

**SURREY NORTH AREA CRUSE BEREAVEMENT CARE – APPLICATION FOR FINANCIAL ASSISTANCE**

**Executive Summary**

Surrey North Area Cruse Bereavement Care was formed in 1959 and provides free bereavement support for those suffering from the effects of grief. The Group supports individuals and families across five core services, namely on a one-to-one basis (usually in a client's home), group support, specialist services for children and young people, telephone support and email support.

The services are of enormous benefit for those who have suffered a bereavement, which can be devastating and debilitating. Without a local Cruse office covering Woking, there would be an extremely limited number of support options, with no available NHS support or other similar support services.

The Group currently works with over 400 individuals across Surrey, approximately a tenth of whom live in Woking. It is anticipated that between 40 and 50 individuals from the Woking area will seek the support of Cruse Bereavement Care in the coming year. No charges are levied against the users or clients. The service also benefits the families and friends of those individuals who receive direct support, reducing stress and concern – individuals can be affected in a variety of ways, including social confidence, ability to work, propensity for isolation and loneliness, engagement within the community and general mental health. During the current financial year the Group has supported 11 clients from Woking in quarter 1 and 23 clients from Woking during quarter 2.

The Executive awarded a grant of £8,850 for the current year. This year, the Organisation has applied for funding of £3,630 which equates to 10% of the running costs of the Counselling Service, representative of the running costs of the service to residents of the Borough. It is recommended that the application is supported and that a £3,630 is awarded for the 2019/20 financial year.

**Recommendations**

The Executive is requested to:	<b>RESOLVE That</b> a grant of £3,630 be awarded towards the running costs of the service in Woking.
Reason for Decision	The Council's support will ensure that the Organisation is able to continue to provide an essential service for individuals in the Borough who are directly affected by bereavement.
Legal Authority	S137 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</p>

## Surrey North Area Cruse Bereavement Care – Application For Financial Assistance

	<p>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>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><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>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>

## Surrey North Area Cruse Bereavement Care – Application For Financial Assistance

	<b>Statement of Use.</b> The Organisation to provide a statement stating the use to which the grant money has been put.
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

# **Surrey North Area Cruse Bereavement Care – Application For Financial Assistance**

## Surrey North Area Cruse Bereavement Care – Application For Financial Assistance

<b>1.0 Summary of Application</b>											
1.1 Status and Aims	The Organisation was formed in 1959. It provides free bereavement support for those suffering from the effects of grief. The five core services are one-to-one support, group support, specialist services for children and young people, telephone support and email support. The initial one-to-one assessment appointment is arranged within two weeks of initial contact with the Helpline.										
1.2 Employees	Two comprising the Area Coordinator (21 hours per week) and the Allocations Secretary (7 hours per week).										
1.3 Volunteers	76, whose activities include face to face support, group support, telephone support, specialist support for children and young people, administration support and training.										
1.4 Clients/Users	401, comprising: 85 male 316 female 3 disabled 31 ethnic minority 32 resident in Woking 3 aged 0-5 10 aged 5-10 18 aged 11-18 324 aged 19-65 46 aged 65+ No charges are levied to the users.										
1.5 Members	None.										
1.6 Sum Requested	£3,630 (Revenue)										
1.7 Project	Over the coming year, Cruse Bereavement Care expects to directly support over 400 clients, 40-50 of whom will reside in the Woking area. The funding will contribute to payroll, central office core costs, volunteer travel expenses and office rent.  Central office core costs are a pro-rata charge levied on each Cruse area covering the cost of running central-office provided services after central income is deducted. It covers ICT (provision of website, social media, intranet, client database), national helpline and email support, standards and policies and training resources.										
1.8 Cost breakdown:	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 60%;">Payroll/salaries</td> <td style="text-align: right;">£16,000</td> </tr> <tr> <td>Central Office</td> <td style="text-align: right;">£8,800</td> </tr> <tr> <td>Volunteer travel</td> <td style="text-align: right;">£5,500</td> </tr> <tr> <td>Office rent</td> <td style="text-align: right;">£6,000</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: right;"><b>£36,300</b></td> </tr> </tbody> </table> <p>The organisation has requested £3,630 representing 10% of the</p>	Payroll/salaries	£16,000	Central Office	£8,800	Volunteer travel	£5,500	Office rent	£6,000	<b>Total</b>	<b>£36,300</b>
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## Surrey North Area Cruse Bereavement Care – Application For Financial Assistance

	overall costs for those who reside in the Borough.
1.9 Community Benefit	<p>The applicant has advised that, depending upon demand (which is generally increasing year-on-year), the Organisation expects to directly support over 400 clients, 40-50 of whom will reside in the Woking area (these figures do not include people accessing the website, requesting information or general enquiries).</p> <p>The service provided does not just affect the individuals who receive direct support and has a much wider knock-on effect by reducing stress and concern within families and friends whilst also reducing demand for other support services. It can impact on social confidence, ability to work, propensity for isolation and loneliness, engagement in the community as well as mental health generally.</p>

