



Manager's Report November 2022

Commercial Hiring - please see Centre Administrator's report

Income:

	2021/22	2022/23
	Invoiced amount	Invoiced amount
Aug	£1,516.30	£2653.80
Sept	£2,639.75^	£2181.25
Oct	£2,287.50	£4690.25*

^ £800 job club room hire prepayment
 *£682.50 A2E whole term, £400 holiday club Christmas

Grant funding applied for

UKSPF (WBC) £30000 – community engagement

Awards for All £10000 – payment for staff youth worker training and development (NYA qualification)

Surrey CC Cllr allocation - £2122 for engagement and accessibility equipment

Grant funding received Aug - Oct 2022

Covid Recovery Grant (SCA)	2000	– replacement tables in main hall
Community Foundation	1,276.89	Items for Youth Centre
Community Foundation	7,910.80	Seed to Plate initiative
Community Foundation	10,800.00	Girlz Club Seniors
Home Start Waverley - Hale Stay and Play Sept – Dec 2022	400.00	Stay and Play
Waitrose - Grant for Youth Centre for summer activities	300.00	Youth Centre
Hedgehogs	793.00	Code Club
Community Foundation - Displaced Persons Grant (Ukrainians)	2,000.00	Community Fridge
Community Foundation - Displaced Persons Grant (Ukrainians)	3,000.00	Community Fridge
Farnham Lions Grant	1,000.00	7 – 11 youth club
Reaching Communities - Youth Centre Nov 22 - Oct 23	26,548.00	Year 2 1st half Youth Centre
Hale Carnival - Grant to replace tables	1,000.00	Tables for Training Room
Hale Carnival - Grant to fund YC Canal Trip	1,000.00	Youth Club away weekend
Surrey CC Cllr allocation	498.00	Sensory aids

Donations

Astra Recycling £45.90

Café sales £467.14

General donations into Centre £160.00

Regular donations via bank £65 per month

CAF donations through website/media link: £196.00

Hale Community Centre projects:

Projects and Engagement CoOrdinator – see separate report

Emma has continued to produce the monthly e-newsletter. She has developed the Drop Ins and invited other agencies to be represented on a rota basis. She has set up a Drop In review group and is working on establishing a Centre User Forum. Emma will be developing a monitoring and evaluation process that can be used across all projects to provide useful data and impact measurements.

Drop In

Weekly on Wednesdays from 11.30 – 1.30. Jenny cooks a soup and a hot meal served to all on a pay what you can basis using food from the Fridge. Local agencies and groups are invited on a rota basis to attend to give information and support. Sharon is available to give information and support.

Summary report on Drop In August – October 22 from Sharon

All volunteers and staff have been briefed to raise awareness about the service especially when a user expresses concern over a relevant subject. We can offer a quiet, discreet area at the pop-in for confidentiality. I have also visited the children's centre to offer advice to someone who could not make the pop-in times.

We have had a session focussed on Help with energy bills, and are planning to do the same thing around available benefits and promote the fact that I can offer, or show how to do, a benefit check.

I have agreed to do a presentation about benefits specifically for those over state pension age, and an update about help with energy bills, at a combined session of the senior groups on Wed 16th November after the Wednesday Pop-in.

Below is information showing the number of users and the issues presented.

Universal Credit 5
 Disability benefits 4
 Council Tax Support benefit 1
 ESA (sickness benefit). 1
 Localised welfare grants. 5
 Discretionary housing payment from WBC. 1
 Energy support payments 2
 Money matters 3
 Housing disrepair. 1
 Child services 1
 Consumer issues. 1
 Court procedures. 1
 IT support. 1

21 enquiries were made, about 27 issues

Youth Work – see separate report

The SHED continues to develop and the numbers of young people attending are slowly increasing. The relationships and impact are now showing tangible results. The end of year 1 report for Reaching Communities is attached and makes excellent reading – Tracy will be attending the meeting to answer any questions and report on future plans.

The joint funded project with Bethel Baptist Church to run a youth group for ages 7 – 11 has started and is picking up numbers.

