

SURREY DRUG AND ALCOHOL CARE – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary

Surrey Drug and Alcohol Care (SDAC) operates a 24 hour telephone service offering free advice and support to drug and alcohol users along with their significant others, along with a telephone counselling service providing structured interventions by BACP trained contracted professional counselling.

From inception to March 2018 the project was funded by Surrey County Council. The funding from Surrey County Council has been reduced although the Helpline continues to be funded by the County Council. The Group is therefore seeking funding for its telephone counselling service.

In 2019/20 the helpline took over 923 calls, 392 people were supported by the telephone Counselling Service, the Group saw an increase in helpline calls by 107% compared to last year. From this total 9 clients were actively suicidal when first introduced to the group and there were 47 referrals for mental health concerns with issues around domestic violence, sexual assault, bereavement and PTSD.

The Group has experienced an increased demand for their services and more complexed cases throughout Covid-19. Funding has also been challenging however SDAC had secured emergency funding to assist with the increased demand and work remotely via Zoom.

The Group is applying for revenue support of £6,000 towards its telephone counselling service. Around 30 people from Woking are provided with the service each year. Reserves are held by the Group equating to four months' annual expenditure. Taking into account the consultee comments which note that the service provided by the Charity is well aligned to the Council's Health and Well-being priorities and has a far reaching benefit to the local community, it is recommended that the application be approved and a grant of £6,000 revenue be awarded towards its telephone counselling service.

Recommendations

The Executive is requested to:	RESOLVE That , subject to the outcome of the Council's budgetary process, a grant of £6,000 be awarded from the Community Grants Budget towards the telephone counselling service.
Reason for Decision	The structured counselling interventions provided by the Group would be of benefit to users of drugs and alcohol based in the Borough.
Legal Authority	S142 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, 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

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	<p>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>
<p>Conditions</p>	<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>
<p>Performance Indicators</p>	<p>Users. The Organisation to provide a breakdown of the users.</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>
<p>Future Support</p>	<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</p>

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award any sums above the 2021/22 levels.

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.

The Executive has authority to determine the above recommendations.

Background Papers:

2021/22 Application Form.

Reporting Person:

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

Contact Person:

Frank Jeffrey, Democratic Services Manager
Extn: 3012, Email: frank.jeffrey@woking.gov.uk
Doug Davern, Democratic Services Officer
Extn: 3018, Email: doug.davern@woking.gov.uk

Portfolio Holder:

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

Shadow Portfolio Holder:

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

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1.0 Summary of Application	
1.1 Status and Aims	<p>Surrey Drug and Alcohol Care (SDAC) is a registered charity founded in 1986 to provide support to drug and alcohol users within the County, along with their concerned friends and relatives.</p> <p>SDAC operates a confidential telephone helpline which is open to callers 24 hours a day, 365 days a year. Help and support is offered to anyone who is concerned about the problems caused by drugs and alcohol. Callers could be users, parents, siblings or friends of users. In addition, referrals into professional treatment services are available for residents within the County.</p> <p>SDAC also runs a Telephone Counselling Service (TCS). A team of professional British Association for Counselling and Psychotherapy accredited counsellors provide the service which offers clients up to a maximum of 12 counselling sessions, free of charge. Additionally, SDAC runs an outreach programme for Surrey schools and colleges. The aim is to identify and raise awareness of the risks associated with drugs and alcohol and also to provide information on available services.</p>
1.2 Employees	SDAC has no paid employees. However individuals who receive payment for their services are self-employed service contractors, such as Counsellors, the Counselling Team Leader, the bookkeeper, and the Administrator.
1.3 Volunteers	32. The volunteers operate the 24 hour Freephone helpline. A volunteer administrator is also engaged to carry out basic office tasks. A number of volunteers are ex-clients themselves and use their experiences to help others. All volunteers are trained for Working with people who have incurred substance misuse along with a range of other specialists.
1.4 Clients/Users	<p>310, comprising:</p> <p>43% male</p> <p>57% female</p> <p>17% ethnic minority</p> <p>10% resident in Woking</p> <p>90% aged 19-65</p> <p>10% aged 65+</p> <p>All services are provided free of charge.</p>
1.5 Members	None.
1.6 Sum Requested	£6,000 (Revenue)
1.7 Project	The Group has applied for funding towards its Telephone Counselling Service to people affected by their own or another person's drug or alcohol issue. The service has been designed and implemented to BACP standards. The team of BACP-accredited counsellors offers individuals a 12-session programme of one-hour counselling sessions to address issues arising from their substance use. The sessions are

