

**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.

During the last financial year, Surrey North supported 389 clients, 31 of these were children and young people, and 97 were Woking residents. Now that it is preparing to deliver its services in-person and group support again, it is envisaged that these numbers will increase. 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.

Surrey North Area Cruse Bereavement Care has applied for funding at £2,090 towards the costs of the branch incurred relating to the proportion of users residing in Woking, including training and information, printing and post, office phone and helpline, and Travel / phone expenses for staff and volunteers.

Particularly during the current pandemic, an accessible bereavement service has been essential for residents. Bereavement counselling is a specialist area, and there is a shortage of services in this regard in the local area. The Health and Wellbeing Strategy Action Plan identifies this as an area of a gap in service provision and further investigation required as to who supplies such services locally. It is recommended that a grant of £2,000 be awarded to the Group, noting the Group has applied for significantly less than its grant award 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 £2,000 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.
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 10 February 2022. In the event the grant budgets are set at the anticipated levels, confirmation of the Council's

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	<p>support will be sent to successful applicants. Groups should not plan for the 2022/23 funding until this confirmation has been received.</p>
<p>Conditions</p>	<p><b>Accounts.</b> 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><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 websites and literature / leaflets produced.</p> <p><b>Payments.</b> Unless exceptional circumstances exist all invoices must be received quarterly with monitoring information for the previous quarter.</p> <p><b>Payment Period.</b> 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><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> 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><b>Users.</b> The Organisation to provide a breakdown of the users.</p> <p><b>Enquiries.</b> The Organisation to provide a breakdown of the enquiries received.</p> <p><b>Publicity.</b> The Organisation to advise how the Council's support has been publicised.</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>
<p>Future Support</p>	<p>The financial pressure on the Council's budgets is expected to continue in the coming years and 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 2022/23 does not imply that a similar application in 2023/24 would be supported. In particular, it is emphasised that the Council is unlikely to be in a position to award any sums above the 2022/23 levels.</p> <p>In view of this, the applicant is to be advised to ensure that</p>

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contingency plans for the Group's operations for 2023/24 have been drawn up in the event that the Council is unable to continue its support beyond April 2023. 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:**

2022/23 Application Form.

### **Reporting Person:**

Julie Fisher, Chief Executive  
Extn: 3301, Email: julie.fisher@woking.gov.uk

### **Contact Person:**

Frank Jeffrey, Head of Democratic Services  
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:**

30 November 2021

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## Surrey North Area Cruse Bereavement Care – Application For Financial Assistance

<b>1.0 Summary of Application</b>	
1.1 Status and Aims	<p>Cruse was formed in 1959 and offers support, advice and information to children, young people and adults when someone dies and seeks to enhance society's care of bereaved people. It aims to help people understand their grief, cope with their loss and ensure they have somewhere to turn when they are in need. Its volunteers help clients understand their feelings and identify coping strategies to help them adapt to life without their loved ones.</p> <p>Cruse provides support to bereaved people regardless of the nature of the death or length of time since the bereavement. It supports them via a helpline, one-to-one support and group support meetings and, since Covid-19, telephone and zoom. Whilst Cruse Surrey North are part of the wider national Cruse charity, the area is run by local volunteers with support from an Area Administrator and a wider management team.</p>
1.2 Employees	Five comprising a Manager, a Volunteer and Training Coordinator, 2 x Service Delivery Co-ordinators and an Administrator.
1.3 Volunteers	86, 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 via a Bereavement Support Foundation Course. In 2020/2021 the volunteer hours for the Surrey North Area were 10,517 and the average client waiting time was under one month.
1.4 Clients/Users	<p>389, comprising:</p> <ul style="list-style-type: none"> <li>77 male</li> <li>312 female</li> <li>15 disabled</li> <li>33 ethnic minority</li> <li>97 resident in Woking</li> <li>12 aged 6-10</li> <li>12 aged 11-18</li> <li>251 aged 19-65</li> <li>76 aged over 65</li> </ul> <p>No charges are levied to the users, though donations are encouraged.</p>
1.5 Members	None.
1.6 Sum Requested	£2,090 (Revenue)
1.7 Project	<p>The funding will cover a proportion of the following costs:</p> <ul style="list-style-type: none"> <li>Training and information</li> </ul>

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	<p>Printing and post</p> <p>Office phone and helpline phone costs</p> <p>Travel/phone expenses for staff and volunteers.</p>										
1.8 Cost breakdown:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Training and Information</td> <td style="text-align: right;">£4,458</td> </tr> <tr> <td>Printing and postage</td> <td style="text-align: right;">£800</td> </tr> <tr> <td>Office phone and helpline</td> <td style="text-align: right;">£400</td> </tr> <tr> <td>Travel/phone expenses for staff/volunteers</td> <td style="text-align: right;">£2,700</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: right;"><b>£8,358</b></td> </tr> </table> <p>As approximately a quarter of all Surrey North's clients reside in Woking, the total cost above has been calculated at 25% for the grant request of £2,090.</p>	Training and Information	£4,458	Printing and postage	£800	Office phone and helpline	£400	Travel/phone expenses for staff/volunteers	£2,700	<b>Total</b>	<b>£8,358</b>
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<b>Total</b>	<b>£8,358</b>										
1.9 Community Benefit	<p>During the last financial year, Surrey North supported 389 clients, 31 of these were children and young people, and 97 were Woking residents. Now that it is preparing to deliver its services in-person and group support again, it is envisaged that these numbers will increase.</p> <p>Prompt bereavement support improves well-being, reduces isolation and can reduce the risks of developing severe mental health problems such as anxiety, depression and post traumatic stress. Through the support they receive, children feel less alone, less to blame, less afraid, they have fewer nightmares, develop more positive behaviour patterns and are able to cope better at school.</p>										
1.10 Covid-19 Impact	<p>The Group is still uncertain as to how long the virus will continue to affect the ways it can support bereaved people, but hopes to resume some in-person services at the end of this year. Telephone and zoom support will likely become a bigger part of the support offering, having demonstrated that it is an effective and efficient way of supporting bereaved people alongside face-to-face services.</p> <p>The number of people calling the branch for support has significantly increased, not only from people bereaved through Coronavirus, but also where the restrictions imposed due to the pandemic have impacted on other bereavements.</p>										

### 2.0 Financial Background

2.1 Budget	<p>At the time of the application, the Group held £26,227 in the bank. The amount is classed as unrestricted; however the Group's expenditure is projected to be much higher this financial year due to increased demand caused by the pandemic, as in-person support and other services incurring additional costs resume. The projected expenditure this financial year is £33,742.</p> <p>The Group has submitted a budget for the work taking place in Woking during 2022/23 which shows an anticipated income of £8,100 against an anticipated expenditure of £7,919, resulting in an anticipated surplus of £181.</p>
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2.2 Accounts	The Group has submitted accounts for 2020/21 which show an income of £45,310 against expenditure of £19,083, resulting in a surplus of £26,227.
2.3 Support over the past five years	2021/22 – £3,700 2020/21 – £3,630 2019/20 – £3,630 2018/19 – £8,850

<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> <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>	Yes Yes Yes Yes Yes Yes No Yes No Yes N/A Yes
3.2 Assessment	<p>Particularly during the current pandemic, an accessible bereavement service has been essential for our residents. Bereavement counselling is a specialist area, and there is a shortage of services in this regard in the local area. The Health and Wellbeing Strategy Action Plan identifies this as an area of a gap in service provision and further investigation required as to who supplies such services locally.</p> <p>Noting the revenue grant requested is at a lower level than that awarded last year, it is recommended that a grant be awarded of £2,000 for 2022/23.</p>	

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