

Manager's Report August 2022



Commercial Hiring

Please see Centre Administrator's report

Income:

	2021/22	2022/23
	Invoiced amount	Invoiced amount
May	150.00 (1506.76 cancelled bookings)	4174.50
June	1573.50	2167.00
July	2283.25	2352.50

(£1600 inv to Personal Best for use of Youth Centre for Holiday Club provision)

Grant funding applied for

Farnham Lions - £1000 for 7 – 11 Youth Club provision in partnership with Bethel Baptist Church

Hedgehogs - £700 for Code Club

Better Care Fund (SCC) £20k – for projects around addressing some of the findings of the Health Inequalities research e.g healthy cooking courses, something to increase physical activity in North Farnham.

CFS - £5600 from displaced persons funding to support Fridge to cope with increase in users from Ukraine

CFS - £10,000 for continuation of Community Fridge (see note later)

Grant funding received May - Aug 2022

Farnham Town Council £2000 for core costs (May 22)

CFS: funding for Senior Girlz Club from September 2022 £10800.00

CFS: funding for Seed to Plate project The Shed £7910.00

CFS: funding for equipment for The Shed eg pool table £1280.00

WBC Thriving Communities fund for Boys Night In and Girlz Club Yr 1 of 3 £20k (May)

South St trust - Girlz Club Escape into Art 390.00

South St trust - Girlz Club Planter Project 360.00

South St trust - Youth Group Graffiti project 1,350.00

CFS/WBC agreed to extend grant for Project and Engagement CoOrdinator to March 2023

Homestart Waverley £400 to cover Kelly's costs to support Stay and Play fortnightly

£500 grant received from Catherine Powell in personal capacity to cover costs of Jubilee

Donations

Waitrose donation for summer activities for youth £300.00

Astra Recycling £88.50

Café sales £85.21

General donations into Centre £222.03

Regular donations via bank £65 per month

CAF donations through website/media link: £121.50

£250 donation from Catherine Powell from face painting at Hale Carnival – used for staff meal

Hale Community Centre projects:

Projects and Engagement CoOrdinator – see separate report

CFS agreed to extend the one year grant funding for this post as Emma does not work for the budgeted 15 hours a week and we were able to demonstrate the importance of this role. The post will be funded until March 2023 but thought needs to be given to how this role will continue after this time.

Emma has worked with the Community Fridge to introduce a membership system which is free, easy to operate and will give us useful data. She has worked with Helpforce to create this who have been extremely supportive and given us some very useful data.

Emma will be drawing together a social value report which will go alongside our usual Annual Report, a draft of which should be available for the November meeting.

Our biggest project recently has been to introduce and develop our weekly Drop In sessions. The aim of these is to have a set time every week when the Centre is open for people to come and find support, conversation, warmth, food and information along with activities if they want them. The Drop Ins started at the end of June and during the summer have offered family focused activities each week such as pebble painting and make your own pizza lunch. Sharon is available, the Fridge is open and Jubilee Jenny cooks soup and food using as much from the Community Fridge as she can for a light lunch which people pay what they can if they can for. Attendance has increased gradually and the intention is that we continue this over the winter period and it becomes one of Farnham's Warm Spaces that are being coordinated by the Connects group for the community as the cost of living is expected to kick in.

Youth Work – see separate report

The SHED has been incredibly busy! We finally have a full complement of youth workers: Tracy Yates, Lead Youth Worker, and Jo Goodhew and Jo Payne as assistant youth workers.

A full timetable of 6 youth clubs will be offered next term, funded from 3 different sources.

We are working with Bethel Baptist Church to start a youth group for ages 7 – 11 as we do not have the capacity or funding to do this. Bethel will match fund money we are requesting from Farnham Lions to pay a trained teacher to deliver this and build up a team of volunteers to support her.

We were successful in our applications for training bursaries from the National Youth Association and staff have started their training in their own time. We are in the process of applying to Awards for All to pay for their time to do these vital qualifications.

We have now completed a holiday provision commissioned by Active Surrey for children on free school meals. We worked hard with Catherine to persuade them to a) create a provision for older children (previously provision was just for up to 11 year olds) and b) locate it in a more accessible place for the most deprived community in the area. Active Surrey commissioned a provider called Personal Best who were willing to work with us to deliver this and the intention is that going forward into next year, we tender for the whole provision ourselves as we feel we could do a better job – Tracy has documented in detail the issues encountered in her report.

