

## OUTLINE – APPLICATION FOR FINANCIAL ASSISTANCE

### Executive Summary

Outline provides a confidential telephone helpline and social group meetings to support lesbian, gay, bisexual or transgender individuals, the only charitable organisation in Surrey offering such a support service. The Group is based in Woking and is run by dedicated volunteers.

It is a small local charity which struggles to raise the money necessary to maintain its services, and is particularly restricted on advertising its services because of costs. The Group struggles to raise its profile, and a lack of funds is likely to see a fall in the number of contacts made, both through the email and telephone services, and through the Outcrowd social group.

The main services which Woking residents benefit from is the monthly face to face support provision and the telephone helpline provision which have both been running for many years. The Group helps people to feel less isolated, improves mental health wellbeing and enables lesbian, gay, bisexual and transgender residents to make friends with likeminded people in a safe environment.

The Group has applied for revenue funding of £6,000 and capital funding of £1,000 during the 2019/20 financial year. In 2017 Outline moved from Provincial House to Export House which led to.

The Group has been supported by the Council over a number of years and has seen its services reach more and more individuals. The capital funding requested represents a slight increase on the level awarded for the current year, which stands at £5,636. The increase in funding reflects the additional revenue costs for cleaning as required by their lease for Export House following their move from Provincial House.

Outline continues to provide an essential support service across the Borough and the County as a whole, and it is recommended that the Council approve its financial revenue support at the requested level of £6,000 for the 2019/20 financial year.

In regard to the capital funding requested, it is recommended that one-off funding of £1,000 is awarded towards the cost of a server and three hard drives, subject to presentation of invoices or receipts. The Council would normally limit any capital support to 50% of the costs, unless exceptional circumstances can be shown. In the case of Outline, the Group has a low level of unrestricted reserves and the meeting even 50% of the cost of the equipment would have a significant impact on the money available. It is therefore recommended that the Executive makes an exception to the normal approach to capital awards, and agrees one-off capital funding of 100% of the costs of the equipment up to a maximum of £1,000. The capital funding will be met from the Council's Community Fund budget.

### Recommendations

The Executive is requested to:

#### RESOLVE That

- (i) a revenue grant of £6,000 be awarded towards the cost of running the helpline and the support group; and
- (ii) a one-off capital grant of up to a maximum of £1,000 be awarded from the Community Fund towards the costs of a new

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	server and three hard drives.
Reason for Decision	To provide support for the organisation and its operating costs.
Legal Authority	S142 Local Government Act 1972
Conditions	<p><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.</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 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>Invoices / Receipts.</b> In order to claim an element of the funding, the Organisation must submit paid invoices or receipts relating to equipment purchased or services provided.</p> <p><b>Homelessness Reduction Act 2017.</b> 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><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> </ul>

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	<ul style="list-style-type: none"><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 particular, it is emphasised that the Council is unlikely to be in a position to award any sums above the 2019/20 levels.</p> <p>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.</p>

**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:**

Cllr Ayesha Azad  
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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>Outline is a dedicated charity helping the lesbian, gay, bisexual and transgender (LGBT) community in Surrey and beyond for over 16 years. It operates a telephone helpline which is open from 7:30pm to 10pm every Tuesday, Thursday and Sunday alongside email support. In addition, a monthly support group is run in Woking Town Centre entitled Outcrowd which provides a safe place for individuals people to make friends and reduce their sense of social isolation. Outreach is also undertaken at public events or in corporate forums with the aim of raising awareness of discrimination, mental health issues and any other matters relevant to the LGBT population in Surrey.</p>
1.2 Employees	None.
1.3 Volunteers	<p>33. Volunteers work on the helpline and at the support group meetings. In addition they also help with other activities such as organising events, back office administration, mailshots and other outreach activities.</p> <p>Outline is a completely volunteer led and run organisation, with the majority working on the helpline and the support group. This involves offering support, guidance and signposting people questioning or struggling to come to terms with their sexuality or gender identity. The Group uses counselling type skills to provide a listening ear in order to support people with the difficulties they experience in discovering they have an alternative sexual orientation or gender identity.</p> <p>Each volunteer goes through in-depth face-to-face group training and one-to-one mentoring to ensure they are fully equipped to support the local LGBT community. The key skill used is “active listening”, a communication technique which requires the listener to feedback what they hear to the speaker by a way of paraphrasing what they have heard in their own words, to confirm what they have heard and to confirm the understanding of both parties. Volunteers also rely on the Charity’s extensive library of information (including events, other charities, services and associations) to signpost relevant resources to service users. The work also helps to reduce any sense of isolation in the community which may be felt.</p>
1.4 Clients/Users	<p>1,321, comprising:</p> <p>880 male</p> <p>441 female</p> <p>132 resident in Woking</p> <p>20 aged 11-18</p> <p>1,291 aged 19-65</p> <p>10 aged 65+</p> <p>There is no charge to users of the Charity.</p>
1.5 Members	<p>16, comprising:</p> <p>12 male</p> <p>4 female</p>

