

THE BRIGITTE TRUST – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary

The Brigitte Trust is an independent registered charity offering free emotional support and practical help at home to people and their families facing cancer, Motor Neurone Disease, MS, heart and lung failure and other life-threatening illness. The service, established over thirty years ago, is based in Dorking and provides its services across Surrey free of charge.

The Trust has approached Woking Borough Council to continue its funding for 2022/23 by way of a reduced grant of £2,030 to enable the Charity to continue its training programme for volunteers in the Borough, which is currently being undertaken remotely via Zoom. Last year the Group was awarded the sum of £2,000. Through the training, the Trust will be able to support more individuals, their carers and their families across Woking, working with organisations such as Woking and Sam Beare Hospice.

It is considered that the Trust provides an invaluable service, providing emotional support and practical help to individuals with a life threatening illness. During the past 12 months, the Charity has provided specialist support and practical help to 25 individuals and their families within the Borough of Woking. The Trust works closely with organisations such as Woking and Sam Beare Hospice. Over the past 12 months a total of 64 referrals have been received from the Borough of Woking.

Since the pandemic, the Trust have now extended their support to those who are socially isolated, some of these clients may have a terminal diagnosis. These individuals were: struggling with the emotional factors of lockdown, may have had previous mental health issues which had resurfaced, those struggling as they could not get out to see friends and family, isolated older people and people who may be stuck at home with an abusive partner. The Trust therefore expanded their remit so they now support anyone who is significantly affected by the pandemic and at risk of becoming socially isolated including: those with a life-threatening diagnosis; the lonely and isolated; victims of domestic abuse; new mothers; the bereaved and carers.

In view of the benefits the Charity would bring through the grant funding, it is proposed that the application should be supported, enabling it to further increase the number volunteers in the Borough. It is recommended that a grant of £1,800 is awarded, representing a reduction of 10% on the amount awarded last year.

Recommendations

The Executive is requested to:

RESOLVE That, subject to the outcome of the Council’s budgetary process, a grant of £1,800 be awarded from the Community Grants Budget to cover the costs of a volunteer training programme in Woking.

Reason for Decision

To enable the Trust to offer its services to more residents of the Borough through the recruitment of additional volunteers.

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 10 February 2022. 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 2022/23 funding until this confirmation has been received.</p>
<p>Conditions</p>	<p>Accounts. 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>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 all literature and leaflets produced.</p> <p>Payments. 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>Payment Period. 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>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. 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>Users. The Organisation to provide a breakdown of the users in the past quarter.</p> <p>Activities. The Organisation to provide details of activities and events held during the last quarter.</p> <p>Training. The Organisation to provide a quarterly update on its training programme, including the number of Woking residents trained as volunteers.</p> <p>Publicity. The Organisation to advise how the Council's support has been publicised over the last quarter.</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>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 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.</p>
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The Executive has authority to determine the above recommendations.

Background Papers:

2022/23 Application Form.

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1.0 Summary of Application	
1.1 Status and Aims	<p>The Brigitte Trust is a Queens Award winning charity which has provided free emotional support and practical help across Surrey to those facing cancer, Motor Neurone Disease, MS, heart and lung failure and other life-threatening illness, along with their carers and family members since 1984.</p> <p>The service is based in Dorking and established by Dorking resident Brigitte Watkin to support people at the end of life in their own homes, offering support and respite to their carers and emotional support to the wider family together with bereavement support.</p> <p>In 2015 the Trust received the Queen’s Award for Voluntary Service, the highest award given to local volunteer groups across the UK to recognise outstanding work done in their own communities. The Charity reports that 97% of its clients would recommend its service to others.</p> <p>Emotional support, by providing a confidential listening ear and respecting individual and cultural needs, is the cornerstone of the service, supporting the client, carer and family members through difficult times. Practical support may include transport to medical appointments, food shopping, home tasks or social visits.</p>
1.2 Employees	<p>Five comprising: Charity Manager, Volunteer Manager and Trainer, Service Co-ordinator, Business and Digital Co-ordinator and Engagement, Fundraising and Promotions Lead.</p>
1.3 Volunteers	<p>96.</p> <p>Volunteers provide a range of support at the request of the client with a life threatening diagnosis. A volunteer will sit with the client; provide respite for the carer; assist with activities such as hospital appointments and shopping; keep Social Services abreast of the situation; and liaise as necessary with the Meals on Wheels service. Volunteers also provide bereavement support to the family after someone has died, providing emotional support. Over 90% of clients report feeling less anxious with a marked reduction in mental health issues.</p> <p>Volunteers undergo a rigorous initial training programme comprising nine consecutive week days, a weekend and on-going training and development each year.</p>
1.4 Clients/Users	<p>69, comprising:</p> <ul style="list-style-type: none"> 23 male 46 female 69 disabled 13 ethnic minority 25 resident in Woking: 24 aged 19-65

