

SURREY NORTH AREA CRUSE BEREAVEMENT CARE – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary

Surrey North Area Cruse Bereavement Care was formed in 1959 and provides free bereavement support for those suffering from the effects of grief. The Group supports individuals and families across five core services, namely on a one-to-one basis (usually in a client's home), group support, specialist services for children and young people, telephone support and email support.

The services are of enormous benefit for those who have suffered a bereavement, which can be devastating and debilitating. Without a local Cruse office covering Woking, there would be an extremely limited number of support options, with no available NHS support or other similar support services.

The Group currently works with over 500 individuals across Surrey, approximately a fifth of whom live in Woking, providing over 10,000 volunteering hours during 2019/20. It is anticipated that around 120 individuals from the Woking area will seek the support of Cruse Bereavement Care in the coming year. No charges are levied against the users or clients. The service also benefits the families and friends of those individuals who receive direct support, reducing stress and concern – individuals can be affected in a variety of ways, including social confidence, ability to work, propensity for isolation and loneliness, engagement within the community and general mental health.

Due to the Covid-19 pandemic all face-to-face support has been temporarily ceased, with the Group moving to telephone and online support. The Group notes that it is more vital than ever that to meet the anticipated increased demand as a result of Covid-19, as the impact of the virus on bereaved people is significant. Ordinarily around 11% of people are likely to suffer 'complicated' or 'prolonged' grief following a death from natural causes. However, because of Covid-19 this is likely to be much higher and result in additional trauma.

Surrey North Area Cruse Bereavement Care has applied for funding at £7,550 which equates to 25% of the Administrator's salary and a six month contribution to the rental and phone costs. It is recommended that the application is supported to the same level awarded for the current year and that a grant of £3,700 is awarded for the ensuing year.

Recommendations

The Executive is requested to:	RESOLVE That , subject to the outcome of the Council's budgetary process, a grant of £3,700 be awarded from the Community Grants Budget towards the running costs of the service in Woking.
Reason for Decision	The Council's support will ensure that the Organisation is able to continue to provide an essential service for individuals in the Borough who are directly affected by bereavement.
Legal Authority	S137 Local Government Act 1972
Confirmation of funding	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,

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	<p>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>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>

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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>
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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	The Organisation was formed in 1959. It provides free bereavement support for those suffering from the effects of grief. The five core services are one-to-one support, group support, specialist services for children and young people, telephone support and email support. The initial one-to-one assessment appointment is arranged within two weeks of initial contact with the Helpline.
1.2 Employees	Four comprising two part-time Area Coordinators, the full-time Hub Manager and the part-time Administrator.
1.3 Volunteers	87, whose activities include face to face support, group support, telephone support, specialist support for children and young people, administration support and training. The volunteers receive training in the Awareness in Bereavement Care Courses and provide on average six sessions with their clients, each supporting two or three at any one time. The volunteers are provided with regular clinical supervision to ensure that they receive support as well.
1.4 Clients/Users	494, comprising: 151 male 343 female 20 disabled 51 ethnic minority 120 resident in Woking 3 aged 6-11 29 aged 12-16 31 aged 17-25 345 aged 26-70 60 aged 67+ No charges are levied to the users, though donations are encouraged.
1.5 Members	None.
1.6 Sum Requested	£7,563 (Revenue)
1.7 Project	The funding request covers rental and phone costs for six months along with a proportion of the Hub administrator's salary cost relevant to their support of the Surrey North Area over one year. The role of the Area Administrator is to: <ul style="list-style-type: none"> • assist with the recruitment and training processes for new Bereavement Volunteers; • provide ongoing training for the existing volunteers; • to support with obtaining, collating and sharing local branch and