<b>2.0 Financial Background</b>	
2.1 Budget	<p>At the time of the application, the Group held £77,000 in the bank. The level of reserves has received an increase over the past year during which a fundraising lunch was held which raised £21,000, along with a donation of £10,000 from SW Crematorium. The Group highlights that the level of donations received in a given year is unpredictable, though the current larger reserve enables volunteers to receive an enhanced level of training and an email support service to be launched.</p> <p>The Group has submitted a budget for 2019/20 which shows an anticipated income of £42,500 against an anticipated expenditure of £58,481, resulting in an anticipated deficit of £15,981.</p> <p>Anticipated income includes donations (£10,300), fundraising (£10,000), CCG grant (£10,000), local authority grant (£10,000), and Central Office funding (£3,700). Items of expenditure include salaries and wages (£16,500), volunteer training (£8,800), travel expenses (£6,000), rent (£6,000), head office costs (£8,900) and miscellaneous (£7,426).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2017/18 which show an income of £89,656 (£40,277 in 2016/17) against expenditure of £47,886 (£46,589 in 2016/17), resulting in a surplus of £39,070 (a deficit of £6,312 in 2016/17). The sum of £79,724 was carried forward at the end of the 2017/18 year.</p>
2.3 Support over the past five years	2018/19 – £8,850

<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> </ul>	<ul style="list-style-type: none"> <li>Yes</li> <li>Yes</li> <li>Yes</li> </ul>

## Surrey North Area Cruse Bereavement Care – Application For Financial Assistance

	<ul style="list-style-type: none"> <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>Yes</li> <li>No</li> <li>Yes</li> <li>No</li> <li>Yes</li> <li>N/A</li> <li>Yes</li> </ul>
<p>3.2 Consultee Comments</p>	<p><u>Sylvie Marshall, Community Development Manager</u></p> <p>Cruse Bereavement Care provides free advice, information and support to adults, young people and children who are struggling to cope with grief arising from bereavement. Services include one-to-one support (in clients home and client room at the office), group support, specialist services for children and young people, telephone support and email support. Cruse currently has 32 Woking residents directly accessing their support services.</p> <p>The Group has requested £3,630 in Revenue funding this year to contribute to running costs and volunteer training (in particular those supporting children and young people). This figure is set at 10% of their overall costs.</p> <p>The care which Surrey North Area Cruse Bereavement Care provides is clearly much needed as well as being highly regarded by other local services such as GPs and hospital trusts. The ability to build resilience when dealing with severe grief is vital for all and with this in mind I would recommend the Council's support of this Group continue into 2019/20 for the full grant amount of £3,630.</p>	
<p>3.3 Assessment</p>	<p>Cruse Bereavement Care, established in 1959, has been operating in the area for over 35 years and now covers the boroughs of Elmbridge, Runnymede, Spelthorne and Woking.</p> <p>Cruse Bereavement Care believes that the services are of enormous direct benefit to the mental health of residents in Woking who are bereaved. The impact of bereavement can be devastating and debilitating and, without an operational local Cruse office covering Woking, there would be an extremely limited number of support options. There is no NHS provision for bereavement support (beyond online information) and Cruse is the only service listed on NHS search results for bereavement services.</p> <p>The Charity provides direct bereavement support (usually in the client's own home) covering a wide variety of circumstances including suicide, homicide and major incidents and they also provide specialist support and services for children and young people. A total of 10,111 volunteers hours were given in 2017/18. Its evaluation tools indicated that the average change in a client's emotional state improved by 135% following support from the Charity. A high percentage of referrals are from GPs which indicate that they value the services provided.</p> <p>During the current financial year the Group has supported 11 clients</p>	

## Surrey North Area Cruse Bereavement Care – Application For Financial Assistance

from Woking in quarter 1 and 23 clients during quarter 2, and is therefore on track to help around 70-80 clients from Woking overall for the year.

The Organisation has applied for a lesser level of funding at £3,630 which equates to 10% of the running costs of the Counselling Service, representative of the running costs of the service to residents of the Borough. It is recommended that the application is supported and that a grant of £3,630 is awarded for the 2019/20 financial year.

REPORT ENDS