

YOURSANCTUARY – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary

The Council has supported yourSanctuary for many years, providing funding initially under a tripartite arrangement with Surrey Police and Surrey County Council to provide outreach support in Woking. The positive work undertaken contributes greatly to the quality of life of the people who use the service. There is a diverse and strong range of services on offer to clients which forms an essential part of the support needed to increase the safety of the public and reduce the effects of Domestic Abuse in Woking.

The Charity has applied for revenue support of £24,449 in the coming year. The funding would support the costs of the Domestic Abuse Outreach and Helpline provision in Woking, whilst also contributing to the recruitment and development of volunteers to support the Helpline and the Community Outreach Programme. In its application, the Group has set out the clear and tangible benefits of the service in Woking, alongside the nature of Domestic Abuse indicating that a number of incidents go unreported and therefore a number of victims are not receiving support and help.

The services are now working back in the community as well as remotely and the helpline has continued to offer information and support. The majority of callers are worried friends or family rather than those directly affected. Knowing that many service users find telephone calling difficult, the online chat service has been extended from two hours per day to operating from 9.30am to 5pm Monday to Friday and from 7pm to 9pm on Friday evenings. The number of chat users has significantly increased as survivors find this is a less risky way of asking for help.

Following the commissioning process for the Surrey-wide Domestic Abuse outreach service (for adults and children) undertaken by Surrey County Council, resulting in yourSanctuary being successful in the tendering process, the new two-year contract began from 1 April 2020, with an option to extend for up to another two years. The Group expects that the contract will continue at least for the next financial year and is awaiting confirmation from the Joint Commissioning Group.

Your Sanctuary provide an essential service to the Borough to support those who are, or have, experienced domestic abuse. In addition they provide advice and help to professionals who are supporting survivors. Sadly domestic abuse continues to be a key crime priority for the Safer Woking Partnership due to the volume and impact that it has locally and nationally. The support that Your Sanctuary provides to survivors helps to reduce the devastating long term impact of the abuse that has been experienced by them and their families. This links to so much of the Council's Health and Wellbeing work, particularly around mental health.

In their application, Your Sanctuary has highlighted that the need for helpline advice and outreach support has substantially increased, with a 25% increase in demand for the helpline and outreach services since the pandemic began. This has been particularly notable during each of the lockdown periods, with families facing an increase in intimidation and abuse from the perpetrators. They aim to provide early intervention and support, which then reduces the risk of a crisis occurring. This means that the risk to an individual's mental and physical health is reduced, as is the potential cost of emergency housing, health and justice services.

The excellent and valued work of the Charity in the Borough, and the importance of the domestic abuse services provided during the Covid-19 period, is noted. In light of the Council's financial situation, it is recommended that the application be supported at the same level as last year with a reduction of 10%, equating to £21,800.

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Recommendations	
The Executive is requested to:	RESOLVE That , subject to the outcome of the Council's budgetary process, a grant of £21,800 be awarded from the Community Grants Budget towards the cost of the service.
Reason for Decision	To enable the excellent and valued work of the Group tackling Domestic Abuse to take place.
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>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>

