

THE LIGHTHOUSE – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary

The Lighthouse is a project of the Emmaus Transformation Trust (formerly Woking Vineyard), through which a derelict building has been transformed into a Centre providing practical help, training and compassion to individuals. This includes emergency food parcels, children's clothing and toys, baby equipment, cooking classes, confidence coaching, a CAP Jobclub, job interview preparation and clothing, social enterprise opportunities, creative art workshops, support for refugees, and much more. The organisation has also provided online support during the Covid-19 crisis.

The Lighthouse has applied for funding of £30,000 to continue its existing work to support the needs of those in the Borough who make use of its services, as well as to develop new programmes including the new Family Network Hub at No.11 High Street to support families across a spectrum of need; and the new Lighthouse on the Barnbury estate focussing on youth and senior citizens on the estate.

The Lighthouse plays a significant role across the borough supporting vulnerable families and is a flagship local charity, utilised often by housing and family support staff in Woking and Surrey councils. It is noted from the comprehensive application that the services have expanded during the recent year and colleagues from across the Council and partners have confirmed the excellent support provided to residents by the Lighthouse projects. It is noted that service users are from a wide range of the local demographic and the services invest in volunteers, with all senior salaries being covered separately. The figures show that the charity has support from 200 volunteers.

In light of the Council's financial situation, it is recommended that a grant be awarded at a reduced level of 10% from last year, equating to £16,400. This award reflects the positive community support that the Lighthouse continues to offer across the borough, supporting over 5,500 users. It is additionally felt that a Service Level Agreement should be worked towards with the organisation.

Recommendations

The Executive is requested to:

RESOLVE That, subject to the outcome of the Council's budgetary process, a grant of £16,400 be awarded from the Community Grants Budget towards operational costs.

Reason for Decision

To enable the Charity to continue to engage with a high number of users from Woking including those from different cultural backgrounds and ages, with its broad and diverse offer of support for the community and for people in Woking who need help.

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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	support will be sent to successful applicants. Groups should not plan for the 2022/23 funding until this confirmation has been received.
Conditions	<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>Venue Hire. 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 Groups hire out their venue(s) they should ensure good processes are in place for record keeping and checking if hirers are appropriate groups to be making the hire arrangements. The following are some areas which should be considered:</p> <ul style="list-style-type: none">• Basic details should be recorded to include speaker's address, mobile phone number and organisation details.• Has the identity of the speaker been confirmed and is their organisation bona fide? Are they known to the hirer?• Is the speaker from the area? Are they UK citizens or from overseas and will they travel specifically for this event?• Consider checks on the internet to confirm the status of speakers to include website, YouTube or social media sites.• How many people are likely to attend (check previous or similar

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	events either locally or online).
Performance Indicators	<p>Users. The Organisation to provide a breakdown of the users.</p> <p>Activities. The Organisation to provide details of activities and events held.</p> <p>Enquiries. The Organisation to provide a breakdown of the enquiries received.</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>
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>

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 Lighthouse is part of Emmaus Transformation Trust (formerly Woking Vineyard Christian Fellowship), a Charity established in 1997. The Lighthouse project was started in 2011, transforming a derelict building into a base to serve those who need practical support. This hub meets the many and varied needs of people, providing practical help, training and compassion to individuals. This currently includes Foodbank emergency supplies, essential items for under 5s, wellbeing groups, debt and budgeting advice, employability programmes and community brunches.</p> <p>The Lighthouse works in an area that is culturally diverse, multi-racial and is able to benefit all people in the community. There is a lot of collaboration and cross-referral between projects at The Lighthouse.</p> <p>Given the success of the Town Centre Lighthouse, the Group was requested by the Council to take on the running of the Community Centre in the Barnsbury estate, focusing particularly on senior citizens and youth whilst also introducing projects for other groups. The Centre was refurbished, including a new kitchen and disabled access toilet, and from September 2021 opened following pilot projects in June and July which received a very high level of demand from senior citizens and young people.</p> <p>The Lighthouse has also received part-funding to take on a new building in the Town Centre (No.11 High Street). It will be refurbished to become a Family Network Hub. With the SureStart budget for families being cut across Surrey, coupled with the impact of Covid-19 on families, a programme of support and activities is planned to begin early in 2022. The programme will include working with midwives and health workers, schools, social workers, women refuges, Citizens Advice and the Council.</p>
1.2 Employees	13, comprising two Directors (paid for by Emmaus Road Church) and a Centre Manager, and nine members of staff to manage the Foodbank, Community Money Advice, the Barnsbury Centre, the Cosy Cafe and Jigsaw, and the building.
1.3 Volunteers	200. The work of the volunteers includes: <ul style="list-style-type: none">• Sorting food donations and serving clients.• Making home deliveries and sorting supplies at the warehouse.• Sorting donated clothing and assisting clients with choosing clothing for job interviews, preparing for interviews, and supporting vulnerable women back to work.• Facilitating and hosting workshops on a variety of subjects around wellbeing and confidence.• Serving customers in the daily social enterprise cafe.• Teaching baking, breadmaking and cooking classes, providing social interaction and teaching food hygiene and kitchen skills. Arriving early to do food preparation and also clean up.• Helping to repair and restore buggies.• Cooking and serving free brunch to local community.• Assisting in maintaining the building e.g. refuse removal, replacing lightbulbs, minor repairs.• Helping refugees improve their language skills by participating in

