



Manager's Report May 2022

Commercial Hiring

Bookings continue to increase with some new regular hirers. Please see Centre Administrator's report

Income:

	2020/21		2021/22
	Invoiced amount	Value of cancelled bookings	Invoiced amount
Feb	68.00	1032.00	£2,258.25
Mar	75.00	971.50	£2,646.25
April	729.50	227.00	£1,787.25

Grant funding applied for

CFS: funding for Senior Girlz Club from September 2022

Grant funding received Feb – April 2022

Second tranche of Reaching Communities funding for Youth Work £16006.00

Donations

Mayor of Farnham's charitable donation from year of office: £4500.00 for Girlz Club

CoOperative Neighbourly donation for Fridge £259.19

Astra Recycling £82.50

Café sales £96.89

General donations into Centre £187.70

Regular donations via bank £85 per month

One off donations following a talk: £500

Hale Community Centre projects:

Projects and Engagement CoOrdinator

Emma continues to work really well with staff, volunteers and centre users. See separate report outlining engagement work she has undertaken. She is now working on a way of monitoring and evaluating our projects, creating a procedure that all projects will follow.

Emma has created a membership and evaluation form with Helpforce which will be used with Fridge users. The end of grant monitoring report is currently being produced for CFS which will demonstrate the benefit of this post; I have spoken to CFS regarding the underspend of this fund and that we intend to extend the timescale to use the funding over a longer period (due to changes in personnel and Emma's limited availability) Emma is working with parents of children with additional needs in ensuring the Centre is welcoming to all members of the community and that our activities are accessible to them. There is a communication that has gone round to demonstrate how we are being inclusive:

Hale Community Centre is committed to making our centre and communication as a team as accessible as possible to all our visitors. We have a special role in the community to give a warm welcome to our community and consider any needs a person might have that we can support.

Youth Work

The SHED is now in full use and there are several youth clubs now being offered, see separate timetable.

We have finally been able to appoint an assistant youth leader. We have applied to National Youth Association for four training bursaries for Youth Worker qualification training.

The official opening was very well attended and received and a lot of work went into getting everything ready for the opening from the staff at the Centre. BMW attended for 2 days prior to the opening as CSR and painted fences, weeded, sprayed furniture and dug out the path at the front of the Community Centre.

For more information please see separate report which is the half yearly monitoring report prepared for Reaching Communities.

Girlz Club

See separate report for more details. A meeting is planned to discuss how to bring in the Year 6 girls from Hale Academy in the second half of the summer term.

The Thriving Communities grant from WBC will fund junior Girlz Club from September and an application for funding for a senior club has been submitted to Community Foundation for Surrey.

Thriving Communities funding will also cover a new Boys Night In session to begin in May.

Community Garden

The garden is coming to life with new planting. A drop in session is offered on a Tuesday afternoon. Dan is writing an update for the newsletter each month. Farnham Town Council were very helpful in finishing off the path from the pavement to the Centre through the new front gate.

Share Farnham Swap Shop

Items are available in the main reception cupboard and is regularly used by the community.

Community Cupboard & Fridge

Please see separate report. There has been a significant increase in use of the Fridge and Cupboard over the last month. We have had to instigate a queuing system with numbers (some people arrive over an hour before the opening time) and we have had discussions about how to handle the increased numbers. Staff and volunteers are reporting experiencing frustrations from the users which is causing some problems. We are planning on running an enrolment week after half term where each user will complete a membership form which will give us some vital data, be issued with a unique number and this will give us an opportunity to reiterate the aims and objectives of the Fridge with them.

Pop-Up Café

The café has not been opened regularly but it is intended to offer a weekly session on Wednesdays with light lunches available.

TimetoShare/Timebank

timetoshare has now created a dedicated web page within the Hale Community Centre website. The page includes a description of how the group operates and provides direct access to the on-line Joining form and Request form. Requests and activities have been slowed by the increased Covid concerns during the early part of 2022. The next social event will be in late May and further details will be circulated to members in early May. The current membership stands at 42 with plans to expand further, particularly among existing HCC contacts.

Seniors Group – HealthWatch are booked to visit in June to speak to group about health and wellbeing and access to services

Code Club – regular monthly session runs with 3 volunteers supporting, 1 new volunteer pending

Partnership projects supported by Hale Community Centre

Stay and Play

New weekly session started on 4 May. Running out of the Family Centre who are providing venue FOC, the sessions are led by Homestart's Family Worker and Kelly employed by Hale CC on alternate weeks along with a team of volunteer support. The purpose of these sessions is to provide early years support to local families and has been very well received: *We had THE BEST time today - thank you so much for bringng back the lifeline to the wider community - it makes such a difference to so many!*

14 children came the first session, there is space for 20.

SHIP, WiSH

SHIP funded the Easter craft activities but were unable to take any part in the organising. The current board of SHIP, made up of local residents with CM holding the funds and acting as treasurer, is no longer functioning and it will be difficult to restart in this format. Suggestion: current group work towards re-establishing WiSH as a wellbeing support group and a meeting of local agencies and organisations and any interested members of the

community be invited to an open meeting to re-establish SHIP; this could be advertised at the Jubilee community events.

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 – this group has settled well and is helping with items such as bunting for the Jubilee and running a craft stall on the day at the family fun day. This is a good example of partnership working in action and has led to future funding being secured to offer new locations to bring local provision.

PR/Marketing

See Centre Administrator report

Monthly e-newsletter now established and being circulated regularly. Copy was circulated to Board previously. Thanks to Emma for compiling these each month.