There has been one issue with a volunteer team member which has caused some disruption within the team. Norma and I are meeting with the volunteer concerned to try to end the relationship in as positive way as possible.

I nominated Tracy for the BBC Surrey Radio Make a Difference award in the keyworker category and I am delighted to say she is one of the four finalists. The awards ceremony is on 26 September. I sent a link to the BBC sounds recording of her interview for your information. Tracy well deserves this award as she has wholeheartedly committed to developing and running a wonderful youth provision and we are very lucky indeed to have her working with us.

Girlz Club

See separate report for more details. In the new term both a Junior and Seniors Girlz Club will be running. Jo Goodhew has taken over running Girlz Club from Jocelyn Close. The new girls were invited to the last couple of sessions in June/July as an induction and 15 girls have signed up to come to the club. A Seniors club will also start in September which Tracy and Jo will run.

An offer of a discounted stay on a narrow boat run by LNBP Community Boating has been received which would be great if we can arrange travel to Braunston where the boats depart from.

Community Garden

The garden has struggled with the excessively dry weather despite valiant efforts to keep it watered. John has suggested that we stop trying with vegetables and fruit and turn the garden over to a show garden for climate change but I would be sorry to see this happen and would rather consider how we can still grow produce but more effectively. There is a meeting in early September.

Community Cupboard & Fridge

Please see separate report. Use of the Community Cupboard and Fridge has exploded! And it is increasingly difficult to manage the large numbers of people who come to access the Fridge each session. Whereas there were 20-25 visits per week on average in 2021, there are now between 60 and 70 visits. We have had to ask people to just come once a week as although the donations from the supermarkets have maintained supplies sometimes we are struggling with stock. At the end of August there are 140 registered households consisting of 245 adults and 150 children, in total nearly 400 people!

I have had to increase the coordinator hours from 5 to 10 and we have increased the volunteer team but are still struggling.

About a third of fridge users are Ukrainian and we have worked hard to make them welcome and the fridge accessible with lots of information translated for them.

Please see section on emerging issues for more information on sustainability of the Fridge.

TimetoShare/Timebank – Rita Courtney

timetoshare activity levels currently remain quiet, with few Requests being received from members. A social event took place in May 2022 held at HCC. While the attendance numbers were low, it was an enjoyable and lively event. The next social event will be delayed until after the main holiday season. We have been collaborating with HCC in support of their weekly Drop-In sessions and have produced leaflets specifically aimed at any of their Drop-In guests who may need practical assistance either as a direct member of timetoshare or through a referral / sponsorship by HCC.

Seniors Group – Simon Porter

The Seniors Group continues to meet at Hale Community Centre each Wednesday morning and while some of our long standing members unfortunately passed away during the lockdown months, we have seen a few new members so that our numbers remain fairly static.

We have been able to be a support to those who are simply lonely and want some company as well as a meeting place for those who enjoy meeting people as often as possible. We are also a support to some who have partners who are suffering from dementia or similar and we are glad to be able to both give some relief to the caring partner as well as engaging with the one suffering from dementia type symptoms.

A monthly quiz time has been introduced and well received and most of our members have taken advantage of the lunches provide by the Community Centre. A few are regular users of the Larder also.

The growing relationships evidenced by conversation, fun and stories, that we see new members engaging in with existing members is always satisfying and fulfils one of the purposes of The Hale Community Centre Seniors Group.

Code Club – will restart in October, once a month. Zoe Spencer-Skeen has taken over coordination and we hope to secure funding from the Hedgehogs to cover the running costs.

Partnership projects supported by Hale Community Centre

Stay and Play

The pilot of last term was very successful with feedback being extremely positive. Homestart have secured funding which will allow this provision to continue for next term and they will cover the costs of Kelly attending on a fortnightly basis.

SHIP, WiSH

We have supported SHIP to put on several family activities over the summer period but the model as it was originally intended is not operating. With the increase interest in the area and addressing the inequalities and levelling up, a functioning group under the aims that SHIP originally had seems to be more necessary now. I have spoken to Carys Walker who has a new position in SCC as Lead Community Link Officer in the Community Partnerships & Engagement Team about how this could happen and there is a meeting scheduled with her and Catherine Powell.