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	<p>and benefitting from various projects such as Jigsaw, Style Studio etc</p> <ul style="list-style-type: none"> • Welcoming clients and talking with them.
1.4 Clients/Users	<p>5,500, comprising:</p> <p>40% male</p> <p>60% female</p> <p>400 disabled</p> <p>1,800 ethnic minority</p> <p>3,500 resident in Woking</p> <p>800 aged 0-5</p> <p>150 aged 6-10</p> <p>150 aged 11-18</p> <p>2,400 aged 19-65</p> <p>300 aged 65+</p>
1.5 Members	None.
1.6 Sum Requested	£30,000 (Revenue)
1.7 Project	<p>The Lighthouse is seeking funding to enable it to continue its existing work to support the needs of those in the Borough who make use of its services, as well as to develop new programmes including the new Family Network Hub at No.11 High Street to support families across a spectrum of need; and the new Lighthouse on the Barnsbury estate focussing on youth and senior citizens on the estate.</p>
1.8 Cost breakdown:	<p>Project costs - £15,000 - To support new and existing key projects with materials and expenses (foodbank, jigsaw (under 5s), debt support and budgeting, employability training, mental health support, homeless support, youth and senior citizen support). Total budgeted project costs next year are approximately £325,000.</p> <p>Operational running costs - £7,500 - To support the running and maintenance of the buildings used (8/10 High Street, Barnsbury Community Centre, 11 High Street). Total budgeted operational costs for next year are approximately £40,000.</p> <p>Core staff costs - £7,500 - To support costs for the full time Centre Manager for the Town Centre Lighthouse and the part time staff. Total budgeted staff costs for next year are approximately £40,000.</p> <p>Total - £30,000</p>
1.9 Community Benefit	<p>The Lighthouse assists people of all ages, gender, faiths and ethnicities, working with thousands of different clients per year, particularly focusing on those in the following groups:</p> <ol style="list-style-type: none"> 1. Families needing emergency food supplies – it plans to work with 4,000 people during the period of this funding. 2. Families needing baby essentials, with children 0-5 – it intends to work with 800+ people during the period of this funding.

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3. Vulnerable men and women seeking employment – it plans to work with 50-70 individuals during the period of this funding.
4. The local homeless or socially isolated community – it will serve up to 200 people over this period of funding.
5. Men and women needing help with managing debt and budgeting – it plans to support 70 people struggling to meet their financial obligations, providing both 1:1 appointments and group work options for food bank visitors.

It would like to increase the number of referrers which would provide access to more people in need in the community and enable it to be an additional support service and a stronger resource than it already provides to these frontline agencies. Recruiting additional volunteers and providing new and existing volunteers with training and support would also enhance the service on offer.

Regular communication and referrals from its 113 local partners help to review what their needs are, and where they are increasing. For example, in 2019 approximately 4,000 people were supported; however due to the pandemic this number spiked to over 8,000 between March 2020 and March 2021. An increase in demand for the services arose particularly within foodbank and with debt, leading to the launch of the Community Money Advice service at the end of November 2020. This service has worked 1:1 with 74 individuals since then.

