



## Manager's Report February 2022

### Commercial Hiring

Please see Centre Administrator's report

### Income:

	2020/21		2021/22
	Invoiced amount	Value of cancelled bookings	Invoiced amount
Nov	£1446.75	£1387.50	<b>£2,543.50</b>
Dec	£1352.25	£978.00	<b>£1,556.00</b>
Jan	£60.00	£945.50	<b>£3,259.25</b>

Includes £975 prepayment of Job Club room hire from WBC

Bookings continue to increase with some new regular hirers. Once we are able to move youth bookings to the new building it will give more flexibility for commercial bookings.

**Government Covid grants** – Omicron award received 28 Jan 22 of £4000.00

### Grant funding applied for

Frimley 10:100 Fund – applied for funding of £9250.00 to run a drop in one stop shop session once a week to include digital advice and invited organisations to provide help and advice on issues as requested by the community; should hear by 11 February if successful (update: not successful)

South Street Trust – 2 applications from Girlz Club (Creating planters/Escaping into Art), 1 from Youth Club for Graffiti Art project

CFS/Thermotech Strategic Fund – Youth Club EoI – Seed to Plate project

### Grant funding received November 2021 – January 2022

SCC Councillor allocation - £4040 for appliances/equipment for Youth Centre

Co-op Local Community Fund – October 21 – October 22, donations from CoOp members. For the first quarter we have been awarded £98.00

Our application to Waverley Borough Council for the Thriving Communities fund has been agreed in principal for half the value applied for. The funding was for the continuation of Girlz Club, to establish a Boyz Club and to run Code Club so a decision will have to be made on what to use the funding for.

Farnham Town Council have agreed funding of £2000.00 to support core costs for 22/23 – Norma and I gave a presentation to the council which was well received. The Council were not aware that Vivid no longer support us either at Board level or financially and we were asked to provide a timeline of our interactions with them so that the Council can ask Vivid to reconsider their support.

### Donations

Astra Recycling £67.80

Café sales £80.42

General donations into Centre £95.00

Regular donations via bank £85 per month

We now have a Just Giving page set up <https://www.justgiving.com/thehalecommunitycentre>

Jean is also finalising our link to Nectar Donate where people can donate their points to us as their chosen charity.

### Finance management

Jeremy is currently doing the bookkeeping and payroll function. He has taken over payments from the bank account from me as well now.

**Social Impact**

Emma is working on ways of measuring and recording this. See engagement report and Healthwatch report.

**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 also summarised her various surveys and the data – see Survey and Data Analysis Report Jan 22

**Youth Work**

The Youth Club is up and running with an average of 12 young people coming each week. Strong connections are being made and feedback from the young people is very encouraging. Tracy has also made links with Farnham Heath End School. There are 5 good quality volunteers now to support the youth club but we have been unable to recruit a qualified/experienced youth worker that we urgently need to support Tracy to enable the youth work to expand and meet our Reaching Communities commitments.

There have been a couple of issues of damage to the fabric of the Centre: broken toilet seat, broken ceiling tile and marks on the reception carpet. Tracy has dealt with these and the Club has been suspended for a week as a consequence of the lack of respect shown to the facility. This is an attempt to instil expectations of behaviour before they move into the new building.

As part of the recruitment process Tracy and I met Laura who has come through the youth system as one of those young people who targeted youth work has made a huge difference to. She is desperate to give something back and really wants to work as a youth worker. She has some voluntary experience but no training or qualifications. Tracy and I both felt Laura has such a lot of potential. We have offered her a 3 month volunteer role to see how she gets on with staff and young people with a view to putting her through her training with Tracy mentoring her. See separate report.

**Girlz Club**

See separate report for more details. Consideration needs to be given to how to bring in the Year 6 girls from Hale Academy in the second half of the summer term.

Funding from Community Foundation Surrey – I have asked for this to be extended as we have not spent the existing grant monies due to reduced activity during the pandemic.

**Community Garden**

The garden is in hibernation for the winter with some essential tasks being covered by John. A meeting is scheduled for 22 February to discuss plans for the coming year.

**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. I am delighted to tell you that we finally had our inspection by Environmental Health and received a 5, the highest level available. Huge thanks to Katie and Sue and Felicity.

We have appointed Helena Vernon as the new Fridge Coordinator to take over from Katie. See separate report.

**Pop-Up Café**

The café was used in the Christmas Fayre and raised £230 with sales of drinks, cakes and food. It is intended to open the café as part of the drop ins.

**TimetoShare/Timebank**

timetoshare continued to operate during the winter 2021-22 however activities and member participation was restricted due to the resurgence of Covid. A new page specifically for timetoshare is being created on the Hale Community Centre website and is due to go 'live' in early February. It will enable potential joiners to see full information about the group as well as give access to the Registration Form. It will also enable current members to have easy access to a Request Form should they wish to ask for help. The website link will now be used in planned marketing activities to help expand membership. Our timetoshare members were invited to a joint HCC/timetoshare social event on the 9 December. Further social events are planned during 2022.