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. The collaborative partnership has secured another grant to employ a project coordinator.

Jubilee celebrations

A small community group worked to facilitate a programme of celebrations for the community to join in with on Saturday 4 June. The Centre ran a morning of family activities and sports with a bouncy castle and also created the community lunch offered from St Marks, using food from the Community Fridge.

Although this created a great deal of work, as an engagement activity it was very good and has had many positive developments.

English classes for Ukrainian children

We were asked by the Town Council to host classes over the summer period for Ukrainian children: after some negotiation we have submitted an invoice to cover the cost.

PR/Marketing

See Centre Administrator report. Monthly e-newsletter is being well received.

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.

Maintenance of the building

We believe we have been successful in being granted a Covid Recovery grant to cover the costs of replacing the tables for the Centre: the current ones are very tired after 10 years and in order to ensure we are able to secure valuable bookings we need to have decent equipment.

For Board consideration: the flooring in the main hall along with the carpets throughout the Centre will need replacing in the near future. Contingency needs to be made for this expense. Sue has some quotes for replacing the carpet in the lounge and the main hall areas which are the most urgent ones.

GDPR – no known issues reported this period.

Staffing/HR

This has been a real issue over the last 6 months with trying to keep up to date with contracts, reviews etc. I have yet to issue up to date contracts to the Youth team and to update volunteer agreements.

The summer period has proved to be a real challenge with many key staff and contract workers taking time off and then Sue unfortunately catching Covid. Before the summer I asked all staff to ensure they could cover their own areas and to ensure the team area schedule was updated so everyone knew what everyone else was doing and that cover had been arranged. This only worked partially and certainly we have a problem in not directly employing people and so being able to control to a certain extent their working time. I consciously reduced the amount of activity going on in the summer but with the Drop Ins and the Fridge it is a large undertaking and for several weeks I was the only one supporting it all which means I have got behind with my work. We extended Sarah's period with us by 2 weeks but unfortunately she was only able to offer 2 sessions during that time. It is essential that serious consideration is given to the staffing structure as we go forward: Norma and I are working on this.

For Board consideration: Sarah's help in providing basic admin support and reception duties was a great help. She had now secured a paid role back in the NHS based on the up to date experience and the reference we were able to provide her with. While the long term staffing structure is being considered, I would like to propose we employ another 6 month admin role (who can be put on the payroll) for a minimum of 12 hours a week: $12 \times \text{£}9.50 = \text{£}114/\text{wk} \times 4 = \text{£}456/\text{mth}$ Total $\text{£}2736.00$

There is another alternative below, linked to the Community Fridge.

Volunteers

I am pleased to say we have welcomed Sharon Downes to our team who has recently retired as a CAB advisor and is working with us one session a week in the Drop in to provide information and support on a range of issues including housing, benefit checks, utility bill management and can also signpost to relevant agencies. This has proved to be an excellent source of help to the community.

As always we used National Volunteer Week 1 – 7 June to say a big thank you to all our valuable volunteers. Natalie and the craft group made cards and I wrote in all cards on behalf of the trustees and project leads wrote something personal to every single volunteer, the cards being accompanied by a keyring gift.

We also threw a huge thank you BBQ at Simon's farm (thank you Simon and Elizabeth) for the volunteers and their families which was enormously well received.

Partnership working

Family Centre – still a difficult relationship although better under the new manager. Some information is being shared now.

Homestart – excellent feedback received from the families attending the sessions. Homestart Waverley has obtained funding to extend the provision for the next term.

Early Years Help – Catherine and I continue to try to work out what support is available from whom in this area. I have met with Louise Holloway, our area Parenting CoOrdinator, who was able to explain some of the complicated Early Years structures. It would appear that there is plenty of 'advice' available but very little 'support'.

We continually come up against the wide gap in the support available for parents with children with additional needs and I am hopeful we will be able to start a partnership project with Surrey Care Trust to host a peer support group for local parents with one of their specialist support workers.

Parenting courses – we put on a taster course just before the summer holiday but had very little interest so have cancelled the planned course in September and are signposting any enquiries to Space2Grow or online provision.

Vivid - since Kelly Smith has become the local Neighbourhood manager things have really improved. Kelly has delivered one session to staff about her work and how Vivid works which has been really valuable and informative and another is planned. She is now running a monthly drop in session at the Centre for tenants. The link up has been excellent and has enabled us to encourage tenants who have a trusting relationship with us to liaise with Vivid where they would not have done in the past, eg local family who recently experienced a kitchen fire.