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	<p>area statistics;</p> <ul style="list-style-type: none"> • liaising with Branch Chairs, Vice Chairs and Referral Secretaries to ensure clients are receiving the relevant Cruse literature to their stage in the process; • processing volunteer expenses; and • assisting with fundraising and the completion of grant applications and reports. <p>The Area Administrator works across four branches therefore the salary costs have been divided by four to facilitate a true reflection of the proportion devoted to the Surrey North area.</p>								
<p>1.8 Cost breakdown:</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Salary Costs</td> <td style="text-align: right;">£13,851</td> </tr> <tr> <td>Rental Costs</td> <td style="text-align: right;">£8,000</td> </tr> <tr> <td>Phone Costs</td> <td style="text-align: right;">£200</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">£22,051</td> </tr> </table> <p>The organisation has requested £7,563 which is comprised of 25% of the salary cost of the Area Administrator and 50% of the rental and phone costs.</p>	Salary Costs	£13,851	Rental Costs	£8,000	Phone Costs	£200	Total	£22,051
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<p>1.9 Community Benefit</p>	<p>The applicant has advised that, depending upon demand (which is generally increasing year-on-year), the Organisation expects to directly support over 520 clients, 140 of whom will reside in the Woking area (these figures do not include people accessing the website, requesting information or general enquiries).</p> <p>The service provided does not just affect the individuals who receive direct support and has a much wider knock-on effect by reducing stress and concern within families and friends whilst also reducing demand for other support services. It can impact on social confidence, ability to work, propensity for isolation and loneliness, engagement in the community as well as mental health generally.</p>								
<p>1.10 Covid-19 Impact</p>	<p>Due to the Covid-19 pandemic all face-to-face support has been temporarily ceased, with the Group moving to telephone and online support. The Group notes that it is more vital than ever that to meet the anticipated increased demand as a result of Covid-19, as the impact of the virus on bereaved people is significant. Ordinarily around 11% of people are likely to suffer 'complicated' or 'prolonged' grief following a death from natural causes. However, because of Covid-19 this is likely to be much higher and result in additional trauma.</p>								

<h3>2.0 Financial Background</h3>	
<p>2.1 Budget</p>	<p>At the time of the application, the Group held £91,098 in the bank.</p> <p>The Group has submitted a budget for 2020/21 which shows an anticipated income of £45,027 against an anticipated expenditure of £45,285, resulting in an anticipated deficit of £258.</p> <p>Anticipated income includes Statutory and Local Authority (£28,027), donations (£6,759) and community fundraising (£5,235). Items of</p>

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	expenditure include Share of Hub Staff and office costs (£17,033), central core services (£8,673), rent (£8,000) and travel expenses (£6,000).
2.2 Accounts	The Group has submitted draft accounts for 2019/20 which show an income of £70,231 against expenditure of £46,854, resulting in a surplus of £23,377.
2.3 Support over the past five years	2020/21 – £3,630 2019/20 – £3,630 2018/19 – £8,850

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 Yes Yes Yes Yes No Yes No Yes N/A Yes
3.2 Consultee Comments	<p><u>Diana Chan. Health and Wellbeing Manager</u></p> <p>Particularly during the current pandemic, an accessible bereavement service is essential for our local population. Bereavement counselling is a specialist area, and there is a shortage of services in this regard in the local area.</p> <p>I am supportive of the £3,630 of the £7,563 funding requested.</p>	
3.3 Assessment	<p>Cruse Bereavement Care, established in 1959, has been operating in the area for over 35 years and now covers the boroughs of Elmbridge, Runnymede, Spelthorne and Woking.</p> <p>The Charity believes that the services are of enormous direct benefit to the mental health of residents in Woking who are bereaved. The impact of bereavement can be devastating and debilitating and, without an operational local Cruse office covering Woking, there would be an extremely limited number of support options. There is no NHS provision for bereavement support (beyond online information) and Cruse is the only service listed on NHS search results for bereavement services.</p> <p>There are three targets set by the Charity each year:</p>	

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- To keep the average waiting time for new clients to start their sessions to three weeks;
- To recruit, train and start eight new Bereavement Volunteers; and
- To maintain client satisfaction of the service received at over 95%.

There were a total of 3,486 deaths in the Surrey North area during 2018; over 500 enquiries are received annually through the helplines. The Charity provides direct bereavement support (usually in the client's own home) covering a wide variety of circumstances including suicide, homicide and major incidents and they also provide specialist support and services for children and young people.

A total of 10,142 volunteer hours were given in 2019/20, with the Group supporting 494 clients of whom 120 resided in Woking. A high percentage of referrals are from GPs which indicate that they value the services provided. In addition, talks were delivered to local care homes and the Rotary Club prior to Covid-19.

The fundraising events usually held by the Group have been cancelled this year and instead alternative ways of raising money have been initiated, for example the 'cuppa for cruse' initiative held through zoom with a just giving page set up for donations, and the running of a weekly lottery.

The Group has secured funding of £10,000 from North West Surrey Clinical Commissioning Group which it hopes to renew for 2021 and has submitted applications to Runnymede and Spelthorne Borough Councils.

The Organisation has applied for funding at £7,550 which equates to 25% of the Administrator's salary and a six month contribution to the rental and phone costs. It is recommended that the application is supported at the same level awarded for the current year and that a grant of £3,700 is awarded for the ensuing year.

REPORT ENDS