

**SURREY DRUG AND ALCOHOL CARE LTD – APPLICATION FOR FINANCIAL ASSISTANCE**

**Executive Summary**

Surrey Drug and Alcohol Care (SDAC) operates a 24 hour telephone service offering free advice and support to drug and alcohol users along with their significant others, along with a telephone counselling service providing structured interventions by BACP trained contracted professional counselling.

From inception to March 2018 the project was funded by Surrey County Council. The funding from Surrey County Council has been reduced although the Helpline continues to be funded by the County Council. The Group is therefore seeking funding for its telephone counselling service.

In 2017-8 the team took over 1,300 calls, with 222 Callers referred onwards to treatment services. From this total 10% of clients were in the criminal justice system due to offences related to or committed under the influence; 17% of those who worked were in danger of losing their jobs; 14% had experienced domestic violence; and 12% had children on the Child Protection Register or other social services involvement.

The Group is applying for revenue support of £6,000 towards its telephone counselling service. Around 50-60 people from Woking are provided with the service each year. Reserves are held by the Group equating to four months' annual expenditure. Taking into account the consultee comments which note that the service provided by the Charity is well aligned to the Council's Health and Well-being priorities and has a far reaching benefit to the local community, it is recommended that the application be approved and a grant of £6,000 be awarded towards its telephone counselling service.

**Recommendations**

The Executive is requested to:	<b>RESOLVE That</b> a grant of £6,000 be awarded towards the telephone counselling service.
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Reason for Decision	The structured counselling interventions provided by the Group would be of benefit to users of drugs and alcohol based in the Borough.
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Legal Authority	S142 Local Government Act 1972
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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>
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## Surrey Drug and Alcohol Care Ltd – Application For Financial Assistance

	<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>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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**Date Published:**

4 December 2018

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<b>1.0 Summary of Application</b>	
1.1 Status and Aims	<p>Surrey Drug and Alcohol Care (SDAC) is a registered charity founded in 1986 to provide support to drug and alcohol users within the County, along with their concerned friends and relatives.</p> <p>SDAC operates a confidential telephone helpline which is open to callers 24 hours a day, 365 days a year. Help and support is offered to anyone who is concerned about the problems caused by drugs and alcohol. Callers could be users, parents, siblings or friends of users. In addition, referrals into professional treatment services are available for residents within the county.</p> <p>SDAC also runs a Telephone Counselling Service (TCS). A team of professional British Association for Counselling and Psychotherapy accredited counsellors provide the service which offers clients up to a maximum of 12 counselling sessions, free of charge. Additionally, SDAC runs an outreach programme for Surrey schools and colleges. The aim is to identify and raise awareness of the risks associated with drugs and alcohol and also to provide information on available services.</p>
1.2 Employees	SDAC has no paid employees. However individuals who receive payment for their services are self-employed service contractors, such as Counsellors, the Counselling Team Leader, and the Administrator.
1.3 Volunteers	35. The volunteers operate the 24 hour Freephone helpline. A volunteer administrator is also engaged to carry out basic office tasks. A number of volunteers are ex-clients themselves and use their experiences to help others. All volunteers are trained for working with people who have incurred substance misuse along with a range of other specialisms.
1.4 Clients/Users	<p>548, comprising:</p> <p>290 male</p> <p>258 female</p> <p>54 ethnic minority</p> <p>60 resident in Woking</p> <p>520 aged 19-65</p> <p>28 aged 65+</p> <p>All services are provided free of charge.</p>
1.5 Members	None.
1.6 Sum Requested	£6,000 (Revenue)
1.7 Project	The Group has applied for funding towards its Telephone Counselling Service to people affected by their own or another person's drug or alcohol issue. The service has been designed and implemented to BACP standards. The team of BACP-accredited counsellors offers individuals a 12-session programme of one-hour counselling sessions to address issues arising from their substance use. The sessions are conducted over the telephone. Upon referral clients are contacted

## Surrey Drug and Alcohol Care Ltd – Application For Financial Assistance

	<p>within three days and offered a counselling session immediately (rather than just a date in the future). The Group can arrange the sessions flexibly around the needs of the individual. Clients can take the call from where they feel comfortable and would not be overheard.</p>														
<p>1.8 Cost breakdown:</p>	<p>The annual budget for SDAC during the current year is set out below:</p> <table border="1" data-bbox="507 383 1094 846"> <tr> <td>Service Contractors</td> <td style="text-align: right;">£110,040</td> </tr> <tr> <td>Administration Costs</td> <td style="text-align: right;">£1,260</td> </tr> <tr> <td>Service Provision Costs</td> <td style="text-align: right;">£17,500</td> </tr> <tr> <td>Operational Costs</td> <td style="text-align: right;">£6,180</td> </tr> <tr> <td>Recruitment &amp; Training Costs</td> <td style="text-align: right;">£200</td> </tr> <tr> <td>Counsellors Expenses</td> <td style="text-align: right;">£5,220</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: right;"><b>£140,400</b></td> </tr> </table>	Service Contractors	£110,040	Administration Costs	£1,260	Service Provision Costs	£17,500	Operational Costs	£6,180	Recruitment & Training Costs	£200	Counsellors Expenses	£5,220	<b>Total</b>	<b>£140,400</b>
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<b>Total</b>	<b>£140,400</b>														
<p>1.9 Community Benefit</p>	<p>The service supports between 500 and 600 people each year (2017/8 - 527 substance misusers and 21 significant others).</p> <p>The benefits to users include: improvement in long and short-term physical and mental health; support addressing other life issues, where mainstream help may not be available due to the ongoing presence of substances; and reducing likelihood of family breakdown and job loss.</p> <p>For the wider community benefits include: reduction in antisocial behaviour, crime and fear of crime; and less strain on public resources such as the NHS (A&amp;E, hospital beds occupied by people with a substance problem), the criminal justice system, Probation and Social Services.</p>														