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	<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 you hire out your venue/s you should ensure you have good processes in place for record keeping and checking if they are an appropriate group to be making the hire arrangements. The following are some of what should be considered:</p> <ul style="list-style-type: none"> • Basic details should be recorded to include speakers address, mobile phone number & organisation details. • Has the identity of the speaker been confirmed & is their organisation bona fide? Are they known to you? • Is the speaker from the area? Are they UK citizens or from overseas & will they travel specifically for this event? • Consider checks on the internet to confirm the status of speaker to include website, YouTube or social media sites. • How many people are likely to attend (check previous or similar events either locally or online).
Performance Indicators	<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>Enquiries. The Organisation to provide a breakdown of the enquiries received during the last quarter.</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>
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>yourSanctuary was established in 1977 to meet the emotional and practical needs of those experiencing domestic abuse in Surrey. Its aims are to empower adult and child survivors of domestic abuse and enable them to rebuild and repair their lives. Protection is provided for survivors and their children alongside work towards breaking the cycle of domestic abuse, with awareness of it being raised within the community.</p> <p>To achieve these aims a free domestic abuse helpline service is available for all those affected by domestic abuse and are looking for confidential advice and support. It is the only organisation that offers a dedicated domestic abuse helpline service for the whole of Surrey.</p> <p>Refuge safe house accommodation is provided across two locations in Woking for women and their children who are fleeing domestic abuse. Key workers provide emotional and practical support via one to one and group work for the women, as well as specialist support for their children.</p> <p>The Group operates a community-based outreach service and works on a one to one basis with adults who are experiencing domestic abuse across North West Surrey, including those residing in Woking, Runnymede and Surrey Heath. Work is undertaken on a needs-led and strengths-based perspective to ensure that each client is treated as an individual. The outreach workers provide ongoing emotional and practical support as well as safety planning and joint work with agencies such as social services, housing and the Police.</p> <p>Group support work is available for women in the community through the Freedom Programme. Specialist support is provided in the community for children and young people through one to one and group programmes to help them recover from their experiences of domestic abuse whilst building self-esteem and confidence.</p>
1.2 Employees	<p>28. Led by the Chief Executive, there are two Operational Managers who run all of the yourSanctuary frontline support services. The Charity is supported by a Finance Manager, a Finance Assistant and a full-time Office Administrator. The helpline is run by two part-time Helpline Advisors and fundraising is managed by a Community and Corporate Fundraising Manager.</p> <p>The volunteers are recruited through a Volunteer Recruitment Manager. The refuges are supported by three Team Leaders and four Support Workers.</p> <p>There is a refuge children's team that is managed by the Children's Team lead and there are two children's workers. A Buildings and Facilities Manager works between the two refuges and the office.</p> <p>The outreach service is managed by two team leads, supported by 2 outreach workers, 2 outreach workers, a part-time male outreach service and a part-time outreach volunteer co-ordinator. The children's outreach service is supported by 4 members of staff.</p>
1.3 Volunteers	60. Volunteers play a vital role in supporting the delivery of the range

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	<p>of services at yourSanctuary. The Centre recruits and trains volunteers from across Surrey and there are a wide range of volunteer roles that deliver support to those who are affected by domestic abuse in Woking.</p> <p>The range of work carried out by volunteers is as follows: daytime and evening helpline volunteers, reception and administrative office roles, specialist counsellor volunteers, refuge gardeners, children's play and support roles, community group work volunteers, outreach first response volunteers, schools awareness support volunteers, marketing and fundraising support roles (the Board of Trustees are all volunteers).</p>										
1.4 Clients/Users	<p>970 referrals to outreach, comprising:</p> <p>116 male</p> <p>847 female</p> <p>113 disabled</p> <p>102 ethnic minority</p> <p>611 resident in Woking:</p> <p>1 aged 6-10</p> <p>6 aged 11-18</p> <p>848 aged 19-65</p> <p>41 aged 65+</p> <p>In addition, there were 4,856 calls to the Helpline.</p>										
1.5 Members	None.										
1.6 Sum Requested	£24,449 (Revenue)										
1.7 Project	<p>The grant funding will be used to support domestic abuse outreach and helpline services in the Borough of Woking. The grant will contribute towards the helpline advisor roles, enabling the continued improvement and development of the free and confidential helpline service, ensuring a high quality response to all those who make contact for help.</p> <p>The grant will contribute to the recruitment and development of volunteers to support the helpline, ensuring its delivery for 365 days per year, as well as the community outreach service in Woking.</p> <p>It would also be allocated towards the costs of the outreach staff team and the recruitment and development of community outreach service volunteers. The team works directly with clients and their families within Woking, providing them with the vital support and advice they would need to recover from the short and long term damage caused by domestic abuse.</p>										
1.8 Cost breakdown:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Staff and supervision costs</td> <td style="text-align: right;">£18,542</td> </tr> <tr> <td>Volunteer recruitment and support</td> <td style="text-align: right;">£1,994</td> </tr> <tr> <td>Contribution to organisation core costs</td> <td style="text-align: right;">£1,248</td> </tr> <tr> <td>Outreach travel expenses</td> <td style="text-align: right;">£700</td> </tr> <tr> <td>Telephone costs (helpline and mobile)</td> <td style="text-align: right;">£638</td> </tr> </table>	Staff and supervision costs	£18,542	Volunteer recruitment and support	£1,994	Contribution to organisation core costs	£1,248	Outreach travel expenses	£700	Telephone costs (helpline and mobile)	£638
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<p>1.9 Community Benefit</p>	<p>The number of people likely to benefit from the service in Woking is likely to be around 700. The aim is to undo the short and longer term effects of domestic abuse and to empower women and their children to live fulfilling lives that are free from fear.</p> <p>The helpline is dedicated to giving those who reach out to yourSanctuary the information and advice they need. The community outreach service provides emotional and practical support, with referrals received from a variety of agencies including the police, health professionals, children's services and yourSanctuary helpline.</p> <p>Outreach workers support on average 30 to 40 clients at any one time and offer a wide range of services which include: risk assessment and safety planning, access to counselling, access to legal clinics, advocacy and support. The work undertaken by the outreach programme ranges from one to one client meetings to group support and awareness raising initiatives.</p> <p>The focus is to improve the safety of families affected by domestic abuse, improve their understanding of the issues and impacts of domestic abuse, improve parenting skills and help to develop positive lifestyle coping strategies.</p>										
<p>1.10 Covid-19 Impact</p>	<p>There has been an increase of 25% in demand for the service provided by yourSanctuary since the first lockdown as women and children affected by domestic abuse had to continue to live with their abuser. The short and long term emotional and physical toll of lockdown on survivors will be heavy. For those who are separated from their abuser, many have found harassment and stalking behaviours have increased and are encountering more issues around child contact and maintenance payments. The Charity's experience indicates that perpetrators of domestic abuse have used lockdown as a means to further harass their ex-partner. Children affected by domestic abuse are also unable to access support and, as they were unable to attend school or any of their other activities, have been feeling even more vulnerable.</p> <p>The services are now working back in the community as well as remotely and the helpline has continued to offer information and support. The majority of callers are worried friends/family rather than those directly affected. Knowing that many service users find telephone calling difficult, the online chat service has been extended from two hours per day to operating from 9.30am to 5pm Monday to Friday and from 7pm to 9pm on Friday evenings. The number of chat users has significantly increased as survivors find this is a less risky way of asking for help.</p> <p>The community outreach service is working with Surrey Police to deal with high risk survivors in rapid time, with a phone call every morning to discuss any new cases. Subsequent work takes place with the Police to develop a risk management plan to quickly and safely deal with the issues. The Charity is able to access civil court orders using</p>										

