

**YOURSANCTUARY – APPLICATION FOR FINANCIAL ASSISTANCE**

**Executive Summary**

The Council has supported yourSanctuary for many years, providing funding initially under a tripartite arrangement with Surrey Police and Surrey County Council to provide outreach support in Woking. The positive work undertaken contributes greatly to the quality of life of the people who use the service. There is a diverse and strong range of services on offer to clients which forms an essential part of the support needed to increase the safety of the public and reduce the effects of Domestic Abuse in Woking.

The Charity has applied for revenue support of £24,249 in the coming year. The funding would support the costs of the Domestic Abuse Outreach and Helpline provision in Woking, whilst also contributing to the recruitment and development of volunteers to support the Helpline and the Community Outreach Programme. In its application, the Group has set out the clear and tangible benefits of the service in Woking, alongside the nature of Domestic Abuse indicating that a number of incidents go unreported and therefore a number of victims are not receiving support and help.

There has been an increase of 25% in demand since the first Covid-19 lockdown period as women and children affected by Domestic Abuse continued to live with their abuser. The services are now working remotely and the helpline has continued to offer information and support. Knowing that many service users find telephone calling difficult, the online chat service has been extended from two hours per day to office hours Monday to Friday and Friday evenings. The number of chat users has significantly increased as survivors find this is a less risky way of asking for help. The community outreach service is working with Surrey Police to deal with high risk survivors in rapid time, with a phone call every morning to discuss any new cases.

Following the commissioning process for the Surrey-wide Domestic Abuse outreach service (for adults and children) undertaken by Surrey County Council, resulting in yourSanctuary being successful in the tendering process, the new two-year contract began from 1 April 2020, with an option to extend by one year for a maximum of four years.

Noting the excellent and valued work of the Charity in the Borough, and the importance of the domestic abuse services provided during the Covid-19 period, it is recommended that the application should be supported with a higher revenue grant of £24,000 be awarded, an increase of £4,000 from that awarded last year.

**Recommendations**

The Executive is requested to:	<b>RESOLVE That</b> , subject to the outcome of the Council’s budgetary process, a grant of £24,000 be awarded from the Community Grants Budget towards the cost of the service.
Reason for Decision	To enable the excellent and valued work of the Group tackling Domestic Abuse to take place.
Legal Authority	S142 Local Government Act 1972

## yourSanctuary – Application For Financial Assistance

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.</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 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</p>

## yourSanctuary – Application For Financial Assistance

	<p>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.</p> <p><b>Activities.</b> The Organisation to provide details of activities and events held during the last quarter.</p> <p><b>Enquiries.</b> The Organisation to provide a breakdown of the enquiries received 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.

### Reporting Person:

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

## **yourSanctuary – Application For Financial Assistance**

### **Contact Person:**

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### **Portfolio Holder:**

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### **Shadow Portfolio Holder:**

Cllr Will Forster  
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### **Date Published:**

2 December 2020

## yourSanctuary – Application For Financial Assistance

### 1.0 Summary of Application

#### 1.1 Status and Aims

yourSanctuary was established in 1977 to meet the emotional and practical needs of those experiencing domestic abuse in Surrey. Its aims are to empower adult and child survivors of domestic abuse and enable them to rebuild and repair their lives. Protection is provided for survivors and their children alongside work towards breaking the cycle of domestic abuse, with awareness of it being raised within the community.

To achieve these aims a free domestic abuse helpline service is available for all those affected by domestic abuse and are looking for confidential advice and support. It is the only organisation that offers a dedicated domestic abuse helpline service for the whole of Surrey.

Refuge safe house accommodation is provided across two locations in Woking and Runnymede for women and their children who are fleeing domestic abuse. Key workers provide emotional and practical support via one to one and group work for the women, as well as specialist support for their children.

The Group operates a community-based outreach service and works on a one to one basis with adults who are experiencing domestic abuse across North West Surrey, including those residing in Woking, Runnymede and Surrey Heath. Work is undertaken on a needs-led and strengths-based perspective to ensure that each client is treated as an individual. The outreach workers provide ongoing emotional and practical support as well as safety planning and joint work with agencies such as social services, housing and the Police.

Group support work is available for women in the Community through the Freedom Programme. Specialist support is provided in the community for children and young people through one to one and group programmes to help them recover from their experiences of domestic abuse whilst building self-esteem and confidence.

