 Members	<p>N/A</p>
1.6 Sum Requested	<p>£8,000 (Revenue)</p>
1.7 Project	<p>The Group is seeking funding to support its STEPS: Alternative Learning Provision for 14-16 year olds in Woking.</p> <p>STEPS provides education, support and opportunities to some of the most vulnerable 14-16 year olds: those who, without STEPS, would not be getting an education at all. At STEPS, disadvantaged</p>

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teenagers are taught a tailored combination of:

- life skills, which set them up to live independently as adults;
- functional skills, which give them meaningful qualifications to help enter employment or further education; and
- enrichment activities, including visual arts, music, performing arts, sports and craft.

The students are vulnerable teenagers, rejected from mainstream education due to issues beyond their control. Their struggles include mental illness, bereavement, family troubles, learning disabilities and extreme poverty. These disadvantages exhibit as a range of problems that mainstream schools are ill-equipped to handle: truancy, anxiety, lack of concentration, academic immaturity, anger management, self-harm and more.

Unlike mainstream schools' focus on solely academic achievement, which is not optimal for students in deprivation, the approach is intensive and personalised. The Trust recognises that every young person is capable of leading a fulfilling life, but those facing disadvantage need more support. STEPS goes above and beyond the norm, ensuring each young student is equipped, not only with academic qualifications, but with the experience, skills and support to build a flourishing independent adult life.

STEPS is based in the dedicated Learning Centre in Goldsworth Park, which is equipped with two classrooms, a kitchen (for teaching our students cookery skills), a small allotment and an outdoor area for recreation and sport. Up to 24 students each year are supported, each attending STEPS for up to 18 hours per week. The participants leave equipped with C&G accredited Functional Skills qualifications, OCN-accredited Life Skills qualifications, and major improvements to their mental health, social skills, confidence and aspirations. The most recent figures from the Group show that 100% of STEPS leavers were in further education or employment within three months: compared to less than 70% from equivalent provisions.

### 1.8 Cost breakdown:

The following cost breakdown for Surrey Care Trust's STEPS service for 14-16 year olds has been submitted:

- Staff costs - £122,429
- Central Project support - £27,839
- Facility costs - £6,650
- Equipment and IT costs - £2,336
- Course Fees (non-staff) - £2,000
- Minibus Costs - £3,562
- External Tutors and Supervision - £1,000
- Student Meals and Expenses - £4,000
- Phone and Internet Costs - £2,240
- Training Materials - £2,300
- Trips, visits and entry fees - £4,000
- Administration Costs - £2,840

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	<p>Volunteer Costs - £50</p> <p>Total - £181,246</p> <p>Referring schools pay a per-student fee, which usually corresponds with around 60% of STEPS' costs. The remainder of the costs are supported with voluntary funding. This aligns with the principle that schools are funding students' Functional Skills teaching, but charitable funding is supporting their Life Skills training and personal, emotional wellbeing support: the essential, additional element of STEPS which changes vulnerable young lives and is what makes STEPS different to other provisions.</p> <p>A grant of £8,000 would fully fund a full academic term of Life Skills training for 12 students.</p>
<p>1.9 Community Benefit</p>	<p>The Group can support up to 24 students at STEPS, and anticipates supporting at least 20 across the next year. Many more, such as the students' parents, siblings and friends, indirectly benefit as the students' behaviour, mental health and future prospects improve. The connections with secondary schools also lead to benefits in their wider school community, as it supports their School Inclusion work with vulnerable students and operates alongside their pastoral teams.</p>
<p>1.10 Covid-19 Impact</p>	<p>The Trust states that it is proud of the way its services have kept operating during the lockdown periods, as research shows that the crisis has negatively impacted the most disadvantaged families and individuals. Poorer households have been hit the hardest economically; the education gap is widening, with a corresponding impact on employment chances (teachers in disadvantaged schools have twice as frequently seen 'much lower quality' school work during lockdown); and socially isolated people and those with mental health issues have seen relationships break down under the increased pressure (affecting 12% of people overall).</p> <p>Surrey Care Trust has been conducting its own research, identifying the impact on Surrey residents who struggle with poverty, mental health, family breakdowns and low skills. 97% of beneficiaries have been further disadvantaged by the crisis, despite fewer than 1 in 10 having had a family member contract the virus. STEPS has focussed on addressing the issues this research has revealed, and has similarly targeted other services to focus on these newly acute needs.</p> <p>Its Mentoring and Counselling programmes significantly reduce anxiety, as the Covid-19 crisis has resulted in 85% of beneficiaries feeling more anxious. Anxiety in young people leads to inconsistent academic performance, leaving school early, and achieving worse results, which has a significant impact on life chances. Anxiety amongst adults correlates to lower income and can lead to poor quality childhoods: children of anxious parents are five times more likely to develop anxiety themselves.</p> <p>The Group's Mentoring, Family Centre and Nurture Through Nature programmes improve beneficiaries' confidence. The Covid-19 crisis has resulted in 47% of beneficiaries feeling less confident, which has immediate repercussions on aspirations (proven to impact quality of education and employment) and is often a trigger of further mental health problems.</p> <p>All programmes reduce social isolation (100% of Gateway Allotment</p>