Girlz Club See separate report for more details

An offer of a discounted stay on a narrow boat run by LNBP Community Boating has been received and we now have £1000 from the Hale Carnival to add to this. Plans are underway on how we can make this happen next year with the Youth groups also fundraising.

Community Garden

The garden meeting took place and came up with a schedule of works. We have a CSR afternoon with 9 staff members from Red Hat in Farnborough coming in to help replace the soil and reline the beds, move the compost heap and lay a path from the back of the community centre to the gate between us and the Youth Centre.

Community Cupboard & Fridge

Please see separate report. Supply is just about keeping up with demand at present. We are being asked for more emergency food parcels. Kelly and I tried to set up a network meeting of local fridges, only Guildford Hive and Alton attended but it was good to share experiences and know that we are all facing the same issues. We picked up some good ideas and all agreed that it is something we thought should continue with the next meeting being planned in January. We all felt that our original objectives – saving food waste – have been superseded by the need to provide food to people struggling with the cost of living crisis.

TimetoShare/Timebank – Rita Courtney

timetoshare activity levels currently remain quiet.

Seniors Group – Simon Porter

The Seniors Group continues to meet at Hale Community Centre each Wednesday morning – Simon to update in the meeting.

Code Club – has restarted with good attendance, first Saturday of the month. Funding secured from the Hedgehogs has paid for a co-ordinator to give more structure and direction.

Partnership projects supported by Hale Community Centre**Stay and Play**

The weekly sessions restarted in September with good numbers attending each week. Some of the parents are integrating with the Drop in and Fridge.

SHIP, WiSH

Although I have spoken to two different Surrey CC officers who have expressed an interest in using the SHIP model within their areas of work nothing has as yet come of it. I have sent a communication out to advise that SHIP is no longer functioning and the term won't be used for activities so that there is a clear demarcation between the old and new iterations (if there is one). WiSH continues as before with a small number of the local community steering activities.

Craft Group – Opportunities – are meeting regularly now, Carol can give an update in the meeting.

Job Club – Job Club continues to meet weekly in Training Room. They are working with Council to support Ukrainian guests who have come to Farnham.

Craft Café – with Farnham Maltings – continues to provide a quiet place for local people who have experienced isolation.

SEND parent support group – new project in conjunction with Surrey Care Trust. There are quite a few local families who have children with additional needs who are not getting the support they need from other statutory agencies as they do not meet the threshold for targeted support. SCT are funding one of their support workers to attend this peer support group once a fortnight and a local parent has undertaken to facilitate it as a space where carers can come to get advice and support from people who know what it is like to try to cope with the system.

PR/Marketing

See Centre Administrator report. Monthly e-newsletter is being well received. A new screen has been installed in the reception area that will allow us to show who is in the building and upcoming events.

Building/Health and Safety/Risk Management Issues

The routine checks and inspections are ongoing. Risk assessments for the Centre, Youth Centre and the Community Fridge are kept under regular review in order to ensure they comply with current government guidelines. We are creating a risk assessment register for both building and activities.

Maintenance of the building

Repairs and maintenance continue to keep the Centre looking clean and well cared for so that it provides a safe and welcoming space. Painting of the training room has been booked in. New tables and trolley for the Main Hall are due to be delivered on Wednesday.

Accessibility of building

Emma and I had a meeting with some parents with children with additional needs who have been finding the increase in activity in the Centre a challenge. We wanted to learn how we could accommodate them so that they did not get left behind with the changes happening. As a result of this meeting we applied for some of the Surrey CC Cllr member's allocation to create a bank of sensory aids and equipment that could be used by young people when in the Centre, along with ensuring there is a quiet space that is well signposted at all events.

Melissa also gave a talk to our volunteers about how it feels to have children with SEN needs and how it is best to interact with them which was really useful. This all comes under the engagement and You Said, We Did banner.

GDPR – no known issues reported this period.

Safeguarding – both Sue and I attended refresher training. An updated safeguarding policy and procedures are being drafted. No known issues reported this period.

Staffing/HR

Isabel Gunn started on 8 November as our new Admin Assistant (6 month fixed term contract).

Following my annual review with Sue, Norma and I are trying to get an assessment for Sue for dyslexia with Helen Arkell. Sue will fill in a bursary to try to get funding as it cost £700.