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	<p>2 disabled 1 ethnic minority 5 resident in Woking 16 aged 19-65</p> <p>The purpose of membership is to provide support to the organisation whereas volunteers provide a time commitment to delivering services undertaken by Outline, for example working on a shift of the helpline or supporting an Outcrowd event. The Group has carefully considered the option of charging service users to attend the support group, however the management committee feels that it would be inappropriate for vulnerable people accessing the service, particularly as there is no similar or alternative provision in the county.</p>
1.6 Sum Requested	£6,000 (Revenue) and £1,000 (Capital)
1.7 Project	<p>Provision of revenue support for:</p> <ul style="list-style-type: none"> <li>• Monthly Outcrowd meetings – free-to-attend LGBT social safe space meetings in central Woking (current location: The Maybury Centre, Board School Rd);</li> <li>• Phone and email support to local LGBT population via the Helpline service;</li> <li>• Up-to-date information and signposting of local resources via its website;</li> <li>• Awareness raising of discrimination associated with sexuality (sexual orientation) and gender identities including supporting services users to report any hate crimes;</li> <li>• Participation and promotion of Outline’s charitable activities and support available at the first Surrey Pride to be held in Woking in August 2019.</li> </ul> <p>With regard to the capital costs requested, the Group would purchase a server and appropriate hard drives to develop a computer system setup with added stability. This is particularly driven by GDPR requirements alongside the need to securely store database files and work with them in compliance with the new legislation. It is intended that the server would host a database system for the Helpline which logs emails and responses without revealing personal information to volunteers on duty.</p>
1.8 Cost breakdown:	<p>This is based on actual costs incurred and significant increase in costs since moving to Export House.</p> <p><u>Helpline Operating Costs</u></p> <p>Phone and Internet - £884 Insurance - £556 Office Cleaning Costs (required by Export House lease) - £730 Volunteer Expenses - £1,000 Helpline Mailout and Promotion in Area - £1,500 Woking Outcrowd Venue and Advertising - £530 Volunteer Training - £500 Helpline Stationery - £300</p>

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	<p>Total Costs - £6,000</p> <p><u>Breakdown of Volunteer Expenses</u></p> <p>The figure is based on £6.41 per shift to cover cost of public transport and parking in the town centre for volunteers to deliver shifts, on the basis of 3 shifts per week and 52 weeks opening.</p> <p>Other volunteer expenses could include:</p> <ul style="list-style-type: none"><li>- Mileage 45 pence per mile (Average volunteer 10 miles)</li><li>- Train/Public transport costs (average helpline volunteer £10 per shift)</li><li>- Refreshments on full days training (£5 for breakfast lunch, £10 for dinner)</li><li>- Office Refreshments</li><li>- Printing and Paper costs for volunteers working outside of Office.</li></ul> <p><u>Capital Costs</u></p> <p>1 x server - £665</p> <p>3 x hard drives - £576</p> <p>Total - £1,241</p>
1.9 Community Benefit	<p>The Group states that according to Government estimates there could be circa 7,000 LGBT people living in the Woking area.</p> <p>Given how many LGBT people feel about their identities and through fear of discrimination it is unlikely that all of them answer openly in research projects. In addition, many organisations do not like to ask questions around sexual orientation but without such data it is difficult to know the extent of, or the needs of, the LGBT community within the borough.</p> <p>By providing a safe space for LGBT people, Outline will encourage them to live independently and safely. By providing information through work with partner agencies (health, police, local authority), the website and the support group, it would ensure that LGBT people have as much choice and control over their lives as possible, have information about the services and support available to them, and how these can be accessed in local and community settings. By providing a helpline and safe space, and through links with Surrey Police, it will work towards helping people remain safe from abuse.</p> <p>An annual awareness raising event helps LGBT people to become a more visible groups within the local community, breaking down barriers, encouraging community cohesion and demonstrating that Woking is a safe and inclusive town to live in.</p>

<b>2.0 Financial Background</b>	
2.1 Budget	<p>At the time of the application, the Group held £13,155 in the bank. Outline states that it will always use charitable funds for the purpose for which they were granted/donated. In times of difficulty Outline would look to scale back non-core activities and freeze discretionary spending.</p> <p>The core service to which Outline would be unable to operate as a charity without is a Helpline support service. Each year the trustees</p>