Tech Angels – Surrey Coalition for Disabled People

We have collaborated with the above who are running the Tech to Connect project which is a digital inclusion service which provides devices, digital literacy training and confidence-boosting support to people from all over Surrey. They have loaned us one of their tablets which Sharon is using at the Drop Ins and we can refer people to them for support.

Combatting Loneliness working group

This group continues to look at ways of working together to run activities across the town and has been successful in their application for funding to continue provision with a new co-ordinator.

Farnham Health Inequalities Forum

The Living Well in Farnham survey has informed some work on actions to be taken and focus groups are being created. The key concerns highlighted by respondents were: heating homes, access to information/communication, cost of living, work/life balance, inability to exercise sufficiently (time/cost) – see report summary from respondents in Sandy Hill created by Catherine Powell for more detail but in summary: As you know at the start of the year, we did a survey on health in equalities in North Farnham. We have recently managed to break out the Sandy Hill only data and to be honest it's rather depressing. 61% of residents said they were worried about heating their homes, this is before the massive increase in fuel prices – dread to think what the percentage would be now

18% of residents said they were worried about mould and damp

35% are worried about losing their home

24% have mobility and access issues in the area around their homes, principally being around the poor repair of pavements and steps

16% have mobility and access issues inside their homes.

10% have mobility issues inside their homes and in the surrounding area

The ICS have set up a Health Creation Discovery Learning Programme working group facilitated by the HealthCare Alliance which is tasked with bringing together organisations from different backgrounds to work together: Catherine and I along with a local resident have been invited to take part.

The overall aim is to reduce health inequalities in more disadvantaged neighbourhoods so that everyone has a great start to life, people live healthy and fulfilling lives, are enabled to achieve their full potential and contribute to their community, and no one is left behind.

There are already some great programmes supporting community-led development and Health Creation to reduce health inequalities across Surrey Heartlands and Frimley, and both ICS's now want to enable these to continue to develop, while spreading what's working through a planned and deliberate approach.

Health Creation offers a real opportunity to bring together community strengthening, community-led development, health inequalities and place-based working with multiple partners to drive new approaches to health that really work.

Joint Action Group – Waverley Safer Partnership Task and Finish group

Although this group has officially finished, the working relationships created go on. There are still some actions that need chasing up ie roles and responsibilities of the different organisations involved in the estate.

UCA – Animating Farnham

The Shed hosted several focus groups and then a series of workshops over the summer holidays. UCA have been very positive about the collaboration but we have found it quite difficult with UCA having unrealistic expectations of support available from us and also their presentation styles not being appropriate for our young people.

Farnham Youth Practitioners Network

This continues to be a great support for the local youth workers although it is the Community Centre who is the driving force.

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

We have now had confirmation that No Limits Safe Haven NEHF will start to use the Youth Centre for delivery from Monday 3rd October 2022 on a Monday and Thursday evening from 6:00-10:00pm. An SLA is being drawn up.

We hope that following a meeting with the Clinical Team Lead for Immunisations (West Surrey) a pilot scheme for catch up immunisations for 0-19 will be run from the Centre which will encourage other health offerings to be based here.

Funding warning from CFS

With the dramatic increase in use of the Community Fridge, I have had to put in an application for more funding for the Fridge. It was hoped that we could continue with donations we have already received for 6 months but

as has previously been explained, usage has increased significantly meaning the costs have risen and this is no longer possible.

I had a response from one of the grant officers as follows:

What I was trying to say, and probably not very clearly – so apologies! – is that we have a finite family of donor funds. Most donor funds have specific areas or localities of interest. We have shared your recent applications with those donor funds who have an interest in supporting the work that Hale Community Centre do, in the geographical area that you are in. Three recent applications were given grants. Because we have shared your recent applications with donors and they have funded your projects recently, it is very unlikely (because they have “spent their funds”) that these donors will be in a position to support another funding request so soon. This is unfortunately even more so at the moment because there are lots of very worthy applications coming in from grant seekers at the moment, so the demand for funding for very worthwhile projects is high and donors that have funds available are not usually in a position to repeatedly fund just one organisation. We have already approached any possible donors who may have been able to support Hale Community Centre and they have made grants.

