

YOURSANCTUARY – APPLICATION FOR FINANCIAL ASSISTANCE

Executive Summary

The Council has supported yourSanctuary for many years, providing funding initially under a tripartite arrangement with Surrey Police and Surrey County Council to provide outreach support in Woking. The positive work undertaken contributes greatly to the quality of life of the people who use the service. There is a diverse and strong range of services on offer to clients which forms an essential part of the support needed to increase the safety of the public and reduce the effects of Domestic Abuse in Woking.

The Charity has applied for revenue support of £21,090 in the 2019/20 financial year. The funding would support the costs of the Domestic Abuse Outreach and Helpline provision in Woking, whilst also contributing to the recruitment and development of volunteers to support the Helpline and the Community Outreach Programme. In its application, the Group has set out the clear and tangible benefits of the service in Woking, alongside the nature of Domestic Abuse indicating that a number of incidents go unreported and therefore a number of victims are not receiving support and help.

It is recommended that the application should be supported at the same level as for the current year of £19,200.

Recommendations

The Executive is requested to:	RESOLVE That funding of £19,200 be awarded towards the cost of the service.
Reason for Decision	To enable the excellent and valued work of the Group tackling Domestic Abuse to take place.
Legal Authority	S142 Local Government Act 1972
Conditions	<p>Accounts. 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>Monitoring Information. 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>Publicity. Where possible, the Organisation is required to publicise the support received from Woking Borough Council, including on all literature and leaflets produced.</p> <p>Payments. 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>Payment Period. Final quarter claims must be made by the second week in March. Unclaimed awards will not be available at a later date</p>

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	<p>unless exceptional circumstances can be demonstrated to the Council before the end of the award year.</p> <p>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.</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • 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	<p>Users. The Organisation to provide a breakdown of the users in the past quarter.</p> <p>Activities. The Organisation to provide details of activities and events held during the last quarter.</p> <p>Enquiries. The Organisation to provide a breakdown of the enquiries received during the last quarter.</p> <p>Publicity. The Organisation to advise how the Council's support has been publicised over the last quarter.</p> <p>Statement of Use. 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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Portfolio Holder:

Cllr Ayesha Azad
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Shadow Portfolio Holder:

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Date Published:

4 December 2018

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1.0 Summary of Application	
1.1 Status and Aims	<p>yourSanctuary was established to meet the emotional and practical needs of those experiencing domestic abuse in Surrey. Its four key aims are to:</p> <ol style="list-style-type: none"> 1. Offer protection for survivors and their families 2. Work towards the prevention of domestic abuse 3. Undo the harm caused by domestic abuse 4. Provide effective services that are well resourced and focused on best working practices. <p>To deliver against these aims it provides protection by offering safe accommodation in two refuges with the ultimate goal of supporting a positive re-settlement in the Community. It runs the only domestic abuse helpline in Surrey which provides vital support, information and signposting to those experiencing domestic abuse. The only Community Outreach Service is provided for people experiencing domestic abuse in North West Surrey, with the outreach team providing a range of services including one to one meetings and group support programmes.</p>
1.2 Employees	<p>22. Led by the Chief Executive, there are two Operational Managers who run all of the yourSanctuary frontline support services. The Chief Executive and the Operations Managers each work 36 hours per week. The Charity is supported by a Finance Manager who works part-time at 21 hours per week and a full-time office administrator (36 hours). The helpline is run by a part-time Helpline Advisor who works 25 hours per week. Fundraising is managed by a Community and Corporate Fundraising Managers (36 hours).</p> <p>The volunteers are recruited through a Volunteer Recruitment Manager who works 21 hours per week. The refuges are supported by 1 full time Refuge Co-ordinator (36 hours), a Senior Support Worker (32 hours), a Children's Therapeutic Worker (36 hours), a Children's Worker (20 hours) and 3 Refuge Support Workers (20 hours each). They are supported by a Facilities Co-ordinator (12 hours).</p> <p>The outreach service is managed by an Outreach Co-ordinator (36 hours), supported by four female Outreach Workers (36, 30, 24 and 20 hours respectively) and one male Outreach Worker (21 hours).</p>
1.3 Volunteers	<p>60. Volunteers play a vital role in supporting the delivery of the range of services at yourSanctuary. The Centre recruits and trains volunteers from across Surrey and there are a wide range of volunteer roles that deliver support to those who are affected by domestic abuse in Woking. The range of work carried out by volunteers is as follows: daytime and evening helpline volunteers, reception and administrative office roles, specialist counsellor volunteers, refuge gardeners, children's play and support roles, community group work volunteers, outreach first response volunteers, schools awareness support volunteers, marketing and fundraising support roles (the Board of Trustees are all volunteers).</p>
1.4 Clients/Users	<p>1,078, comprising:</p>