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	<p>review core helpline costs to continue to run the helpline and to train volunteers in order to ensure continuation of the core service can be provided.</p> <p>It is currently calculated that in order to meet core operating costs Outline should retain £6,000 of unrestricted funds.</p> <p>The Group has submitted a budget for 2019/20 which shows an anticipated income of £7,552 against an anticipated expenditure of £7,852, resulting in an anticipated deficit of £300.</p> <p>Anticipated income includes WBC Grant (£6,000) and NHS Surrey Grant (£1,552). Items of expenditure include Helpline (£1,869), Volunteering and Training (£1,136), General Admin (£1,107), Advertising (£1,050), Outreach and Awareness (£900).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2017/18 which show an income of £10,013 against expenditure of £9,241, resulting in a surplus of £772. The sum of £10,063 was carried forward at the end of the 2017/18 year.</p>
2.3 Support over the past five years	<p>2018/19 – £5,636 towards running costs.          2017/18 – £5,636 towards running costs and £983 for equipment.          2016/17 – £4,500 towards running costs.          2015/16 – £4,000 towards running costs.          2014/15 – £4,000 towards running costs.</p>

<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>* mandatory rate relief, discretionary rate relief, office facilities at Export House.</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>Yes</p> <p>Yes</p>
3.2 Consultee Comments	<p><u>Sylvie Marshall, Community Development Manager</u></p> <p>Outline is a volunteer led charity that aims to support the LGBT community in Surrey, providing a telephone helpline, email and website support and information and a monthly support group called 'Outcrowd' at the Maybury Centre.</p>	

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	<p>Outline has requested Capital funding of £1,000 to purchase a server and hard drives in order to build a professional and reliable system to work with, ensuring they are adhering to GDPR regulations. £6,000 of Revenue funding has also been requested to cover the operating costs of the organisation.</p> <p>There is a clear need for the services Outline provide given that the helpline used has doubled in the past year and so we would agree to continue the Borough's support of Outline as requested.</p>
3.3 Assessment	<p>Outline is a dedicated charity helping the LGBT community in Surrey and beyond. The Group is based in Woking and operates a telephone helpline which is open from 7.30pm to 10pm every Tuesday and Sunday. Volunteers also use additional Thursday evenings to respond to e-mail enquiries. In addition the Group runs a monthly support group, Outcrowd, in Woking Town Centre. Outline also organises an annual event in the Town Centre, the International Day against Homophobia, Biphobia and Transphobia.</p> <p>The Group has applied for revenue funding of £6,000 for the 2019/10 financial year. This represents a small increase on the current year's level of support which stands at £5,636 and reflects the additional costs the Charity has incurred following its move from Provincial House to Export House.</p> <p>Included in the application is a request for £1,000 towards the cost of a server and hard drives to provide further confidentiality for its users, driven by the recent GDPR legislation.</p> <p>It is clear that the service adds value and improve the lives of vulnerable groups by encouraging LGBT people to lead less isolated lives and ensure they have access to an appropriate support service. Having a regular safe space in Woking works towards ensuring a diverse community can continue to flourish. The Group also sets out evidence of cases of individual support to those suffering from anxiety or depression due to their sexual orientation or sexual identity. It has also assisted where individuals have been victims of hate crime.</p> <p>The Group has regular input each month from public health workers in the National Health Service (Central and North West London) who are on hand to provide appropriate advice, information and support, and tackle health inequalities and improve wellbeing outcomes for residents. The Group also provides liaison with other partner agencies (the NHS, Police and the Borough Council) to ensure that lesbian, gay, bisexual and transgender people have as much choice and control over their lives as possible by having information about the services available to them.</p> <p>The application highlights that people who access the services are usually suffering from some form of anxiety. They may be isolated, confused, scared, feeling bad about themselves, low mood, depression, or a combination of the above. The Group has noted an improvement in all repeat service users, through their own emotional or personal circumstances. There are no other dedicated services specifically for LGBT people within the borough, or in the whole of Surrey.</p> <p>In the most recent monitoring information supplied by the Group for the period from July to September 2018, a total of 107 referrals were received, with an overall number of 187 since the start of the financial</p>

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year alongside a total of 12 Outcrowd sessions. Regarding the Helpline, there have been a total of 49 users equating to the provision of around 12 hours telephone support since the start of the financial year.

The Group has been supported by the Council over a number of years and has seen its services reach more and more individuals. It continues to provide an essential support service in the Borough and County and it is recommended that the Council approve its financial revenue support at the requested level of £6,000 for the 2019/20 financial year.

In regard to the capital funding requested, it is recommended that one-off funding of £1,000 is awarded towards the cost of a server and hard drives. The Group has a low level of unrestricted reserves and the cost of the equipment would have a significant impact on the money available. It therefore recommended that the Executive makes an exception to the normal approach to capital awards, and agrees one-off capital funding of up to a maximum of £1,000 to enable the Charity to purchase the equipment outright. The funding would be subject to presentation of receipts for the purchases.

REPORT ENDS