This obviously has implications for any future funding through CFS: one issue is that the Youth Centre needs additional funding as well as activities from the Community Centre but they are deemed to be one and the same by CFS: the above response followed an email saying we had recently received 3 grants, only one of which was for the Community Centre, the other 2 were for the Youth Centre.

I have been told that I can submit another application at the end of the year with a decision being made in February. With no additional funds we won't be able to sustain the current level of provision through the Community Fridge so I need the Board to consider how it wishes to proceed.

One option would be to restrict the number of people using the Fridge. This could be done on geographical grounds as a mapping exercise done on the postcodes of registrations (thank you Catherine) shows quite a wide spread of users

<https://www.google.com/maps/d/u/0/edit?mid=1jhYq Em tY7iFJnTAbEALlLnXCh5q2w&usp=sharing>

Another option would be to find alternative sources of funding. A similar project is run in Aldershot, The Grub Hub, which receives significant funding from Rushmoor Borough Council.

A further option would be to use the additional 12 hour admin post funding to increase the paid hours of the Fridge CoOrdinator to ensure they could completely take over the running of the Fridge and make it independent of Sue and my involvement.

Changes to health care statutory organisations which will effect the Community Centre:

The Board need to be aware that changes came into effect nationally recently that created formal health and care partnerships – known as Integrated Care Systems (ICS). The new Health and Care Act 2022, as it has now become, makes Integrated Care Systems statutory organisations, further empowering them to better join up health and care services, to improve population health and reduce health inequalities.

This means that previous Clinical Commissioning Groups have transitioned to become Integrated Care Boards which are responsible for developing a plan for meeting the health needs of the population, managing the local NHS budget and arranging for the provision of health services in the ICS area. This means that there will be more place-based partnerships leading to the detailed design and delivery of integrated services at a more local level. These partnerships involve the local NHS, local councils, community and voluntary organisations and other community partners with a role in supporting the health and wellbeing of the population, working closely with local people and communities. To a certain extent this is already happening where I have been networking with health agencies over the last few years. We are now being invited to attend discussions and working groups as a community partner.

For Board consideration: is this something you want the Community Centre to be involved in? It has implications for the time needed to be at these sessions but is a great opportunity to advocate for our local community.

The spin off is that we are being asked to be involved in the creation of support services to meet identified needs in the local area for which there is little or no funding. For example, the local GPs have arranged for the Youth Counselling Service to come and see our facilities and to agree to providing some of their services from the Centre. This is a much needed service for the local community as data shows high levels of need for mental health support for young people but the YCS has no funding for room hire so are we willing to give a room free of charge? They also do not support lone working so a member of staff would need to be present when they were there which would impact on our working schedules.

Communication

Several issues have arisen about both verbal and written communication from staff and volunteers and I looked around for some training for everyone. The CAB are willing to write a workshop session for us on the basis that we offer them a venue to run further courses. We would be able to have one free space on these courses so that we are able to offer them feedback for improvement.

Printer

The large copier printer has broken down and needs to be replaced. I have tried to beg one from various sources to no avail. We need a large machine to cope with the levels of printing and copying we do and one that also supports A3 printing which is what puts the price up.

The two options are to purchase a refurbished machine or to hire a machine: it is incredibly difficult to compare costs between suppliers as they all have different charging models but these are the costs quoted.

1 x Canon C3520i

5 Year lease rental - £166 +VAT per quarter

Copies/prints charged 3.23p Colour & 0.325p mono

No minimum contracted volumes apply, and all your colour & mono toners, spare parts and full on-site support is included.

OKI MC883dnct A3 Colour Multifunction LED Laser Printer

Free 3 Year On-Site Warranty

£1,930.80 inc VAT

Refurbished Canon image RUNNER ADVANCE C3525i digital colour Multi-Functional Printer (MFP)

£51.00 + VAT per month based on a 3 year lease rental agreement

purchased outright £1,595.00 + VAT.

We also supply fully inclusive service cover which includes all call outs, parts, labour and toners. This is charged on a cost per print basis and the cost would be £0.004 + VAT per mono print and £0.038 + VAT per colour print.

I ran these through a spreadsheet with the assumption that we do 10000 copies a year and based on that the yearly cost between hiring and purchasing a machine are would be about £100 with it costing about £1000 per year to hire and £900 to buy outright with service cover.