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	<p>users feel less isolated). The Covid-19 crisis has resulted in 80% of beneficiaries feeling more socially isolated. This leads to increased anxiety, apathy and a greater risk of physical health problems.</p> <p>The Nurture Through Nature programmes and targeted support from Mentors can reduce family conflict (79% of young mentees build new positive relationships). The Covid-19 crisis has resulted in 50% of beneficiaries experiencing more family conflict. This leads to poor quality childhoods and can result in low academic attainment, anti-social behaviour and mental health struggles for children.</p> <p>By delivering quality services, focussed on reducing anxiety and isolation, and increasing confidence and skills, the Group helps mitigate the education, employment and mental health crisis that its research shows is rapidly growing in Surrey.</p>
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### 2.0 Financial Background

2.1 Budget	<p>At the time of the application, the Group held £515,000 in the bank. The Reserves Policy states that the target amount of reserves is £280,000.</p> <p>The Group has submitted a budget for 2020/21 which shows an anticipated income of £1,590,616 against an anticipated expenditure of £1,555,394, resulting in an anticipated surplus of £35,222.</p> <p>Anticipated income includes Statutory Income SCC (£1,013,449), schools and colleges income (£150,000), statutory income other (£121,667) and grants (£188,600). Items of expenditure include salaries (£923,948) and partnership costs (£200,892).</p>
2.2 Accounts	<p>The Group has submitted accounts to July 2020 which show an income of £1,318,921 (£1,201,672 in 2018/19) against expenditure of £1,243,751 (£1,130,965 in 2018/19), resulting in a surplus of £75,170 (a surplus of £70,707 in 2018/19). The sum of £331,098 was carried forward at the end of the 2019/20 year.</p>
2.3 Support over the past five years	<p>2020/21 – £5,000                  2018/19 – £1,600                  2017/18 – no grant awarded                  2016/17 – no grant awarded</p>

### 3.0 Assessment of Application

3.1 Key Information	<ul style="list-style-type: none"> <li>○ Constitution</li> <li>○ Registered Charity</li> <li>○ VAT Registered</li> <li>○ Equal Opportunities Policy</li> <li>○ Safeguarding Policy</li> <li>○ Reserves Policy</li> </ul>	<p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
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	<ul style="list-style-type: none"> <li>○ Quality Mark</li> <li>○ Other funding sources pursued</li> <li>○ Other support by the Council</li> <li>○ Fundraising</li> <li>○ Two quotes</li> <li>○ Regular monitoring provided previously</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>No</p> <p>N/A</p> <p>Yes</p>
<p>3.2 Consultee Comments</p>	<p><u>Adam Thomas, Family and Community Services Manager</u></p> <p>I support the application to deliver the 'STEPS' project in Goldsworth Park to Woking teenagers who are excluded from mainstream education. It is to the charity's credit that they have been able to keep many of their services running during this year. This grant will help to support training for young people locally and help this service to continue through challenging times.</p>	
<p>3.3 Assessment</p>	<p>Established in 1982, Surrey Care Trust provides learning, training and mentoring to support young people and adults in improving their chances in life. The Group offers a number of services which are available in Woking:</p> <ul style="list-style-type: none"> <li>• A one to one mentoring service for young people (11-25 years) linking with local secondary schools.</li> <li>• A free counselling service for young adults (16-25 years).</li> <li>• STEPS to 16 – an Alternative Education Provision specialising in supporting and re-engaging 14 – 16 year olds unable to access mainstream education due to challenges such as social disadvantage, mental and emotional health.</li> <li>• Parenting support and Adult Learning opportunities at Woking Children's Centre.</li> </ul> <p>All service users are living with at least one disadvantage such as a child with additional needs, behaviour management and relationship issues, or poor mental health and emotional wellbeing.</p> <p>The Charity was awarded funding of £5,000 last year towards its free counselling service for young adults aged 16 to 25 years old. The work was adapted to take place remotely during lockdown with 18 new young people being assisted between July and September 2020. The issues being dealt with include bereavement, bullying and significant poor mental health.</p> <p>This year, an application has been made to support its STEPS Alternative Learning Provision for 14 to 16 year olds by way of a grant of £8,000. The students are vulnerable teenagers who have been rejected from mainstream education and struggle with mental illness, bereavement family troubles and extreme poverty. Held at the dedicated Learning Centre in Goldsworth Park, up to 24 students are supported each year by attending for up to 18 hours each week. The latest figures show that 100% of STEPS leavers were in further education or employment within a period of three months. The grant of £8,000 would fully fund a full academic term of Life Skills training for 12 students based in Woking.</p> <p>Following a tendering process, Surrey Care Trust was awarded</p>	

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funding from Surrey County Council to deliver Early Help interventions, in partnership with Home-Start Surrey, in ten Surrey boroughs including Woking. It has also been awarded funding from the County Council operate the Stanwell Family Centre. A small grant is held from National Lottery Awards For All to support its Mentoring work, along with a range of grants from trusts and foundations, secured by our dedicated fundraising team, supporting Surrey Care Trust's work across multiple projects.

The Group undertakes significant levels of fundraising, including applications to grant giving bodies; bespoke fundraising events; participation in the London Marathon and Ride London had they not been cancelled due to Covid-19; and activities such as Swingbridge Santa trips.

Taking into account the consultee comments which are supportive, it is recommended that the Council makes a contribution of £5,000 towards the STEPS to 16 Alternative Learning Provision with a grant of £5,000, set at the same level as the previous year.

REPORT ENDS