#### 1.2 Employees

28. Led by the Chief Executive, there are two Operational Managers who run all of the yourSanctuary frontline support services. The Chief Executive and the Operations Managers each work 36 hours per week. The Charity is supported by a Finance Manager who works part-time at 21 hours per week and a full-time Office Administrator (36 hours per week). The helpline is run by two part-time Helpline Advisors who each work 21 hours per week. Fundraising is managed by a Community and Corporate Fundraising Managers (36 hours per week).

The volunteers are recruited through a Volunteer Recruitment Manager who works 21 hours per week. The refuges are supported by a Complex Needs Team Leader and two Support Workers each working 36 hours per week. The General Needs Refuge Team comprises a full-time Team Leader and three part-time Support Workers. There is also a Children's Therapeutic Worker (36 hours), a Children's Worker (20 hours) and a Facilities Co-ordinator (12 hours).

The outreach service is managed by an Outreach Co-ordinator (36 hours), supported by four female Outreach Workers each working 36 hours per week and one male Outreach Worker (21 hours).

## yourSanctuary – Application For Financial Assistance

1.3 Volunteers	<p>60. Volunteers play a vital role in supporting the delivery of the range of services at yourSanctuary. The Centre recruits and trains volunteers from across Surrey and there are a wide range of volunteer roles that deliver support to those who are affected by domestic abuse in Woking. The range of work carried out by volunteers is as follows: daytime and evening helpline volunteers, reception and administrative office roles, specialist counsellor volunteers, refuge gardeners, children's play and support roles, community group work volunteers, outreach first response volunteers, schools awareness support volunteers, marketing and fundraising support roles (the Board of Trustees are all volunteers).</p>										
1.4 Clients/Users	<p>4,150, comprising:</p> <ul style="list-style-type: none"> <li>350 male</li> <li>3,800 female</li> <li>30 disabled</li> <li>398 ethnic minority</li> <li>628 resident in Woking: <ul style="list-style-type: none"> <li>20 aged 11-18</li> <li>499 aged 19-65</li> <li>99 aged 65+</li> </ul> </li> </ul> <p>There has been a 35% increase in service users who are Woking residents over the past 12 months, due to lockdown and an increase in outreach referrals as well as contacts to the Charity's helpline and online chat service.</p>										
1.5 Members	None.										
1.6 Sum Requested	£24,249 (Revenue)										
1.7 Project	<p>The grant funding will be used to support domestic abuse outreach and helpline services in the Borough of Woking. The grant will contribute towards the helpline advisor roles, enabling the continued improvement and development of the free and confidential helpline service, ensuring a high quality response to all those who make contact for help.</p> <p>The grant will contribute to the recruitment and development of volunteers to support the helpline, ensuring its delivery for 365 days per year, as well as the community outreach service in Woking.</p> <p>It would also be allocated towards the costs of the outreach staff team and the recruitment and development of community outreach service volunteers. The team works directly with clients and their families within Woking, providing them with the vital support and advice they would need to live their life free from abuse.</p>										
1.8 Cost breakdown:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Staff and supervision costs</td> <td style="text-align: right;">£18,442</td> </tr> <tr> <td>Volunteer recruitment and support</td> <td style="text-align: right;">£1,994</td> </tr> <tr> <td>Contribution to organisation core costs</td> <td style="text-align: right;">£1,148</td> </tr> <tr> <td>Outreach travel expenses</td> <td style="text-align: right;">£700</td> </tr> <tr> <td>Telephone costs (helpline and mobile)</td> <td style="text-align: right;">£638</td> </tr> </table>	Staff and supervision costs	£18,442	Volunteer recruitment and support	£1,994	Contribution to organisation core costs	£1,148	Outreach travel expenses	£700	Telephone costs (helpline and mobile)	£638
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## yourSanctuary – Application For Financial Assistance