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	<p>conducted over the telephone. Upon referral clients are contacted within three days and offered a counselling session immediately (rather than just a date in the future). The Group can arrange the sessions flexibly around the needs of the individual. Clients can take the call from where they feel comfortable and would not be overheard.</p>										
1.8 Cost breakdown:	<p>The annual budget for SDAC during the current year is set out below:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Service Contractors</td> <td style="text-align: right;">£120,625</td> </tr> <tr> <td>Administration Costs</td> <td style="text-align: right;">£4,380</td> </tr> <tr> <td>Service Provision Costs</td> <td style="text-align: right;">£37,450</td> </tr> <tr> <td>Operational Costs</td> <td style="text-align: right;">£3,605</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">£166,060</td> </tr> </table> <p>The budget is currently under review due to the increased demand for the group's services following Covid-19.</p>	Service Contractors	£120,625	Administration Costs	£4,380	Service Provision Costs	£37,450	Operational Costs	£3,605	Total	£166,060
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1.9 Community Benefit	<p>The service supports over 300 people each year.</p> <p>The benefits to users include: improvement in long and short-term physical and mental health; support addressing other life issues, where mainstream help may not be available due to the ongoing presence of substances; and reducing likelihood of family breakdown and job loss.</p> <p>For the wider community benefits include: reduction in antisocial behaviour, crime and fear of crime; and less strain on public resources such as the NHS (A&E, hospital beds occupied by people with a substance problem), the criminal justice system, Probation and Social Services.</p>										
1.10 Covid-19 Impact	<p>The group has experienced an increased demand for their services and more complex cases throughout Covid-19. Funding has also been challenging however SDAC had secured emergency funding to assist with the increased demand, and allowed them to take on two new counsellors and an administrative assistant for added support.</p> <p>The regular support groups that were previously attended by clients were now held online via zoom and will continue to hold the online sessions until face to face meetings could be help again.</p>										

2.0 Financial Background	
2.1 Budget	<p>At the time of the application, the Group held £88,119 in the bank.</p> <p>The Group has submitted a budget to hold the counselling sessions for 400 clients which shows an anticipated expenditure of £166,060.</p> <p>Anticipated Items of expenditure include Service Contractors (£120,625), Operational Expenditure (£3,605), Service Provision Costs £37,450) and Administration (£4,380).</p>
2.2 Accounts	<p>The Group has not been in a position to submit accounts and are not yet available.</p>
2.3 Support over the past five years	<p>2020/21 – £6,000 2019/20 – £6,000</p>

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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>Camilla Edmiston, Community Safety Manager</u></p> <p>Surrey Drug and Alcohol Care (SDAC) operates a 24 hour free telephone service offering advice and support to drug and alcohol users along with a telephone counselling service providing structured interventions by British Association for Counselling and Psychotherapy (BACP) trained contracted professional counselling. SDAC are requesting £6,000 in Revenue funding towards the costs of its telephone counselling service. The counselling service helps people affected by their own or a significant other's drug/alcohol problem. Sessions can be arranged at a time to suit the client, including weekends and holiday periods, and at a location of their choice without the need to travel to a treatment service (so can accommodate shift workers, carers, chaotic lifestyles, barred from other services due to violent behaviour, housebound for physical or mental health reasons).</p> <p>Agencies who refer into their services testify that the work they have done has helped to stabilise clients, helping them reduce or eliminate their substance use, as well as signposting them into other support agencies (not necessarily substance-related – may include RASAC for support around rape & sexual assault , Cruse bereavement support, Freedom programme for domestic abuse). The work undertaken by this group is well aligned to the Council's Health and Well-being priorities. It also has a far reaching benefit to the local community, helping to reduce crime and anti-social behaviour, as well as reducing the strain on public services such as the NHS and criminal justice system. During Covid-19 they have seen a significant increase in referrals and are now supporting people with mild to moderate mental health issues. I would recommend that we support this application.</p>	
3.3 Assessment	<p>Surrey Drug and Alcohol Care (SDAC) operates a 24 hour telephone service offering free advice and support to drug and alcohol users along with their significant others, along with a telephone counselling service providing structured interventions by BACP trained contracted</p>	

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professional counselling. Each course of counselling lasts for a maximum of 12 weeks with sessions of one hour. Counsellors work from home, meaning that overheads are kept to a minimum and making the service a most cost-effective way of providing support.

In 2010 SDAC was approached by Surrey DAAT to form a Telephone Counselling Service with the aim to reach out to clients in areas not engaging with standard counselling services, such as those with disabilities, people in rural areas without access to suitable transport, and those looking after children or with chaotic lifestyles. An initial two year trial was successful with the initial target of 100 clients being increased to 200 for the second year, with a subsequent increase of up to 400 in 2016. In each year SDAC notes that it has exceeded the target whilst always remaining under budget.

It is estimated that in Surrey around 220,000 people miss-use alcohol by drinking above the recommended limits and 3,000 people use drugs. Surrey DAAT identified that there were several sectors within the community that were not engaging with the standard 1-1 counselling services available for various reasons, some had disabilities while others lived in rural areas without access to suitable transport. People who were looking after children, those with demanding or erratic work schedules, chaotic lifestyles, or high-profile users also failed to take up the services available.

From inception to March 2018 the project was funded by Surrey County Council. It was removed from their budget due to general reductions in funding for drug and alcohol treatment services, however the Helpline continues to be funded by the County Council. Since April 2020, £70,900 had been raised for the Telephone Counselling Service through a range of trusts and other funders including Community Foundation for Surrey, Elmbridge Annual Grant Award and the PCC Community Safety Fund.

From September 2019 the Group began asking for client donations towards the cost of their counselling where possible, and voluntary donations could be made via their fundraising pages (JustGiving/ Amazon Smile / Easyfundraising etc).

The Group is applying for revenue support of £6,000 towards its telephone counselling service. Around 30 people from Woking are provided with the service each year. Taking into account the consultee comments which note that the service provided by the Charity is well aligned to the Council's Health and Well-being priorities and has a far reaching benefit to the local community, it is recommended that the application be approved and a grant of £6,000 revenue be awarded towards its telephone counselling service.

REPORT ENDS