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a remote application process to help obtain emergency non-molestation orders to keep families safe.

2.0 Financial Background

2.1 Budget	<p>At the time of the application, the Group held £938,980 in the bank. The reserves are unusually high at this time as a full years' funding from Surrey County Council for the main refuge and children's outreach services has been received (usually provided in two six month tranches). In addition, there is the sum of £201,787 reserved for the children's outreach service, helpline development, complex needs services in refuge, as well as ongoing refurbishment of the new Woking refuge.</p> <p>The Group has submitted a budget for 2022/23 which shows an anticipated income of £1,241,764 against an anticipated expenditure of £1,338,296, resulting in an anticipated deficit of £96,532.</p>
2.2 Accounts	<p>The Group has submitted accounts for 2020/21 which show an income of £1,488,565 (£871,293 in 2019/20) against expenditure of £1,128,131 (£842,137 in 2019/20), resulting in a surplus of £360,434 (a surplus of £29,156 in 2019/20). The sum of £858,849 was carried forward at the end of the 2020/21 year.</p>
2.3 Support over the past five years	<p>2021/22 – £24,250 2020/21 – £20,000 2019/20 – £19,200 2018/19 – £19,200 2017/18 – £19,200</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 ○ Quality Mark ○ Other funding sources pursued ○ Other support by the Council ○ Fundraising ○ Two quotes ○ Regular monitoring provided previously <p>* mandatory rate relief, discretionary rate relief, concessionary rent.</p>	<p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>Yes *</p> <p>Yes</p> <p>N/A</p> <p>Yes</p>
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3.2 Assessment

Your Sanctuary provide an essential service to the Borough to support those who are, or have, experienced domestic abuse. In addition they provide advice and help to professionals who are supporting survivors. Sadly domestic abuse continues to be a key crime priority for the Safer Woking Partnership due to the volume and impact that it has locally and nationally. The support that Your Sanctuary provides to survivors helps to reduce the devastating long term impact of the abuse that has been experienced by them and their families. This links to so much of our Health and Wellbeing work, particularly around mental health.

In their application, Your Sanctuary has highlighted that the need for helpline advice and outreach support has substantially increased, with a 25% increase in demand for the helpline and outreach services since the pandemic began. This has been particularly notable during each of the lockdown periods, with families facing an increase in intimidation and abuse from the perpetrators. They aim to provide early intervention and support, which then reduces the risk of a crisis occurring. This means that the risk to an individual's mental and physical health is reduced, as is the potential cost of emergency housing, health and justice services.

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 £21,800 for 2022/23.

REPORT ENDS