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<b>Total</b>	<b>£24,249</b>										
<p>1.9 Community Benefit</p>	<p>The number of people likely to benefit from the service in Woking is likely to be around 500. The aim is to undo the short and longer term effects of domestic abuse and to empower women and their children to live fulfilling lives that are free from fear.</p> <p>The helpline is dedicated to giving those who reach out to yourSanctuary the information and advice they need. The community outreach service provides emotional and practical support, with referrals received from a variety of agencies including the police, health professionals, children's services and yourSanctuary helpline.</p> <p>Outreach workers support on average 30 to 40 clients at any one time and offer a wide range of services which include: risk assessment and safety planning, access to counselling, access to legal clinics, advocacy and support. The work undertaken by the outreach programme ranges from one to one client meetings to group support and awareness raising initiatives.</p> <p>The focus is to improve the safety of families affected by domestic abuse, improve their understanding of the issues and impacts of domestic abuse, improve parenting skills and help to develop positive lifestyle coping strategies.</p>										
<p>1.10 Covid-19 Impact</p>	<p>There has been an increase of 25% in demand for the service provided by yourSanctuary since lockdown as women and children affected by domestic abuse had to continue to live with their abuser. This resulted in higher rates of domestic homicides nationally, and locally physical abuse has escalated because the perpetrator was less concerned about the abuse being reported. The short and long term emotional and physical toll of lockdown on survivors will be heavy. For those who are separated from their abuser, many have found harassment and stalking behaviours have increased and are encountering more issues around child contact and maintenance payments. The Charity's experience indicates that perpetrators of domestic abuse have used lockdown as a means to further harass their ex-partner. Children affected by domestic abuse are also unable to access support and, as they were unable to attend school or any of their other activities, have been feeling even more vulnerable.</p> <p>The services are now working remotely and the helpline has continued to offer information and support. The majority of callers are worried friends/family rather than those directly affected. Knowing that many service users find telephone calling difficult, the online chat service has been extended from two hours per day to operating from 9.30am to 5pm Monday to Friday and from 7pm to 9pm on Friday evenings. The number of chat users has significantly increased as survivors find this is a less risky way of asking for help. The community outreach service is working with Surrey Police to deal with high risk survivors in rapid time, with a phone call every morning to discuss any new cases. Subsequent work takes place with the Police to develop a risk management plan to quickly and safely deal with the issues.</p>										

## yourSanctuary – Application For Financial Assistance

	<p>Civil court orders are accessed using a remote application process to help obtain emergency non-molestation orders to help keep families safe. The Community Children’s Outreach Workers send packs to the children they are supporting to give them an opportunity to make contact outside their regular calls. A number of these calls have been received, all asking for help and the Group responding back immediately. The Children’s Workers have maintained phone / text / email contact with all the children that are engaged with the service and in a couple of cases have organised a social distanced walk to provide extra support.</p>
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<b>2.0 Financial Background</b>	
2.1 Budget	<p>At the time of the application, the Group held £623,423 in the bank. The sum of £212,000 is reserved for the cost of setting up a new refuge, which includes furnishing, equipment and an expansion of the refuge support and complex needs team. The sum of £80,000 is reserved to meet the increase in demand caused by Covid-19 response and £10,000 towards specific project appeal fundraising. The total ringfenced funds for designated uses equates to £302,000.</p> <p>The Group has submitted a budget for 2020/21 which shows an anticipated income of £767,243 against an anticipated expenditure of £857,134, resulting in an anticipated deficit of £89,891.</p> <p>Anticipated income includes Housing Benefit (£170,144), SCC Supporting People (£154,342), Office of the Police and Crime Commissioner (£39,500), Surrey Community Safety Unit (£193,000) and Other Fundraising and Donations (£85,000). Items of expenditure include Payroll (£628,614) and Non-Payroll (£228,520).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2019/20 which show an income of £864,455 (£776,646 in 2018/19) against expenditure of £844,104 (£737,067 in 2018/19), resulting in a surplus of £20,351 (a surplus of £39,579 in 2018/19). The sum of £489,610 was carried forward at the end of the 2019/20 year.</p>
2.3 Support over the past five years	<p>2020/21 – £20,000                  2019/20 – £19,200                  2018/19 – £19,200                  2017/18 – £19,200                  2016/17 – £19,200</p>

<b>3.0 Assessment of Application</b>		
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> </ul>	<p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>Yes</p>