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	<p>45 aged 65+</p> <p>The services are provided free of charge. Clients can self-refer, though the majority are referred from the community health professionals, hospices and acute hospitals.</p> <p>At referral, the service co-ordinators will match a volunteer with the family, ensuring the volunteer will provide continuity of support. The service co-ordinator remains the liaison point with the client family, the volunteer, health professionals and hospitals for the period of support. Bereavement support for up to three months is also available to the family.</p> <p>The service is normally provided for three hours per week, is flexible according to the needs of the client and may be provided in the home, supporting the client (and carer) to access matters of interest to them, for as long as they are able. Over 80% of clients have cancer and around 5% have a neurological problem. 86% are over the age of 65 and 57% live alone.</p>
1.5 Members	<p>106, comprising:</p> <p>19 male</p> <p>87 female</p> <p>3 disabled</p> <p>8 ethnic minority</p> <p>4 resident in Woking</p> <p>35 aged 19-65</p> <p>71 aged 65+</p> <p>An annual charge of £15 is made.</p>
1.6 Sum Requested	£2,030 (Revenue)
1.7 Project	<p>The grants awarded to date have enabled the Trust to continue to train and support volunteers in the Borough, which has increased the number of Woking residents supported during the pandemic and meeting the demand in referrals from the Council. New volunteers are required as some trained during the pandemic have returned to full-time work and some others are reluctant to return.</p> <p>During the past 12 months, a total of 18 people with a life-threatening diagnosis in Woking have been supported, with increasing demand not enough volunteers in place to fulfil these referrals. The Charity works closely with Woking and Sam Beare Hospices.</p>
1.8 Cost breakdown:	<p><u>Costs of Volunteer Training Programme</u></p> <p>Advertising for volunteers - £500</p> <p>Taster course - £160</p> <p>Training sessions – comprising of ten intensive sessions - £680</p> <p>Contribution towards the administration and management - £690</p> <p>Total for one course - £2,030</p>

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1.9 Community Benefit	<p>During the past 12 months the Group has provided specialist face to face support and practical help to 25 individuals and their families facing a life threatening diagnosis within Woking.</p> <p>A total of 64 referrals were received from 1 April 2020 to 31 March 2021 for telephone support in Woking, mostly from the Council. Between April and August 2021, 25 new referrals for Woking had been received, all for face to face support for people who were terminally ill. The number of referrals is stated to be increasing and requires an additional number of volunteers to be trained.</p> <p>Direct training has also been undertaken by seven volunteers in Woking, providing them with important life skills they can use within their own professional and personal lives.</p>
1.10 Covid-19 Impact	<p>The arrival of Covid in the UK prevented the Charity from delivering its traditional service of providing highly-trained volunteers to visit people with a life-threatening diagnosis within their own homes.</p> <p>However, referring partners stated that there was a severe lack of support for people needing reassurance and company at this difficult time within the county, and therefore the Charity made the decision to temporarily expand during the pandemic to support anyone at severe risk of becoming socially isolated, lonely and vulnerable.</p> <p>Through weekly telephone befriending calls, volunteers provided 15 months of support to anyone whose mental health was significantly affected by the pandemic and at risk of becoming socially isolated. This included new mothers; the bereaved; carers; those living with a life-threatening diagnosis; the lonely and isolated; those shielding; and those living with a mental health issue.</p> <p>During the height of the pandemic, the Training Manager ran multiple sessions over zoom on a weekly basis, and trained a further 51 volunteers to provide telephone befriending. In addition, all volunteers continued to attend support groups on a bi-monthly basis, to ensure they are supported in their role and have an opportunity to share their experiences with other volunteers. This is especially useful when a volunteer is new to a client, or when a client is nearing the end of their life.</p> <p>People who had a life-threatening diagnosis prior to Covid have remained in desperate need of support. Many have had potentially life-saving treatment or surgery cancelled or postponed due to the pandemic, and this has understandably led to severe anxiety. Our volunteers are trained to deal with these situations and are today needed more than ever.</p>

2.0 Financial Background	
2.1 Budget	<p>At the time of the application, the Group held £365,226 in the bank, including funds set aside to cover rental expenditure over the next three years, as the Charity will be moving into a new office in the Summer of 2022 and required to pay double rent for around six months, in addition to the cost of moving and subsequent decoration.</p> <p>The Group has submitted a budget for 2022/23 which shows an</p>

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	anticipated income of £190,504 against an anticipated expenditure of £201,837, resulting in an anticipated deficit of £11,333.
2.2 Accounts	The Group has submitted accounts for 2020/21 which show an income of £260,221 (£249,048 in 2019/20) against expenditure of £153,524 (£144,683 in 2019/20), resulting in a surplus of £106,697 (a surplus of £104,365 in 2019/20). The sum of £334,946 was carried forward at the end of the 2020/21 year.
2.3 Support over the past five years	2021/22 – £2,000 2020/21 – £2,500 2019/20 – £3,000

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 Yes
3.2 Assessment	<p>The Trust provides emotional and practical support to individuals and their families who are facing a life threatening diagnosis, across Surrey. They have 114 trained volunteers supporting approximately 75 people at any one time. On an annual basis, 200 individuals and their families receive help from the Trust. Since the pandemic, the Trust have now extended their support to those who are socially isolated, some of these clients may have a terminal diagnosis. These individuals were: struggling with the emotional factors of lockdown, may have had previous mental health issues which had resurfaced, those struggling as they could not get out to see friends and family, isolated older people and people who may be stuck at home with an abusive partner. The Trust therefore expanded their remit so they now support anyone who is significantly affected by the pandemic and at risk of becoming socially isolated including: those with a life-threatening diagnosis; the lonely and isolated; victims of domestic abuse; new mothers; the bereaved and carers. In view of the Council's financial situation, it is recommended that a grant be awarded at a reduction of 10% from last year, equating to £1,800 for 2022/23.</p>	

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