

**THE BRIGITTE TRUST – APPLICATION FOR FINANCIAL ASSISTANCE**

<b>Executive Summary</b>	
<p>The Brigitte Trust is an independent registered charity offering free emotional support and practical help at home to people and their families facing cancer, Motor Neurone Disease, MS, heart and lung failure and other life-threatening illness. The service, established over thirty years ago, is based in Dorking and provides its services across Surrey free of charge</p> <p>The Trust has approached Woking Borough Council for a grant of £3,000 in 2019/2020 to enable the Charity to undertake a training programme for volunteers in the Borough. Through the training, the Trust will be able to support more individuals, their carers and their families across Woking, working with organisations such as the Woking and Sam Beare Hospice.</p> <p>It is considered that the Trust provides an invaluable service, providing emotional support and practical help to individuals with a life threatening illness. In view of the benefits the Charity would bring through the grant funding, it is proposed that the application should be supported in the coming year, enabling it to increase the number volunteers in the Borough. In accordance with the Council’s approach to funding community organisations, monitoring information on the work of the Trust will required throughout the year, following the progress of the training programme, particularly in the Borough of Woking.</p> <p>It is recommended that funding of £3,000 be awarded.</p>	

<b>Recommendations</b>	
The Executive is requested to:	<b>RESOLVE That</b> a grant of £3,000 be awarded to cover the costs of a volunteer training programme in Woking.
Reason for Decision	To enable the Trust to offer its services to more residents of the Borough through the recruitment of additional volunteers.
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 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>

## The Brigitte Trust – Application For Financial Assistance

**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.

**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.

**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.

**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:

- 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

**Users.** The Organisation to provide a breakdown of the users in the past quarter.

**Activities.** The Organisation to provide details of activities and events held during the last quarter.

**Training.** The Organisation to provide a quarterly update on its training programme, including the number of Woking residents trained as volunteers.

**Publicity.** The Organisation to advise how the Council's support has been publicised over the last quarter.

**Statement of Use.** The Organisation to provide a statement stating the use to which the grant money has been put.

## The Brigitte Trust – Application For Financial Assistance

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:

Douglas Spinks, Deputy Chief Executive  
Extn: 3440, Email: douglas.spinks@woking.gov.uk

### Contact Person:

Frank Jeffrey, Democratic Services Manager  
Extn: 3012, Email: frank.jeffrey@woking.gov.uk  
Doug Davern, Democratic Services Officer  
Extn: 3018, Email: doug.davern@woking.gov.uk

### Portfolio Holder:

Cllr Ayesha Azad  
Email: Cllrayesha.azad@woking.gov.uk

### Shadow Portfolio Holder:

Cllr Ian Eastwood  
Email: cllrian.eastwood@woking.gov.uk

### Date Published:

4 December 2018

## **The Brigitte Trust – Application For Financial Assistance**

## The Brigitte Trust – Application For Financial Assistance

<b>1.0 Summary of Application</b>	
1.1 Status and Aims	<p>The Brigitte Trust is a Queens Award winning charity which has provided free emotional support and practical help across Surrey to those with life threatening conditions, their carers and family members since 1984. The free service, normally three hours per week, is flexible according to the needs of the client and maybe provided in the home or in supporting the client or carer to access things of interest to them for as long as they are able.</p> <p>Emotional support, by providing a confidential listening ear and respecting individual and cultural needs is the cornerstone of the service, supporting the client, carer and family members through difficult times. Practical support may include transport to medical appointments, food shopping, home tasks or social visits.</p> <p>At referral, the service co-ordinators will match a volunteer with the family, ensuring the volunteer will provide continuity of support. The service co-ordinator remains the liaison point with the client family, the volunteer, health professionals and hospitals for the period of support. Bereavement support for up to three months is also available to the family.</p>
1.2 Employees	<p>Five comprising:</p> <ul style="list-style-type: none"> <li>Charity Manager (28 hours)</li> <li>Promotions manager (28 hours)</li> <li>Administrator (24 hours)</li> <li>Services co-ordinator (20 hours)</li> <li>Training and support officer (20 hours)</li> </ul>
1.3 Volunteers	<p>100.</p> <p>Volunteers work with people of all ages but only those who have life threatening conditions. A volunteer will sit with the client throughout their journey, listening to their life story, offering support to access the community as well as sitting with a client when he/she is too weak to get out of bed. A volunteer can also provide bereavement support to the family after someone has died, supporting, when required the person with funeral arrangements, sorting through clothes and providing emotional support.</p> <p>Volunteers undergo a rigorous initial training programme comprising nine consecutive week days, a weekend and on-going training and development each year.</p> <ul style="list-style-type: none"> <li>○ 25 new volunteers trained last year,</li> <li>○ 200 families supported</li> <li>○ Over 2000 home visits.</li> <li>○ 40,000 miles travelled.</li> </ul>
1.4 Clients/Users	<p>198, comprising:</p> <ul style="list-style-type: none"> <li>90 male</li> <li>108 female</li> </ul>

