

**WOKING STREET ANGELS – APPLICATION FOR FINANCIAL ASSISTANCE**

**Executive Summary**

Woking Street Angels is applying for revenue support of £2,000 towards the costs of providing its service in 2021/22. Its support is targeted at those in need of assistance on the streets during the night-time economy in Woking Town Centre and is offered to all in need, irrespective of age, race, origin or religion.

The volunteers undertake work such as providing foil blankets to keep people warm; giving bottles of water to those dehydrated or sick from the effects of alcohol; escorting vulnerable people, especially females, to taxis or other means of getting home safely; providing flip flops to girls in bare feet no longer able to walk on high heels; and generally aiming to be a calming influence and presence in Woking Town Centre leading to greater safety.

The grant award contributes to the salary cost of the part-time Co-ordinator employed by the Group. The Co-ordinator attends the Joint Agency Group (JAG) meetings which has resulted in a greater understanding of the work carried out by Woking Street Angels and enhanced collaboration between the agencies. Being based in the Council offices has meant that closer working relationships have been made with Surrey Police, the Community Safety team, Licensing and the Neighbourhood team.

The patrols undertaken by the Group were ceased between March and July, and again in November, due to the closure of the pubs and bars during the lockdown periods. Prior to this, Surrey Police indicated that the number of incidents in the town they deal with has dropped by over 60% since the Street Angels have been on duty. In addition, the Council has noted the calming influence that the Street Angels have with visitors to the Town Centre on Friday and Saturday nights.

Taking into account the consultee comments which note that the beneficial impact of the work of the Group during the night-time economy on Friday and Saturday nights, and the increased costs of purchasing PPE for use by the volunteers whilst on duty, it is recommended that the Group is awarded a slightly increased grant of £2,500 is awarded for the year ahead. The grant award is in recognition of the assistance the Group provides to individuals and the contribution towards Woking’s pride of place.

**Recommendations**

The Executive is requested to:	<b>RESOLVE That</b> , subject to the outcome of the Council’s budgetary process, a grant of £2,500 be awarded from the Community Grants Budget towards the costs of the service.
Reason for Decision	To ensure the continued services of the Group in the Town Centre during the night-time economy.
Legal Authority	S111 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

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	<p>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>
<p>Conditions</p>	<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>Performance Indicators</p>	<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 its activities 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>

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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.

### **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

### **Date Published:**

2 December 2020

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<b>1.0 Summary of Application</b>																					
1.1 Status and Aims	<p>Woking Street Angels was formed in 2011. Its aims and objectives are to make a positive impact on crime and anti-social behaviour in Woking Town Centre, particularly in the vicinity of bars, clubs and late night food outlets by providing a calming presence on the streets late at night. Street Angels helps address the needs of the night time economy.</p> <p>As a result of their work prior to the pandemic, Surrey Police announced that Woking Town Centre had seen a significant reduction in incidents and violent crime.</p>																				
1.2 Employees	1, Co-ordinator (20 hours per week)																				
1.3 Volunteers	<p>50, whose activities include walking in pairs around the Town Centre on Friday and Saturday nights between 10pm and 4am as well as on the evening of the publication of Examination results, Christmas Eve and New Years Eve.</p> <p>The volunteers are there to help people who may need support as a result of homelessness, intoxication, drug abuse, assault or any other issues has caused personal distress or the potential for physical harm whilst out.</p>																				
1.4 Clients/Users	<p>During 2019, the Group assisted around 463 people. Users of Woking Street Angels services are members of the general public who frequent the streets of Woking Town Centre and may need help and support to ensure they return home safely after an evening out. The service is offered to any members of the public in need, though most users tend to be the younger adult generation.</p>																				
1.5 Members	N/A																				
1.6 Sum Requested	£2,500 (Revenue)																				
1.7 Project	<p>Woking Street Angels have asked for revenue funding to help support the salary of their Co-ordinator and help meet the costs of the supplies. The supplies include flip-flops, water, blankets, minor first aid (there are no qualified first aiders on duty), rental costs of two-way radios and Woking Street Angel jackets. Additional PPE has been required for the volunteers to use during their late night patrols.</p>																				
1.8 Cost breakdown:	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="padding-left: 20px;">Employee costs</td> <td style="text-align: right;">£14,000</td> </tr> <tr> <td style="padding-left: 20px;">Radios and phone rental</td> <td style="text-align: right;">£900</td> </tr> <tr> <td style="padding-left: 20px;">Insurance</td> <td style="text-align: right;">£200</td> </tr> <tr> <td style="padding-left: 20px;">Street Expenses</td> <td style="text-align: right;">£750</td> </tr> <tr> <td style="padding-left: 20px;">Office costs</td> <td style="text-align: right;">£400</td> </tr> <tr> <td style="padding-left: 20px;">Training</td> <td style="text-align: right;">£250</td> </tr> <tr> <td style="padding-left: 20px;">Marketing</td> <td style="text-align: right;">£300</td> </tr> <tr> <td style="padding-left: 20px;">CNI Donation</td> <td style="text-align: right;">£600</td> </tr> <tr> <td style="padding-left: 20px;">Depreciation</td> <td style="text-align: right;">£50</td> </tr> <tr> <td style="padding-left: 20px;">Total</td> <td style="text-align: right;">£14,450</td> </tr> </tbody> </table>	Employee costs	£14,000	Radios and phone rental	£900	Insurance	£200	Street Expenses	£750	Office costs	£400	Training	£250	Marketing	£300	CNI Donation	£600	Depreciation	£50	Total	£14,450
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1.9 Community Benefit	It is members of the general public enjoying an evening out in Woking Town Centre on a Friday or Saturday evening that will receive benefit from the activities of Woking Street Angels.
1.10 Covid-19 Impact	<p>Covid-19 has meant that Woking Street Angels has ceased to operate on the streets of Woking town centre on Friday and Saturday evenings from 23 March 2020 as social distancing requirements made it impossible to give adequate care to visitors to the town centre</p> <p>As the people that Woking Street Angels support were not using the Town Centre due to the government restrictions, and the closure of the pubs, clubs and eating places, there was not the need to support them</p> <p>Woking Street Angels resumed their work on the streets of the town on Friday, July 17, 2020, having taken advice and careful precautions and with all appropriate PPE protection.</p>

