

**AGE CONCERN WOKING – APPLICATION FOR FINANCIAL ASSISTANCE**

**Executive Summary**

Formed in 2005, the main activities of Age Concern Woking are a friendship service and an information and support line. The Group is applying for a grant of £5,000 to employ a new member of staff for 10 hours per week, who would assist the Group with improving its service. The applicant has indicated that at present the staff members provide a number of hours each week on a voluntary basis. By increasing the hours, the Group aims to increase the number of older people supported throughout the Borough by approximately 140 individuals. The Group would also seek to increase the number of volunteers, improve awareness of the services available and encourage people living in sheltered accommodation to socialise more with each other.

Between 2008 and 2017, the Council had supported Age Concern Woking with an annual payment of £5,000 towards general running costs. In December 2016 the Executive took the decision not to provide any funding support in 2017/18. The decision followed concern by the Council's Strategic Director over a lack of joint working across the wellbeing network along with some incorrect or outdated information being provided. However, last year it was felt that these issues had been rectified and a grant of £2,000 was awarded.

The Group indicates that the increasing demand for its services demonstrates that it is valued by the community. The flexibility of its operation means that it can often visit people at short notice and is prepared to take on cases which others may not be equipped to handle. It is the only formally organised Friendship Service in the Borough and there is a waiting list for the service. The Group is in touch with many organisations working with older people in the Woking area, in particular referrals to and from Homelink and Careline.

Taking into account the consultee comments, it is noted that closer working with the Council's Living and Ageing Well Co-ordinator would be beneficial, which can be progressed under the new Joint Working condition of grant. In view of the vital work undertaken by the Group, it is proposed that the Council provides a grant of £5,000 during 2019/20 towards the cost of increased working hours.

**Recommendations**

The Executive is requested to:	<b>RESOLVE That</b> funding of £5,000 be agreed towards the core costs of Age Concern Woking for 2019/20.
Reason for Decision	To continue to support the unique services for the elderly in the coming year.
Legal Authority	S142 Local Government Act 1972
Conditions	<b>Accounts.</b> 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.  <b>Monitoring Information.</b> The Organisation must submit quarterly monitoring information as a measure of its achievements. Failure to

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	<p>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 all literature and leaflets produced.</p> <p><b>Payments.</b> 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><b>Payment Period.</b> 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><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>Venue Hire.</b> 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"> <li>• Basic details should be recorded to include speakers address, mobile phone number &amp; organisation details.</li> <li>• Has the identity of the speaker been confirmed &amp; is their organisation bona fide? Are they known to you?</li> <li>• Is the speaker from the area? Are they UK citizens or from overseas &amp; will they travel specifically for this event?</li> <li>• Consider checks on the internet to confirm the status of speaker to include website, YouTube or social media sites.</li> <li>• How many people are likely to attend (check previous or similar events either locally or online).</li> </ul>
Performance Indicators	<p><b>Users.</b> The Organisation to provide a breakdown of the users in the past quarter.</p> <p><b>Activities.</b> The Organisation to provide details of activities and events held during the last quarter.</p> <p><b>Enquiries.</b> The Organisation to provide a breakdown of the enquiries received during the last quarter.</p> <p><b>Publicity.</b> The Organisation to advise how the Council's support has been publicised over the last quarter.</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 2019/20 does not imply that a similar application in 2020/21 would be supported. In</p>

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particular, it is emphasised that the Council is unlikely to be in a position to award any sums above the 2019/20 levels.

In view of this, the applicant is to be advised to ensure that contingency plans for the Group's operations for 2020/21 have been drawn up in the event that the Council is unable to continue its support beyond April 2020. 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:**

2019/20 Application Form.

### **Reporting Person:**

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### **Contact Person:**

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### **Portfolio Holder:**

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### **Shadow Portfolio Holder:**

Cllr Ian Eastwood  
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### **Date Published:**

4 December 2018

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<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	5, comprising of the Manager (20 hours per week), Client Liaison Officer (15 hours per week) and three Support Officers (17, 15 and 6 hours per week).
1.3 Volunteers	73. The volunteers visit lonely older people in their own homes for at least an hour, on a weekly basis. They offer friendship and support and report back any concerns. Some volunteers will also assist in emergency situations, such as early discharge from hospital with no help. Volunteers also help with two annual social gatherings and fundraising.
1.4 Clients/Users	<p>108, comprising:</p> <p>36 male</p> <p>72 female</p> <p>108 disabled</p> <p>15 ethnic minority</p> <p>108 resident in Woking</p> <p>108 aged 65+</p> <p>All services are free of charge to the users. Around 70% of the users are aged 85 years old.</p>
1.5 Members	None.
1.6 Sum Requested	£5,000 (Revenue)
1.7 Project	<p>The funding requested is to employ a new member of staff intended primarily to expand the friendship services into Sheltered Housing where there is a recognised issue of loneliness. Working in close coordination with existing Council services, Age Concern Woking would substantially increase the number of clients visited on a regular basis and incorporate new social opportunities and events targeted at this group.</p> <p>The extra member of staff will help ensure there is consistent availability to cover emergency situations at all times, currently undertaken by paid staff acting in a volunteer capacity. These are normally situations that are too minor to involve the emergency services but too major for the client to cope with alone.</p> <p>The Applicant has advised that the Group anticipates working closely with existing Woking Borough Council centres, such as Moorcroft,</p>