## The Brigitte Trust – Application For Financial Assistance

	<p>35 ethnic minority          15 resident in Woking          52 aged 19-65          146 aged 65+</p> <ul style="list-style-type: none"> <li>○ Over 73% have cancer.</li> <li>○ 5% have had a Stroke or neurological problem, 3% have MS.</li> <li>○ Age range between 55 and 90 years old.</li> <li>○ 57% live alone and who in addition to their poor health condition often suffer isolation.</li> <li>○ 200 families per year supported and an additional 200 enquiries.</li> </ul>
1.5 Members	<p>75, comprising:</p> <p>19 male          51 female          3 disabled          11 ethnic minority          12 resident in Woking          27 aged 19-65          48 aged 65+</p> <p>An annual charge of £15 is made.</p>
1.6 Sum Requested	£3,000 (Revenue)
1.7 Project	<p>The Trust has applied for funding to increase the level of support offered to residents of the Borough and thereby increase the number of residents assisted. The Trust is seeking to increase the number of people supported in Woking from 15 to 30 in 2019 by increasing awareness as well as recruiting volunteers.</p> <p>Surrey Downs Clinical Commissioning Group provides approximately 30% of the Trust's funding but the rest of the income is found through fundraising activity, donations and grant foundations. If the Brigitte Trust is not successful with funding, new training programmes will need to be cut back in order to control costs.</p>
1.8 Cost breakdown:	<p><b>Training programme</b></p> <p>Taster courses = £120          9 training sessions = £540          Weekend sessions = £240          Room hire £50 per session x 9 = £450          Room hire weekend = £150          Advertising for volunteers £750          Admin and management of project = £750  <b>Total for one course £3,000</b></p>
1.9 Community Benefit	<p>Emotional and Practical Support to 30 families in the Woking area.          Skilling Woking residents via volunteer training programme</p>

## The Brigitte Trust – Application For Financial Assistance

<b>2.0 Financial Background</b>	
2.1 Budget	<p>At the time of the application, the Group held £124,000 in the bank. The Trust is 8 months into a five year lease so have an obligation of nearly £50,000 over the next 4.25 years</p> <p>The Group has submitted a budget for 2019/20 which shows an anticipated income of £153,400 against an anticipated expenditure of £140,600, resulting in a surplus of £12,800.</p> <p>Anticipated income includes Surrey Downs (£51,800), general grants (£24,000), fundraising (£20,000), supported led activities (£15,000), staff led activities (£7,500), legacies (£5,000), and donations and membership (£46,200). Items of expenditure include charity manager (£36,000), operational costs (£48,000), fundraiser (£19,000), premises (£11,500), administration (£26,000), and depreciation (£100).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2017/18 which show an income of £154,207 (£222,681 in 2016/17) against expenditure of £204,043 (£193,490 in 2016/17), resulting in a deficit of £49,836 (a surplus of £29,191 in 2016/17). The sum of £141,343 was carried forward at the end of the 2017/18 year.</p> <p>It can be seen that there was a significant drop in income in 2017/18 (£68,474). The deficit for the year arose in part because of variance in legacies and donations and a reduction in Macmillan funding in the second half of the year. In response, the Trust has undertaken a review which will reduce the cost base of the Charity going forward, designed to ensure the financial sustainability of the Trust.</p> <p>Having taken account of:</p> <ul style="list-style-type: none"> <li>- guidance provided by the Charity Commission</li> <li>- the continuing risks in the current economic climate;</li> <li>- a closure contingency;</li> <li>- a need to provide liquidity in the day to day management of the Trust; and</li> <li>- funding for future growth prospects,</li> </ul> <p>The Trustees reviewed the reserves policy at the end of 2017 and agreed that unrestricted reserves should not fall below a minimum of 6 months running costs and should ideally represent between nine months and a year's anticipated running costs.</p>
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> </ul>	<p>Yes</p> <p>Yes</p> <p>No</p>