<h3>2.0 Financial Background</h3>	
<p>2.1 Budget</p>	<p>At the time of the application, the Group held £53,765 in the bank. The sum of £23,150 is restricted for funding of the telephone helpline.</p> <p>The Group has submitted a budget for 2019/20 which shows an anticipated income of £224,350 against an anticipated expenditure of £212,500, resulting in an anticipated surplus of £11,850.</p> <p>Anticipated income includes Fundraising and Grants (£169,950) and Surrey County Council (£49,000). Items of expenditure include Service Contractors (£128,760), Operational Expenditure (£53,230), Advertising and Marketing (£13,400), Helpline Management Charge (£5,400) and Counsellors Expenses (£5,250).</p>
<p>2.2 Accounts</p>	<p>The Group has submitted accounts for 2017/18 which show an income of £164,973 (£172,690 in 2016/17) against expenditure of £165,856 (£152,098 in 2016/17), resulting in a deficit of £883 (a surplus of £20,592 in 2016/17). The sum of £53,766 was carried</p>

## Surrey Drug and Alcohol Care Ltd – Application For Financial Assistance

	forward at the end of the 2017/18 year.
2.3 Support over the past five years	New application.

<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>	<ul style="list-style-type: none"> <li>Yes</li> <li>Yes</li> <li>No</li> <li>Yes</li> <li>Yes</li> <li>Yes</li> <li>No</li> <li>Yes</li> <li>No</li> <li>Yes</li> <li>N/A</li> <li>N/A</li> </ul>
3.2 Consultee Comments	<p><u>Sylvie Marshall, Community Development Manager</u></p> <p>Surrey Drug and Alcohol Care (SDAC) operates a 24 hour telephone service offering free advice and support to drug and alcohol users along a telephone counselling service providing structured interventions by BACP trained contracted professional counselling.</p> <p>SDAC are requesting £6,000 in Revenue funding as they have lost the previous financial support from Surrey County Council for its telephone counselling service and are now seeking new funding for this service. It was noted in the review of this application that both the income and expenditure for the 2019/20 year have raised substantially. The group have identified that forecasts for coming years are a reflection of the costs and work involved in setting up a new funding department following the loss of Surrey County Council funding, which they hope will be offset by an increase in future funding.</p> <p>The work undertaken by this group is well aligned to the Council's Health and Well-being priorities and has a far reaching benefit to the local community therefore I would recommend that we support this application.</p>	
3.3 Assessment	<p>Surrey Drug and Alcohol Care (SDAC) operates a 24 hour telephone service offering free advice and support to drug and alcohol users along with their significant others, along with a telephone counselling service providing structured interventions by BACP trained contracted professional counselling. Each course of counselling lasts for a maximum of 12 weeks with sessions of one hour. Counsellors work from home, meaning that overheads are kept to a minimum and</p>	

## Surrey Drug and Alcohol Care Ltd – Application For Financial Assistance

making the service a most cost-effective way of providing support.

In 2010 SDAC was approached by Surrey DAAT to form a Telephone Counselling Service with the aim to reach out to clients in areas not engaging with standard counselling services, such as those with disabilities, people in rural areas without access to suitable transport, and those looking after children or with chaotic lifestyles. An initial two year trial was successful with the initial target of 100 clients being increased to 200 for the second year, with a subsequent increase of up to 400 in 2016. In each year SDAC notes that it has exceeded the target whilst always remaining under budget.

It is estimated that in Surrey around 220,000 people mis-use alcohol by drinking above the recommended limits and 3,000 people use drugs. Surrey DAAT identified that there were several sectors within the community that were not engaging with the standard 1-1 counselling services available for various reasons, some had disabilities while others lived in rural areas without access to suitable transport. People who were looking after children, those with demanding or erratic work schedules, chaotic lifestyles, or high-profile users also failed to take up the services available.

From inception to March 2018 the project was funded by Surrey County Council. It was removed from their budget due to general reductions in funding for drug and alcohol treatment services, however the Helpline continues to be funded by the County Council. Since starting to fundraise for the Telephone Counselling Service a grant of £10,000 has been awarded from Awards for All. A fundraising department has been established to research and apply to grant-making Trusts and Foundations, which has resulted in donations from national and local trusts of £31,000 (in addition to the Awards for All funding) as well as a further two year commitment of £8,000.

In 2017-8 the team took over 1,300 calls, with 222 callers referred onwards to treatment services. From this total 10% of clients were in the criminal justice system due to offences related to or committed under the influence; 17% of those who worked were in danger of losing their jobs; 14% had experienced domestic violence; and 12% had children on the Child Protection Register or other social services involvement.

The Group is applying for revenue support of £6,000 towards its telephone counselling service. Around 50-60 people from Woking are provided with the service each year. Reserves are held by the Group equating to four months' annual expenditure. Taking into account the consultee comments which note that the service provided by the Charity is well aligned to the Council's Health and Well-being priorities and has a far reaching benefit to the local community, it is recommended that the application be approved and a grant of £6,000 be awarded towards its telephone counselling service.

REPORT ENDS