<b>2.0 Financial Background</b>	
2.1 Budget	<p>At the time of the application, the Group held £24,242 in the bank. The reserves policy sets out a requirement to hold 12 months' expenditure as reserves, equating to £18,000.</p> <p>The Group has submitted a budget for 2021/22 which shows an anticipated income of £19,450 against an anticipated expenditure of £24,000, resulting in an anticipated deficit of £4,550.</p> <p>Anticipated income includes Fundraising (£8,25), Churches (£4,000) and WBC Grant (£2,500). Items of expenditure include Payroll (£14,000), Summer Ball (£5,000), Radios / phone Rental (£1,200) and PPE (£1,200).</p>
2.2 Accounts	The Group has submitted accounts to July 2019 which show an income of £12,355 (£15,603 in 2018/19) against expenditure of £19,946 (£17,549 in 2018/19), resulting in a deficit of £7,591 (a deficit of £1,946 in 2018/19). The sum of £28,916 was carried forward at the end of the 2019/20 year.
2.3 Support over the past five years	<p>2020/21 – £2,000 towards general running costs.</p> <p>2019/20 – £2,000 towards general running costs.</p> <p>2018/19 – £2,000 towards general running costs.</p> <p>2017/18 – £2,000 towards general running costs.</p> <p>2016/17 – £2,000 towards general running costs.</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> </ul>	<p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p>

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	<ul style="list-style-type: none"> <li>○ Safeguarding Policy</li> <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>* office accommodation for the Co-ordinator and storage of items distributed to users of the service.</p>	<p>Yes</p> <p>Yes</p> <p>No</p> <p>No</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>Woking Street Angels make a positive impact on Woking town centre with their volunteers providing practical help to those in need on weekend evenings and so helping to reduce crime and antisocial behaviour. They focus on the bars, clubs and eating places in the town centre, offering a reassuring and calming presence on the streets late at night. The local group started in 2011 so February 2021 will be their 10th anniversary. It has been acknowledged by Surrey Police and Woking Borough Council that they play a key part in reducing the levels of violence in the town centre and improving the feeling of safety. Their dedicated team of volunteers are usually out on Friday and Saturday nights from 10pm to 4am – although in the current Covid restriction times they are out earlier due to the 10pm closures. They work closely with the local policing team and over the years have built up excellent relationships with the door staff of the town centre licensed premises. They also liaise with the Council Town Marshals who have commented that the Angels have a calming influence with visitors to the town centre on Friday and Saturday evenings.</p> <p>The volunteers support some of the most vulnerable individuals who are out and about in the town centre at the weekends, assisting them with the provision of water, flip flops and blankets, helping them to arrange transport home or signpost them to appropriate services. I believe that their early intervention helps to reduce violence in the evenings, which in turn reduces the demand on our limited police resources. In addition, they clear up vast quantities of bottles and cans as they patrol and so improve the look and feel of the town centre, making it feel safer for everyone and reducing litter and the possibility of these being used as missiles. A Woking Borough Council officer attends their Operations Meetings to support them. Every year they endeavour to source funding opportunities from a wide range of organisations, as well as running fund raising events - this is always a challenge, but, even more so this year when so many funding events or opportunities were cancelled.</p> <p>I consider that they provide a really important source of support to vulnerable people and help create a safe town centre, so I feel we should provide some funding and would support the level they requested.</p>	