**yourSanctuary – Application For Financial Assistance**

	<ul style="list-style-type: none"> <li>○ Reserves Policy</li> <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>* mandatory rate relief, discretionary rate relief, concessionary rent.</p>	<p>Yes</p> <p>No</p> <p>Yes</p> <p>Yes *</p> <p>Yes</p> <p>N/A</p> <p>Yes</p>
<p>3.2 Consultee Comments</p>	<p><u>Camilla Edmiston, Community Safety Manager</u></p> <p>Your Sanctuary offers help to both men and women who have experienced domestic abuse. They have been providing support since 1977 (previously known as Surrey Women’s Aid), but sadly this service is still so much in need as shown by the national figures that 1 in 4 women and 1 in 6 men experience an abusive relationship in their lifetime. We know that this will affect many Woking residents, as locally there is information to show that this may be higher. Domestic abuse is still considerably under reported but in Woking and Surrey we are seeing an increase year on year with Surrey Police taking on average about 1000 reports per month across the county.</p> <p>Domestic abuse is still a key crime priority for the Safer Woking Partnership, as it has been for many years, due to the volume and impact that it has locally and nationally. Your Sanctuary helps and supports us to tackle this as part of our partnership work. They offer a wide range of support to those residents who are experiencing or have experienced domestic abuse, which includes a county help line, outreach workers, specialist men’s workers, refuge spaces for women and their children, a specialist children’s service, counselling and support groups. The outreach workers provide emotional and practical support, in face-to-face meetings in a public place or over the telephone. This can be anything from a one off opportunity to just talk and perhaps ask for a little advice, to ongoing support and assistance over a long period of time. Initially an assessment of risk is made and a safety plan agreed to assist the individual and child/children, where appropriate. The workers will advocate for them with other agencies, to help them access the services or information they need, such as talking to the police, legal services, housing or benefits agencies, but always in accordance with their wishes and needs. This can be particularly important in helping them get appropriate legal information and advice in matters such as injunctions and child contact. Your Sanctuary are always working to empower the individual and provide them with ongoing support for as long as they need it. This is where the support groups can really help, for example The Freedom Programme and The Recovery Toolkit, which help to increase self-esteem and confidence. They are able to offer some early intervention and support to help reduce the risk of crisis situations which can avoid the additional costs to services such as emergency housing, health and the justice system.</p> <p>The Safer Woking Partnership has worked closely with Your</p>	

## yourSanctuary – Application For Financial Assistance

	<p>Sanctuary for many years. It should be noted that the help line that Your Sanctuary runs provides an advice line for professionals, as well as being support to victims, survivors, family and friends. They also regularly offer training and awareness to many different organisations, as well as developing and supporting the various awareness campaigns with us. This would usually include the annual Domestic Abuse Awareness Week held in June and the White Ribbon campaign in November and December but unfortunately this was curtailed this year due to the pandemic. However we have still run some very successful social media campaigns this year and nationally there is much more publicity and recognition of domestic abuse, highlighted particularly in lockdown earlier this year. I believe that they deliver a very important service and help to reduce the impact of domestic abuse on individuals and families. I think this is an essential service that we should continue to support, and in light of the increased number of people accessing services during the pandemic, I would like us to consider full funding if it is possible.</p>
3.3 Assessment	<p>The Council has supported yourSanctuary for many years, providing funding initially under a tripartite arrangement with Surrey Police and Surrey County Council to provide outreach support in Woking. The positive work undertaken contributes greatly to the quality of life of the people who use the service. There is a diverse and strong range of services on offer to clients which forms an essential part of the support needed to increase the safety of the public and reduce the effects of Domestic Abuse in Woking.</p> <p>yourSanctuary has forty years of experience in supporting those who are affected by domestic abuse in Woking and the need for its free helpline and outreach services continues to grow. The Group provides early intervention and support which reduces the risk of a crisis situation, meaning that the higher costs of emergency housing, health and justice services can be avoided.</p> <p>There has been an increase of 25% in demand since the first Covid-19 lockdown period as women and children affected by Domestic Abuse continued to live with their abuser. The services are now working remotely and both the helpline and online chat have continued to offer information and support.</p> <p>It is widely reported that 1 in 3 women and 1 in 6 men in Surrey will experience domestic abuse of some kind in their lifetime. This means that approximately 17,000 women and 8,000 men in the Woking area are statistically likely to experience domestic abuse. The majority of domestic abuse goes unreported to the Police, meaning that statutory agencies are unable to help, as they are not approached by the victims, or the thresholds for intervention are not met. These factors show why the free domestic abuse helpline and community outreach service is so important, as it gives Woking residents the opportunity to make contact directly and/or be referred for outreach help by a third party.</p> <p>The free and confidential service gives those who are affected by domestic abuse the opportunity to reach out for help, and with support, they are given the advice and tools to undo the short and long term damage caused by domestic abuse, and enable them to live a life free from fear. With regular monitoring and feedback from service users the Group is able to ensure that the services provided</p>

## yourSanctuary – Application For Financial Assistance

meet the needs of those in Woking who reach out for help.

Woking Borough Council has supported yourSanctuary and its services in Woking since it was set up as a joint initiative in 2003. It also receives funding from Surrey County Council, Surrey Police and Crime Commissioner as well as trusts and donations from the general public. In addition to the grant application to Woking Borough Council, funding is received from Children in Need, Lloyds Bank Foundation, Community Foundation for Surrey and Henry Smith.

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Noting the excellent and valued work of the Charity in the Borough, and the importance of the domestic abuse services provided during the Covid-19 period, it is recommended that the application should be supported with a higher revenue grant of £24,000 be awarded, an increase of £4,000 from that awarded last year.

REPORT ENDS