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	<p>171 male 907 female 5 disabled 97 ethnic minority 370 resident in Woking 50 aged 11-18 819 aged 19-65 39 aged 65+</p>																
1.5 Members	None.																
1.6 Sum Requested	£21,090 (Revenue)																
1.7 Project	<p>The grant funding will be used to support domestic abuse outreach and helpline services in the Borough of Woking. The grant will contribute towards the helpline advisor role, enabling the continued improvement and development of the free helpline service, ensuring a high quality response to all those who make contact for help. It will also contribute to the recruitment and development of volunteers to support the helpline, ensuring its delivery for 365 days per year, as well as the community outreach service in Woking.</p>																
1.8 Cost breakdown:	<table> <tr> <td>Staff and supervision costs</td> <td align="right">£17,030</td> </tr> <tr> <td>Volunteer recruitment and support</td> <td align="right">£1,630</td> </tr> <tr> <td>Contribution to organisation core costs</td> <td align="right">£850</td> </tr> <tr> <td>Outreach travel expenses</td> <td align="right">£460</td> </tr> <tr> <td>Telephone costs (helpline and mobile)</td> <td align="right">£450</td> </tr> <tr> <td>Training/development costs</td> <td align="right">£350</td> </tr> <tr> <td>Outreach room hire/client meeting costs</td> <td align="right"><u>£120</u></td> </tr> <tr> <td>Total</td> <td align="right">£21,090</td> </tr> </table>	Staff and supervision costs	£17,030	Volunteer recruitment and support	£1,630	Contribution to organisation core costs	£850	Outreach travel expenses	£460	Telephone costs (helpline and mobile)	£450	Training/development costs	£350	Outreach room hire/client meeting costs	<u>£120</u>	Total	£21,090
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1.9 Community Benefit	<p>The number of people likely to benefit from the service in Woking is likely to be around 450. The aim is to undo the short and longer term effects of domestic abuse and to empower women and their children to live fulfilling lives that are free from fear.</p> <p>The helpline is dedicated to giving those who reach out to yourSanctuary the information and advice they need. The community outreach service provides emotional and practical support, with referrals received from a variety of agencies including the police, health professionals, children's services and yourSanctuary helpline. Outreach workers support on average 30 to 40 clients at any one time and offer a wide range of services which include: risk assessment and safety planning, access to counselling, access to legal clinics, advocacy and support.</p> <p>The work undertaken by the outreach programme ranges from one to one client meetings to group support and awareness raising initiatives. The focus is to improve the safety of families affected by domestic abuse, improve their understanding of the issues and impacts of domestic abuse, improve parenting skills and develop positive lifestyle coping strategies to help create a new life free from fear.</p>																

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2.0 Financial Background	
2.1 Budget	<p>At the time of the application, the Group held £664,237 in the bank. The sum of £164,671 is reserved for specific uses in conjunction with the requests of the relevant grant givers.</p> <p>The Group has submitted a budget for 2019/20 which shows an anticipated income of £750,220 against an anticipated expenditure of £791,715, resulting in an anticipated deficit of £41,495.</p> <p>Anticipated income includes Housing Benefit (£163,698), SCC Supporting People (£154,342), Office of the Police and Crime Commissioner (£117,601) and Surrey Community Safety Unit (£98,083). Items of expenditure include Payroll (£580,732) and Non-Payroll (£210,984).</p>
2.2 Accounts	<p>The Group has submitted accounts for 2017/18 which show an income of £672,946 (£673,244 in 2016/17) against expenditure of £702,053 (£659,647 in 2016/17), resulting in a deficit of £29,107 (a surplus of £13,597 in 2016/17). The sum of £429,680 was carried forward at the end of the 2017/18 year.</p>
2.3 Support over the past five years	<p>2018/19 – £19,200 2017/18 – £19,200 2016/17 – £19,200 2015/16 – £19,200 2014/15 – £16,000</p>

3.0 Assessment of Application																									
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3.2 Consultee Comments	<p><u>Adam Thomas, Family Support Manager</u></p> <p>yourSanctuary is requesting £21,090 to support the Helpline Advisor role within the charity. The helpline is available every day of the year</p>																								

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and enables women and men who are experiencing domestic abuse in Woking to receive support and advice.

This is a valuable resource for Woking residents and we know that domestic abuse affects people across all population groups. We also know how vulnerable survivors are when they ask for help and that the risk of abuse can increase at this time. Therefore, a skilled and sensitive support line that is available every day is a resource that is well worth investing in. One of the priorities of the Woking Early Help Advisory Board is to enhance support for survivors of domestic abuse and this is a comprehensive bid for a worthwhile cause.

Camilla Edmiston, Community Safety Manager

Last year Your Sanctuary celebrated their 40th anniversary and was privileged to be nominated as the Mayor's charity. Previously this organisation was known as Surrey Women's Aid but, as yourSanctuary, it now offers help to both men and women who have experienced domestic abuse. Sadly, as shown by the figures stated in the grant application form, this service is still so much in need.