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	Brockhill and Home from Hospital.
1.8 Cost breakdown:	Salary for one additional staff member, 10 hours a week @ £10.50 per hour = £5,460 per annum
1.9 Community Benefit	<p>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 local social and health workers and other local charities. The Service received 147 calls between April 2017 to March 2018 requesting information or support. Many calls are from people who do not have access to internet based helplines.</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>Through the application, Age Concern Woking is seeking to increase its client base by 30%, extend its friendship services and double the bank of active volunteers to give friendship and support to these extra clients. In excess of 750 older people would benefit from the information and support service.</p>

<b>2.0 Financial Background</b>	
2.1 Budget	<p>At the time of the application, the Group held £155,000 in the bank. The sum of £125,000 is reserved for Property Endowment Fund</p> <p>The Group has submitted a budget for 2019/20 which shows an anticipated income of £15,035 against an anticipated expenditure of £58,575, resulting in an anticipated deficit of £43,540. The deficit will be funded from the Group's Empowerment fund.</p> <p>Anticipated income includes grants including Woking Borough Council (£5,000), fundraising (£1,713) and rent of the flat (£4,476). Items of expenditure include salaries and related costs (£51,150), staff and volunteer travel (£836), stationary supplies (£1,356), telephone and internet (£1,081), charity insurance (£315) and rent, light and heating bills (£2,000).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2017/18 which show an income of £16,918 (£9,278 in 2016/17) against expenditure of £60,198 (£48,349 in 2016/17), resulting in a deficit of £43,280 (a deficit of £39,071 in 2016/17). The sum of £193,677 was carried forward at the end of the 2017/18 year.</p>
2.3 Support over the past five years	<p>2018/19 – £2,000                  2016/17 – No grant awarded.                  2015/16 – £5,000</p>

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2014/15 – £5,000 2013/14 – £5,000
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### 3.0 Assessment of Application

3.1 Key Information	<ul style="list-style-type: none"> <li>○ Constitution <span style="float: right;">Yes</span></li> <li>○ Registered Charity <span style="float: right;">Yes</span></li> <li>○ VAT Registered <span style="float: right;">Yes</span></li> <li>○ Equal Opportunities Policy <span style="float: right;">Yes</span></li> <li>○ Safeguarding Policy <span style="float: right;">Yes</span></li> <li>○ Reserves Policy <span style="float: right;">Yes</span></li> <li>○ Quality Mark <span style="float: right;">No</span></li> <li>○ Other funding sources pursued <span style="float: right;">Yes</span></li> <li>○ Other support by the Council <span style="float: right;">Yes*</span></li> <li>○ Fundraising <span style="float: right;">Yes</span></li> <li>○ Two quotes <span style="float: right;">N/A</span></li> <li>○ Regular monitoring provided previously <span style="float: right;">Yes</span></li> </ul> <p>*Mandatory rate relief</p>
3.2 Consultee Comments	<p><u>Sylvie Marshall, Community Development Manager</u></p> <p>The application is for an additional member of staff to provide support to existing staff to enable the improvement and expansion of the services currently offered. The volunteers for the organisation visit lonely and vulnerable older people in the comfort of their own home offering both friendship and support as needed. This service is extremely beneficial for some of the more vulnerable members of the community. This service supports the work undertaken by the Home Independent Team within the Council and this partnership work should be encouraged and expanded where possible. Therefore I would recommend the support of the application and that a grant of the £5,000 requested be approved.</p>
3.3 Assessment	<p>Age Concern Woking has this year applied for a grant of £5,000 to enable it to expand the offer of services by employing another member of staff (10 hours per week) to support the existing team. The Applicant has indicated that at present the staff members provide a number of hours each week on a voluntary basis. By increasing the hours worked, the Group aims to reach out to more of the elderly community (approximately 140 additional individuals). The Group would also seek to increase the number of volunteers, improve awareness of the services available and encourage people living in sheltered accommodation to socialise more with each other.</p> <p>Between 2008 and 2017, the Council had supported Age Concern Woking with an annual payment of £5,000 towards general running costs. In December 2016 the Executive took the decision not to provide any funding support in 2017/18. The decision followed concern by the Council's Strategic Director over a lack of joint working</p>

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across the wellbeing network along with some incorrect or outdated information being provided. However, last year it was felt that these issues had been rectified and a grant of £2,000 was awarded.

Sources of client referrals during 2017/18 were family (28%), self (19%), social services (19%), home from hospital (18%), Careline (9%) and mental health (2%). Help provided by the Charity centres on the friendship service though can include shopping, transport, cleaning, form filling, handyman referral and liaison with local agencies as require. Over 12% of the calls to the Group's information and support line are referred directly to the Council, for example Homelink, Carline and Community Meals.

The Group indicates that the demand for its services demonstrates that it is valued by the community. The flexibility of its operation means that it can often visit people at short notice and is prepared to take on cases which others may not be equipped to handle. It is the only formally organised Friendship Service in the Borough and there is a waiting list for the service. The Group is in touch with many organisations working with older people in the Woking area, in particular referrals to and from Homelink and Careline. In view of the vital work undertaken by the Group, it is proposed that the Council provides a grant of £5,000 during 2019/20 towards the cost of increased working hours.

REPORT ENDS