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. Stewart Clark's SLA has been renewed for another year to provide maintenance support for the Centre.

Response to ongoing COVID-19 situation

Signage has been reduced to just include bag it, bin it advice, handwashing and request to wear face coverings in communal areas if possible. Generally things have returned to pre-pandemic levels.

IT support –K2 Professional Technical Services have sorted out printing problems in the Centre and have overseen installation of Broadband in the Youth Centre which has been a great help.

GDPR – no know issues reported this period.

Gate at the front of the building –BMW team dug out the path and Farnham Town Council supplied wood, weed suppressing membrane and bark chippings along with workforce to install path. Banner is being prepared for arch and then the gate will be used as main entrance.

Reception area – the mural is finished and the current decorating has been completed. There has been excellent positive feedback from users. The carpet has been cleaned to try to minimise the marks and avoid an insurance claim for replacement. This may be a short term solution, to be reviewed.

Lounge area – the decorating has been completed, TV mounted on the wall and new storage installed. We need a new sofa which we are looking out for in charity shops. Sue has obtained quotes for replacing the carpet with hard flooring.

Youth Centre – the official opening has taken place – hooray! Huge thanks to the brilliant team effort to get everything ready in time. See separate report – the half yearly monitoring report submitted to Reaching Communities. Still some items of furniture required and some issues with appliances in the kitchen.

Accessibility of the building – we are linking with Dementia Advice and Sight for Surrey to advise us on how to ensure the building is accessible for people with dementia and sight impairment and develop some training for staff and volunteers to raise awareness of the different needs of people entering the building.

Recycling - we now have various options for the community to recycle at the Centre and are joining in with national awareness events such as plastic free week.

Maintenance of the building

Current redecoration is complete.

Issue of installing a commercial dishwasher still being considered.

Waste collections – WBC were not able to provide this for us. We have signed a contract with a commercial waste service Surrey Waste Management for a fortnightly collection.

Staffing/HR

All contracts, DBS, training records are up to date.

Fridge CoOrdinator – Katie is being replaced with Kelly Lees who is also supporting the Stay and Play.

Sarah has been a real help in getting the redecoration sorted and helping to move items from the Centre to the SHED.

We have appointed an assistant youth leader to support Tracy, Jo Goodhew.

Volunteers

We continue to have great engagement with volunteers. We attended the Volunteers Event arranged by FTC in Gostrey Meadows and gave out information about opportunities. A recent shout out for more drivers to collect food donations from local supermarkets has attracted 3 more volunteers.

Volunteers ran the tea tent at the Farmers Market at the beginning of May and raised £117.00

We are currently considering what we can do to mark national Volunteer Week 1 – 7 June. As this clashes with the Jubilee week which is taking a lot of resources and capacity we have decided to give our volunteers a thank you card personalised with a thanks for their special contribution/skills along with a badge they can wear and then arrange a lunch later, possibly in July.

I put forward the following nominations for BBC Make a Difference Awards – Katie (Fridge), Tracy (Youth Centre), HCC as a group for covid response

Partnership working

Family Centre – a good working relationship has been established with the new manager, Janet, and we are meeting together to co-ordinate offering for Ukranian refugees.

Homestart – Stay and Play is being supported fortnightly by their family worker. Hoping there may be more funding to extend this through Homestart next academic year.

Early Years Help – Catherine and I continue to try to work out what support is available from whom in this area. We have had a meeting co-ordinated by Surrey CC with their officers and other agencies and hope to initiate a questionnaire to be sent to all contracted service providers to clarify the situation.

There is still a wide gap in the support available for parents with children with additional needs and especially in support to apply for EHCPs and there is a huge backlog in assessments. I have been talking to local support organisations to try to formulate a list of help and support available but there really is very little.

Talking Teens parenting course – Surrey Care Trust only had funding for an online course and space2grow offer an evening course so to ensure this course is available as widely as possible we have secured funding from Lions and are working with Sue Rustell (previous Children's Centre Manager) and Bridget Berry (health visitor) who are qualified to deliver the course to offer a day time course in June.

Active Surrey – we had a positive meeting with Active Surrey and their provider, Personal Best Education, regarding providing 4 weeks of summer activities and food for local children on free school meal provision this summer. The SHED would host provision for 11 – 16 year olds whilst Hale Academy are trying to establish provision for the 5 – 11s. One of our youth workers would be paid through this to attend and be the consistent link with our young people.

Combatting Loneliness working group

This group continues to look at ways of working together to run activities across the town and has applied 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. 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).

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.

A one stop shop information and advice drop in has been booked for Wednesday 25 May at the Community Centre, flyer attached.

UCA – there is a project in the planning stage which we have been invited to join. Awaiting a decision on funding.

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

New date to be determined.

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

Catherine and I had the pleasure of meeting with Deputy Cabinet Member for Levelling Up Cllr Rebecca Paul and show her the facilities and the local area. This has ensured that the work we do and the area of Sandy Hill have been put on the agenda in the levelling up discussions of the council.

Jubilee celebrations

There is a small community group working to facilitate a programme of celebrations for the community to join in with on Saturday 4 June – see attached poster

Programme:

10.30 – 12.30 Sandy Hill green space – family fun with activities and games, bouncy castle, music

12.30 – 2.00 St Marks – community lunch free for everyone. Community groups are being invited to contribute

2.30 – 4.30 Hale Recreation ground – community concert: singing, dancing, exhibitions