Domestic abuse continues to be a key crime priority for the Safer Woking Partnership, as it has been for many years, due to the volume and impact that it has locally and nationally. As part of our partnership work, yourSanctuary helps and supports us to tackle this. They offer a range of support to those residents who are experiencing or have experienced domestic abuse. Nationally the statistics show that as many as 1 in 4 women and 1 in 6 men experience an abusive relationship in their lifetime and locally there is information to show that this may be higher, so we know that this will affect many Woking residents. We also know that this is still considerably under reported but in Woking and Surrey we are seeing an increase year on year. Surrey Police take on average about 1000 reports per month across the county.

yourSanctuary provides a wide range of services, which includes a county help line, outreach workers, specialist men's workers, refuge spaces for women and their children, a specialist children's service, counselling and support groups. The outreach workers provide emotional and practical support, in face-to-face meetings in a public place or over the telephone. This can be any thing from a one off opportunity to just talk and perhaps ask for a little advice, to ongoing support and assistance over a long period of time. Initially an assessment of risk is made and a safety plan agreed to assist the individual and child/children, where appropriate. The workers will advocate for them with other agencies, to help them access the services or information they need, such as talking to the police, legal services, housing or benefits agencies, but always in accordance with their wishes and needs. This can be particularly important in helping them get appropriate legal information and advice in matters such as injunctions and child contact. They are always working to empower the individual and provide them with ongoing support for as long as they need it. This is where the support groups can really help, for example The Freedom Programme and The Recovery Toolkit, which help to increase self esteem and confidence. They are able to offer some early intervention and support to help reduce the risk of crisis situations which can avoid the additional costs of such services as emergency housing, health and the justice system.

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The Safer Woking Partnership has successfully worked with Your Sanctuary for many years. It is important to note that the help line that Your Sanctuary runs provides an advice line for professionals, as well as being support to victims, survivors, family and friends. They also regularly offer training and awareness to many different organisations, as well as developing and supporting the various awareness campaigns with us, including the annual Domestic Abuse Awareness Week held in June. They have also provided awareness sessions to our staff. I believe that they deliver a very important service and help to reduce the impact of domestic abuse on individuals and families. I think this is an essential service that we should continue to support.

Sylvie Marshall, Community Development Manager

yourSanctuary is a Woking based charity which aims to meet the emotional and practical needs of those experiencing domestic abuse.

The funding would be used to deliver your Sanctuary's domestic abuse helpline and outreach services in the Woking Borough. Funding will be used to recruit and develop helpline and outreach volunteers, ensuring delivery of a consistent and high quality response to all clients. 450 individuals are likely to benefit from the service this year.

I would recommend that yourSanctuary be awarded £19,200 in line with funding from the previous year to continue their important work here in Woking.

3.3 Assessment

The Council has supported yourSanctuary for many years, providing funding initially under a tripartite arrangement with Surrey Police and Surrey County Council to provide outreach support in Woking. The positive work undertaken contributes greatly to the quality of life of the people who use the service. There is a diverse and strong range of services on offer to clients which forms an essential part of the support needed to increase the safety of the public and reduce the effects of Domestic Abuse in Woking.

yourSanctuary has forty years of experience in supporting those who are affected by domestic abuse in Woking and the need for its free helpline and outreach services continues to grow. The Group provides early intervention and support which reduces the risk of a crisis situation, meaning that the higher costs of emergency housing, health and justice services can be avoided.

It is widely reported that 1 in 3 women and 1 in 6 men in Surrey will experience domestic abuse of some kind in their lifetime. This means that approximately 17,000 women and 8,000 men in the Woking area are statistically likely to experience domestic abuse. The majority of domestic abuse goes unreported to the Police, meaning that statutory agencies are unable to help, as they are not approached by the victims, or the thresholds for intervention are not met. These factors show why the free domestic abuse helpline and community outreach service is so important, as it gives Woking residents the opportunity to make contact directly and/or be referred for outreach help by a third party.

The free and confidential service gives those who are affected by domestic abuse the opportunity to reach out for help, and with support, they are given the advice and tools to undo the short and long term damage caused by domestic abuse, and enable them to live

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a life free from fear. With regular monitoring and feedback from service users the Group is able to ensure that the services provided meet the needs of those in Woking who reach out for help.

Woking Borough Council has supported yourSanctuary and its services in Woking since it was set up as a joint initiative in 2003. It also receives funding from Surrey County Council, Surrey Police and Crime Commissioner as well as trusts and donations from the general public. In addition to the grant application to Woking Borough Council, it is also applying for funding from Children in Need (£30k), Lloyds Bank Foundation (£15k) and Community Foundation for Surrey (£5k).

yourSanctuary plans to continue to engage with Woking residents to ensure that they are aware of the services and are able to access them as easily as possible through helpline and outreach services. All outreach service data is reviewed by the Surrey Community Safety Unit and re-issued to senior Surrey partners and reported at the Strategic Abuse Forum. At a more local level the service is considered and progressed at quarterly service review meetings.

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It is recommended that the application should be supported at the same level as for the current year of £19,200.

REPORT ENDS