

## WOKING AGE CONCERN – APPLICATION FOR FINANCIAL ASSISTANCE

### Executive Summary

Formed in 2005, the aim of Woking Age Concern is to promote the wellbeing of older people in the Borough and to make later life as pleasant and worry free as possible. The Group's main activities are a 'friendship' service and an information and support line. Age Concern Woking also offers emergency help for those who have no one else to turn to. The Group is based at offices in the Moorcroft Centre.

Last year the Group was awarded funding of £20,000 as an increase in the level of funding was required to enable the continuation of its work during the pandemic. Fundraising activities have taken place such as the Walk for Woking Age Concern in November 2020, Squire's Charity of the Year for 2020/21, and Amazon Smile. For 2022/23, the Group has requested a revenue grant of £10,000.

Woking Age Concern receives, on average, two referrals a week for the friendship service, often directly from the clients themselves, or from relatives or local social and health workers and other local charities. The Service received 831 enquiries from April to September 2021 requesting information or support. Many calls are from people who do not have access to internet based helplines. Over 10% of the calls to the Group's information and support line are referred directly to the Council, for example Homelink, Careline and Community Meals.

Older people who have hitherto been self-supporting and have never had the need to ask for help suddenly find that, due to increasing age or infirmity, they now need support. The Group works with Moorcroft and local agencies including Careline, CAB, Homelink, Home Support, Community Meals and GPs. Its services help relieve some of the strain off other, more specialised agencies.

Close work continues with the Council and between September 2020 and August 2021 more than 40 referrals were taken on from the Social Prescribing, Careline and Homelink teams. All these referrals are older members of the community who feel lonely, isolated and in need of help. Each new referral client has been matched with a volunteer or a member of staff to support them and their individual needs. In addition to the above new referrals, 17 clients have been taken on from Friends of the Elderly befriending service which ended in April 2021.

Woking Age Concern provide a vital support service to the isolated and lonely in Woking and have worked hard throughout the pandemic to keep many of the local elderly population connected. Moving forward, the Charity is working closely with Woking Borough Council Officers and potential charitable partners to develop an innovative and sustainable operating model, utilising the Centres for the Community. The work of Woking Age Concern directly supports the Council's Health and Wellbeing priorities regarding isolation, loneliness, mental health and carers.

It is recommended that a grant of £10,000 should be awarded for 2022/23, noting the reduction of 50% applied for by the Group. In previous years the grant has been higher and the Charity is therefore seeking to reduce reliance on Woking Borough Council and to develop a more sustainable funding model. This grant will enable the Charity to continue providing their important services to Woking residents whilst they develop their new delivery model.

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<b>Recommendations</b>	
The Executive is requested to:	<b>RESOLVE That</b> , subject to the outcome of the Council’s budgetary process, a grant of £10,000 be awarded from the Community Grants Budget towards the operating costs of Woking Age Concern.
Reason for Decision	To enable older and more isolated members of community to receive befriending, information, support and emergency 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 support will be sent to successful applicants. Groups should not plan for the 2022/23 funding until this confirmation has been received.
Conditions	<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>
Performance Indicators	<p><b>Users.</b> The Organisation to provide a breakdown of the users.</p> <p><b>Activities.</b> The Organisation to provide details of activities and</p>

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	<p>events held.</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>
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.

### 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

## **Working Age Concern – Application For Financial Assistance**

## Woking Age Concern – Application For Financial Assistance

<b>1.0 Summary of Application</b>	
1.1 Status and Aims	<p>Age Concern Woking formed in 2004 and became operational in 2005. The aim of the Group is to promote the wellbeing of older people in the Woking Borough and to make later life as pleasant and worry free as possible. The Group's main activities are a 'friendship' service and an information and support line. Age Concern Woking also offers emergency help for those who have no one else to turn to.</p> <p>The Group is based at offices in the Moorcroft Centre.</p>
1.2 Employees	4, comprising of two office-based Support Officers and a community-based Senior Client Liaison Officer and Client Liaison Officer.
1.3 Volunteers	46. The volunteers visit lonely older people in their own homes for at least an hour, on a weekly basis. They offer friendship and support to assist with feelings of loneliness and isolation, and report back any concerns. Some volunteers will also assist in emergency situations, such as early discharge from hospital with no help.
1.4 Clients/Users	<p>129, comprising:</p> <p>38 male</p> <p>91 female</p> <p>129 disabled</p> <p>2 ethnic minority</p> <p>129 resident in Woking</p> <p>2 aged 19-65</p> <p>127 aged 65+</p> <p>All services are free of charge to the users.</p>
1.5 Members	None.
1.6 Sum Requested	£10,000 (Revenue)
1.7 Project	<p>The Group states that now that the country is making steps out of restrictions, the overall cost of the pandemic is still not known, though it is clear that those already isolated, vulnerable and required to shield during the majority of 2020 and 2021 will need additional support now more than ever.</p> <p>The funding will enable Woking Age Concern staff to continue providing support and be the 'eyes' and 'ears' of the older generation who may have no one else to help them. The majority of clients have no access or 'know how' when it comes to technology and the Group would like to help and guide them.</p>
1.8 Cost breakdown:	Funding would assist with covering staffing and overhead costs.
1.9 Community Benefit	The applicant has advised that the issues of loneliness, especially in older men, is well documented as are the positive effects achieved even by simple processes such as regular visiting (befriending). The Group receives, on average, two referrals a week for the friendship service, often directly from the clients themselves, or from relatives or