Needs also increased within the Jigsaw project as families with children under five struggled with issues such as unemployment, zero hours contracts, furlough, social isolation, domestic violence, poverty, complicated living quarters and mental health. It developed a home delivery service, parenting courses, and increased provision through the Christmas Kindness and Back to School campaigns in December 2020 and July 2021 in response. It has also developed a vision for a Family Network Hub to fill the gaps in provision left by the closure of the family centres, and is working with partners to develop the Hub in no.11 High Street from Autumn 2021.

The statistics from Jigsaw in 2020 (excluding Back to School and Christmas Kindness) showed work with 369 families and 744 children; 591 home deliveries since lockdown began; 100 Activity Packs delivered; 518 Emergency Packs delivered; 21 Newborn Baby Bundles delivered; 671 support packages for families (clothing and emergency supplies).

1.10 Covid-19 Impact

The impact of the pandemic on the Lighthouse and its users has been felt in the following ways:

Lighthouse:

- A substantial increase in demand for key projects, particularly Foodbank and Jigsaw.
- New PPE, storage and delivery costs.
- A shortage of physical donations due to The Lighthouse building being closed.
- Part-time staff working far beyond their usual hours to meet new needs.
- An immediate loss of income through closing the social enterprise coffee shop and room hire.

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	<p>Clients:</p> <ul style="list-style-type: none"> • Clients who were in regular employment, or financially stable before the pandemic, now struggling to make ends meet as families lose their jobs or suffer income loss. Many are new service users. • Clients with new or exacerbated mental health issues due to the uncertainty of COVID-19, social isolation, and lack of access to their usual sources of support and community. • Challenges for those living in difficult or socially isolated situations (including small quarters and no garden), suffering relationship complications, or escaping domestic abuse. • Individuals with a lack of hope and direction, combined with low self-esteem and fear for the future, particularly for those who would have been just starting out in a career.
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2.0 Financial Background	
2.1 Budget	<p>At the time of the application, the Group held £215,505 in the bank. This greater amount of reserves is due to a large, one off grant that was awarded to support the work of the charity throughout the pandemic and will be utilised by April 2022.</p> <p>In addition, £160,097 is restricted for Foodbank usage only; and £13,973 is restricted grants for specific projects.</p> <p>The Group has submitted a budget for 2022/23 which shows an anticipated income of £403,800 against an anticipated expenditure of £407,080, resulting in an anticipated deficit of £3,280.</p>
2.2 Accounts	<p>The Group has submitted accounts for 2020/21 which show an income of £281,856 against expenditure of £171,608, resulting in a surplus of £110,248. The sum of £183,555 was carried forward at the end of the 2020/21 year.</p>
2.3 Support over the past five years	<p>2021/22 – £18,200 2020/21 – £18,200 2019/20 – £18,200 2018/19 – £18,200 2017/18 – £18,200</p>

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 	<p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>

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	<ul style="list-style-type: none"> ○ Quality Mark ○ Other funding sources pursued ○ Other support by the Council ○ Fundraising ○ Two quotes ○ Regular monitoring provided previously <p>* Mandatory and Discretionary Rate Relief</p>	<p>No</p> <p>Yes</p> <p>Yes *</p> <p>Yes</p> <p>N/A</p> <p>Yes</p>
<p>3.3 Assessment</p>	<p>The Lighthouse plays a significant role across the borough supporting vulnerable families and is a flagship local charity, utilised often by housing and family support staff in Woking and Surrey councils. It is noted from the comprehensive application that the services have expanded during the recent year and colleagues from across the Council and partners have confirmed the excellent support provided to residents by the Lighthouse projects. It is noted that service users are from a wide range of the local demographic and the services invest in volunteers, with all senior salaries being covered separately. The figures show that the charity has support from 200 volunteers.</p> <p>In light of the Council's financial situation, it is recommended that a grant be awarded at a reduced level of 10% from last year, equating to £16,400 is awarded for 2022/23. This award reflects the positive community support that the Lighthouse continues to offer across the borough, supporting over 5,500 users. It is additionally felt that a Service Level Agreement should be worked towards with the organisation.</p>	

REPORT ENDS