Volunteers

Several new volunteers have started with us. We have just sent out a volunteer evaluation form

<https://forms.gle/QUahdQz7hh6HEEF6>

We have had one issue which is currently being dealt with.

Partnership working

Family Centre – a much better relationship has now been developed and communication is much improved. We are able to place some activities in the Family Centre if we do not have capacity which has been useful.

Homestart – Stay and Play is now established and working well.

Early Years Help – Catherine and I continue to try to work out what support is available from whom in this area. We had the second of a series of meetings where I think there was some progress on looking at how the gap could be filled between what is currently offered to families with children under 11 that don't meet targeted intervention thresholds.

Combatting Loneliness working group

A new co-ordinator has taken over and is reviewing current and future projects.

Farnham Health Inequalities Forum

A smaller group continues to meet. An online focus group has met led by a member of the ICS to try to establish what can be done to improve the community's access to and engagement with exercise and activity which will hopefully lead to some projects that meet these needs. A result of this partnership working has seen more mental health support services being run from the Centre (the consulting room is now reaching capacity) along with a visit from the hypertension bus and a couple of child vaccination catch up clinics, all of which have been well attended.

Joint Action Group – Waverley Safer Partnership Task and Finish group

Progress continues to be slow in getting the various agencies to take responsibility to their area of action. Project 'New Steps' has faced some opposition which is being worked on. Another meeting is scheduled.

UCA – although there were some issues, the project went well and finished with a showcase at the UCA campus.

WBC Leisure Services – a new member of staff has reached out to create closer ties and we are looking at the possibility of offering events and activities more locally that meet the needs of the local community.

Farnham Youth Practitioners Network

Another meeting is scheduled next week, hosted by 40 Degreez. The network is well received.

Networking

VASWS Farnham Network of charities and voluntary organisations – is meeting quarterly on Zoom

Farnham Connects - meets monthly on a Tuesday afternoon to discuss issues affecting residents of Farnham and has proved to be a really valuable networking opportunity.

Farnham Younger People Task Force – run by FTC

Emerging issues

Cost of Living crisis – as this is developing into a really big issue I feel that there needs to be more joint working at both council and delivery level to ensure that funding that is being given is effective and meaningful to support those it is intended to help. We are being given funding by Waverley BC from the Household Support Fund but they have not asked if we can use it to support more people or how it will be used. Community Fridges are moving into the area once occupied by Food Banks which are limited in their response to people to help in crisis (can only be accessed 3 times and by referral only). This needs to be developed properly so that there is sufficient and sustainable support for the duration of this crisis that is focussed correctly. Guildford Council have set up a Cost of Living forum which includes community and voluntary groups working with the communities in need to ensure help is joined up, not duplicated and meets its objectives.

Warm Hub network – we are registered with the Surrey CC Warm Hub network and will be providing a warm space with hot refreshments and support with grants, benefits and energy information. Sessions will run each week on Mondays 1 – 3pm and Wednesday 11.30 – 1.30 as part of our Drop In. If we get sufficient interest and enough volunteer support we may open at the weekend and serve a cooked meal.

Citizens Advice monthly briefing - I have signed up for these and they make pretty grim reading but do indicate the extent of the problem that is coming. From this month's here are a couple of headlines:
By the end of October, we've already seen more people unable to afford to top up their prepayment meter than for the entirety of the previous 5 years combined.
The number of people we've helped with crisis support has already exceeded the rate for 2021, 2020 and 2019 - and we're currently helping 2 people every minute with crisis support.
We are also helping greater numbers of people for the first time on these issues - more than at any other time on record. This means we are seeing more people in hardship and more people falling deeper into hardship.

For Board consideration:

Having the farm animals at the Christmas Fayre last year was a real draw but everyone has put up their prices. The Mill Farm who came last year for £395 now want over £500!
 Isabel has found Manor Farm who will bring Shetland ponies, goats etc and will charge £400.

Dates for the diary

Saturday 3 December, 2 – 5pm Hale Community and Youth Centre Christmas Fayre

Thursday 8 December, 12 – 1.30pm thank you lunch for all volunteers