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### 3.3 Assessment

Formed in 2010, Woking Street Angels aims to make the streets of Woking safer and more hospitable for all people during the late evening and early morning hours. Woking Street Angels' objective is to provide a caring, stabilising presence and to assist those who are vulnerable, distressed or lost to get to a place of safety. This presence in Woking and other towns (such as Guildford and Camberley) has led to a reduction in crime and violence and benefits all members of the community, especially the night-time economy.

Woking Street Angels was formed in July 2010, and registered as a Charity in October 2010. Its support is targeted at those in need on the streets during the evening in the town centre and it is offered to all in need, irrespective of age, race, origin or religion.

Whilst the Street Angels are volunteers, the Group employs a Co-ordinator who helps to plan the rotas, deals with queries, provides support to the Street Angel teams, including training, and handles all procurement matters. The volunteers help people in a number of different ways, for example:

- providing foil blankets to keep people warm
- providing bottles of water given to those dehydrated or sick from the effects of alcohol and other substances
- escorting vulnerable people, especially females to taxis or other means of getting home safely
- helping those sick and injured, including the victims of violence, fights, etc. calling for paramedic help if necessary or administering minor First Aid
- providing support to the homeless
- talking to those in despair, the lonely, those upset by broken relationships, separated from friends and just being a listening ear
- providing flip flops to girls in bare feet no longer able to walk on high heels
- providing directions
- giving guidance on agencies who may be able to help those in need with personal difficulties/domestic issues
- generally aiming to be a calming influence and presence in Woking town centre leading to greater safety.

The Applicant has stated that the grant would be greatly beneficial in supporting the costs of running the Woking Street Angels operation; most particularly in supporting the salary of the Co-ordinator. The employment of the Co-ordinator is essential in managing rotas whilst also advertising for and encouraging volunteers to apply to become Street Angels. Other ongoing costs such as insurance (public liability, employers, indemnity etc.), radio and phone rentals and office expenses also have to be met by the grants applied for.

The Co-ordinator attends the Joint Agency Group (JAG) meetings which have resulted in a greater understanding of the work carried out by Woking Street Angels and enhanced collaboration between the agencies. Being based in the Council offices has meant that closer working relationships have been made with Surrey Police, the Community Safety team, Licensing and the Neighbourhood team.

Due to the need to recruit more Street Angels, the organisation has previously had a greater presence at certain local events, e.g., Lark in the Square, Party in the Park and Pyrford Flower show. In addition



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the Mela event in Maybury has also been supported prior to the pandemic to encourage members of the Muslim community to become Street Angels.

Prior to Covid-19, the Group has undertaken small fundraising events such as charity walks, dinners and local fairs and has received donations from local churches, legacies and Woking Active Retirement. All Trustees continually work to raise funds and find new recruits to become Street Angels.

Besides financial support given by Woking churches in the area, scarves, gloves and hats made by church craft groups and donated blankets have been given to users who need them. Surplus items have been donated to the York Road Project (YRP). Woking Street Angels also supports the YRP in their annual sleep-out event in Jubilee Square. Last year, the Group also distributed bottled water drinks to Surrey Half marathon runners outside the Mayford Arms.

The patrols undertaken by the Group were ceased between March and July, and again in November, due to the closure of the pubs and bars during the lockdown periods. Prior to this, Surrey Police indicated that the number of incidents in the town they deal with has dropped by over 60% since the Street Angels have been on duty. In addition, the Council has noted the calming influence that the Street Angels have with visitors to the Town Centre on Friday and Saturday nights.

Taking into account the consultee comments which note that the beneficial impact of the work of the Group during the night-time economy on Friday and Saturday nights, and the increased costs of purchasing PPE for use by the volunteers whilst on duty, it is recommended that the Group is awarded a slightly increased grant of £2,500 is awarded for the year ahead. The grant award is in recognition of the assistance the Group provides to individuals and the contribution towards Woking's pride of place.

REPORT ENDS