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	<p>local social and health workers and other local charities. The Service received 831 calls in from April to September 2021 requesting information or support. Many calls are from people who do not have access to internet based helplines. Over 10% of the calls to the Group's information and support line are referred directly to the Council, for example Homelink, Careline and Community Meals.</p> <p>Older people who have hitherto been self-supporting and have never had the need to ask for help suddenly find that, due to increasing age or infirmity, they now need support. The Group advises that the level of phone calls received demonstrate the need for its services. The Group works with Moorcroft and local agencies including Careline, CAB, Homelink, Home Support, Community Meals and GPs. The Charity believes their services help relieve some of the strain off other, more specialised agencies.</p> <p>The Group continues to work closely with the Council and between September 2020 and August 2021 took on more than 40 referrals from the Social Prescribing, Careline and Homelink teams. All these referrals are older members of the community who feel lonely, isolated and in need of help. Each new referral client has been matched with a volunteer or a member of staff to support them and their individual needs.</p> <p>In addition to the above new referrals, 17 clients have been taken on from Friends of the Elderly befriending service which ended in April 2021.</p>
1.10 Covid-19 Impact	<p>As well as serious implications for clients' health, the Charity notes that it faces an uncertain future. It has had to reduce its activities in response to Covid-19. Face-to-face fundraising is on hold and it is now relying on social media to fill the fundraising gap. The Group relies heavily on donations from members of the public and so any change in spending habits would be detrimental.</p> <p>Face-to-face contact is essential when dealing with the older generation. Some clients have hearing and sight problems, others suffer from dementia. Society is becoming more reliant on social media / technology, but the older generation is falling into a gap which needs assistance.</p> <p>The Group notes that it needs to raise funds to stabilise itself and continue to serve members of the community who now more than ever need ongoing support and friendship.</p>

<b>2.0 Financial Background</b>	
2.1 Budget	<p>At the time of the application, the Group held £23,740 in the bank. The sum of £10,500 is held as a reserve and £4,000 received from the Coop Community Fund in November 2018 is held towards special projects and social events for clients and volunteers.</p> <p>The Group has submitted a budget for 2022/23 which shows an anticipated income of £60,000 against an anticipated expenditure of £70,350, resulting in an anticipated deficit of £10,350.</p>

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2.2 Accounts	The Group has submitted accounts for 2020/21 which show an income of £20,712 against expenditure of £75,183, resulting in a deficit of £54,471.
2.3 Support over the past five years	2021/22 – £20,000 2020/21 – £5,000 2019/20 – £5,000 2018/19 – £2,000 2017/18 – No grant awarded.

<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> <p>* Discretionary rate relief &amp; Concessionary rent – Age Concern Woking are a commercial tenant of a property owned by Woking Borough Council.</p>	<p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</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>
3.2 Assessment	<p>Woking Age Concern provide a vital support service to the isolated and lonely in Woking and have worked hard throughout the pandemic to keep many of the local elderly population connected. Moving forward, the Charity is working closely with Woking Borough Council Officers and potential charitable partners to develop an innovative and sustainable operating model, utilising the Centres for the Community. The work of Woking Age Concern directly supports the Council's Health and Wellbeing priorities regarding isolation, loneliness, mental health and carers.</p> <p>It is recommended that a grant of £10,000 should be awarded for 2022/23, noting that the reduction of 50% applied for by the Group. In previous years the grant has been higher and the Charity is therefore seeking to reduce reliance on Woking Borough Council and to develop a more sustainable funding model. This grant will enable the Charity to continue providing their important services to Woking residents whilst they develop their new delivery model.</p>	

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