## The Brigitte Trust – 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>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>No</p> <p>Yes</p> <p>N/A</p> <p>N/A</p>
<p>3.2 Consultee Comments</p>	<p><u>Sylvie Marshall, Community Development Manager</u></p> <p>The Brigitte Trust is an independent registered charity offering free emotional support and practical help at home to people and their families facing cancer, MND, MS, heart and lung failure and other life-threatening illness.</p> <p>The Trust has requested a Revenue grant to support the costs of undertaking training programmes for new volunteers in the Borough. As a result of the training, the Trust will be able to support more individuals, their carers and their families across Woking, working with organisations such as the Woking and Sam Beare Hospice.</p> <p>As the work undertaken by the Trust is a huge relief to those living with ill health and their carers, and as they will be increasing provision and working closely with other vital services, we would recommend the full grant amount of £3,000 be approved for 2019/20.</p>	
<p>3.3 Assessment</p>	<p>The Brigitte Trust is an independent registered charity offering free emotional support and practical help at home to people and their families facing cancer, Motor Neurone Disease, MS, heart and lung failure and other life-threatening illness. The service, established over thirty years ago, is based in Dorking and provides its services across Surrey free of charge.</p> <p>The Brigitte Trust was set up by Dorking resident Brigitte Watkin to support people at the end of life in their own homes, offering support and respite to their carers and emotional support to the wider family together with bereavement support. In 2015 the Trust received the Queen’s Award for Voluntary Service, the highest award given to local volunteer groups across the UK to recognise outstanding work done in their own communities.</p> <p>The Trust is part funded by Surrey Downs CCG plus local and national funders. The Strategic Priorities for 2016-2019 are:</p> <ul style="list-style-type: none"> <li>○ Reach more people with qualifying conditions.</li> <li>○ Provide excellent support for clients.</li> <li>○ Maintain and promote good governance and financial health.</li> <li>○ Broaden networks to influence discussion, decisions and outcomes.</li> <li>○ Strengthen skills and systems</li> </ul> <p>The service relies on volunteers and the purpose of the application</p>	

## The Brigitte Trust – Application For Financial Assistance

before the Executive is to seek funding to stage a volunteer training programme for Woking, with a view to expanding the service in the Borough. The volunteers normally provide the service for three hours per week, though this is flexible according to the needs of the client. In providing emotional support, volunteers are sensitive to the individual and cultural needs of each person supported, with confidentiality maintained and respected.

All volunteers are required to attend an intensive initial training course as well as monthly supervision and ongoing training. Costs of the volunteer programme are set out below:

- £4,000 will cover the cost of training a group of 10 volunteers
- £1,200 pays for support for a volunteer group for one year
- £500 enables a volunteer to support a client for up to 12 months
- £400 pays for the cost to train one volunteer
- £250 enables a volunteer to support a client for up to 6 months
- £20 will cover the cost of taking a client to hospital for treatment and taking them back home.

Over the past year the Trust has undertaken a number of fundraising events, including:

- Wotton Garden Party event (£6,200)
- Jazz Garden Party (£2,200)
- Julie Felix concert (£2,000)
- Street collections in Dorking and Leatherhead (£500)
- Tesco Bags for help (£2,000)
- Coffee mornings (£1,000)
- Waitrose Community matters (£1,000)

The Trust's funding from Macmillan (approximately £40k per year) finished in March 2018, leaving a significant hole in the Charity's budget. In addition, the Trust made a significant loss in 2017/18 (see Section 2.0 Financial Background) and are forecasting a £30,000 deficit for the current financial year.

The highlights of the 2017/18 financial year included:

- Approaching 100 volunteers at any one point in time.
- 2,187 home visits to clients and families, an increase of 17% on the previous year.
- 16 referrals received in 2017/18 from the Woking and Sam Beare Hospice
- 5,218 hours of support provided, an increase of 19% on the previous year.
- 42,000 miles of travel time to support clients and families.
- A further 200 people supported through telephone enquiries and signposting.

<b>Total Clients supported</b>	<b>2017/18</b>	<b>2016/17</b>
East Surrey	42	47

## The Brigitte Trust – Application For Financial Assistance

Crawley	18	22
Horsham	8	9
Guildford and Waverley	21	18
North West Surrey	26	27
Surrey Downs	70	72
Surrey Heath	5	3
<b>Total</b>	<b>190</b>	<b>198</b>

The Trust provides an invaluable service, working with organisations such as the Woking and Sam Beare Hospice to provide emotional support and practical help to individuals with a life threatening illness, their carers and their families. The request before the Executive is seeking a contribution of £3,000 for 2019/2020 to enable the Charity to run a volunteer training programme in Woking, with a view to expanding the service in the Borough.

It is considered that the work of this Charity, a holder of the Queen's Award for Voluntary Service, should be supported in the coming year, enabling it to increase the number volunteers in the Borough and thereby support more individuals and their families. In accordance with the Council's approach to funding community organisations, monitoring information on the work of the Trust will be required throughout the year, following the progress of the training programme, particularly in the Borough of Woking. It is recommended that funding of £3,000 be awarded.

REPORT ENDS