**Seniors Group** – New people are coming to the group – they may need to use the Main Hall in future!

**Code Club** – after the successful taster session run in October, a monthly session has been established with up to 10 young people attending.

### **Partnership projects supported by Hale Community Centre**

#### **SHIP, WiSH**

The WhatsApp group continues to provide vital peer support and a way of contacting local families.

I was successful in getting access to a fully funded outdoor activity course but there wasn't enough uptake.

With the results of the Farnham Health Inequalities survey now being considered, it really is the time to get SHIP up and running again so that there is a body that brings the community and organisations that work with it together to have an influence on the way the results are interpreted and implemented.

It is also time to consider what family activities can be offered in the school holidays including Easter which has previously been done under the SHIP umbrella using their funding.

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

**Job Club** – WBC has pre-paid the room rental for Job Club until September 2023.

**Warm Hub** – has been cancelled due to lack of funding.

#### **PR/Marketing**

See Centre Administrator report

First e-newsletter was sent out towards the end of January with a second being planned; the intention is to send a monthly e-newsletter that contains three or four stories/information items.

#### **Building/Health and Safety/Risk Management Issues**

The routine checks and inspections are ongoing. Risk assessments for the Centre, the Swap Shop and the Community Fridge are kept under regular review in order to ensure they comply with current government guidelines.

#### **Response to ongoing COVID-19 situation**

We have continued to follow national and government advice on opening up and capacity and have to date only been notified of one case that involved close contact with people in the centre. This was dealt with following the procedures in place.

**IT support** – we have received some great support from a local company, K2 Professional Technical Services (Kirsty leads Rainbows at the Centre), who have sorted out our printing problems and are going to do a review of our IT security. We are also asking them to quote for installing broadband in the Youth Centre.

**GDPR** – there have been two incidences where folders containing personal data have been left out in public areas. I have emailed all project leads reminding them of their responsibilities regarding safeguarding peoples personal data.

**Gate at the front of the building** – is now installed. We are getting quotes for the path from the pavement.

**Reception area** – the mural is nearly finished and the reception area is currently being painted, making it much lighter and fresher. The lounge has also been painted.

**Staff Covid testing** – we have continued to review the situation with staff testing and still do not require it although most staff are taking intermittent lateral flow tests at home before coming to the Centre.

**Staff Training** – general health and safety training is to be arranged for staff and key volunteers.

**Youth Centre** – progress is good with the refurbishments, we are waiting on delivery of the new windows. Change of use planning permission has been registered and we are waiting for this to be granted.

Surrey CC have funded the design and installation of a commercial grade kitchen with a height adjustable work area and serving hatch. Catherine's councillor allocation has been received to fund the appliances.

We need to get good broadband installed.

A provisional grand opening on either 27 or 29 April is being worked on, 4 – 6pm – please add this to your diaries.

**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 – see attached posters.

### **Deposits for bookings**

Sue has asked for consideration of a proposal for dropping taking the £20 deposit we have previously requested – see Centre Administrators report

### **Maintenance of the building**

Painting the reception area and the lounge is nearly complete.

Quotes are being obtained to replace the carpet in the lounge with hard flooring to match/compliment the hall flooring so that when the two rooms are combined the whole space can be used for exercise groups etc.

Items of furniture are being sourced to improve the comfort and look of the lounge.

Issue of installing a commercial dishwasher still being considered.

**Waste collections** – as the Centre received 100% rate relief we do not have a waste/rubbish collection.

Previously this was managed by First Wessex and due to the close relationship with the caretaking team (they use our facilities for their rest breaks), we have been able to maintain a system whereby our waste is collected regularly by their teams. This system has not been working for the last 6 months (relied on good will and the local teams being willing to do it but they have been cut back so aren't able to collect so regularly), so we are now having to consider how we get our rubbish collected. Sue is speaking to WBC.

### **Staffing/HR**

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

I have recently met with all staff individually for a catch up and all are happy working at the Centre. The team works well together with complementary skills.

Fridge CoOrdinator – Katie is being replaced with Helena Vernon, a new member of the team. Katie has agreed to continue to work with us while she waits for a new foster child (which could happen with very short notice hence the need to replace her as Fridge CoOrdinator) and she will be focussing on establishing a volunteer management system and starting up a weekly Community Drop In session.

Having investigated the apprenticeship route and finding that it would not fit with our staffing model, Sarah will be joining the team after half term as an admin assistant for 6 hours a week for 6 months as agreed.

We are still looking to appoint an assistant youth worker to support Tracy.

### **Volunteers**

We continue to have great engagement with volunteers. A thank you lunch was well attended on 9 December. I am currently developing a volunteer management system: handbook, agreement, induction procedure.

### **Partnership working**

**Action for Carers/Surrey Young Carers** hosted a drop in information session at the Centre to provide information on what is available for carers in our community.

**Surrey Choices** are looking to partner with a local organisation to provide cookery and exercise sessions. A couple of volunteers from their programme are going to work in the Community Cupboard.

**Family Centre** – still no contact made, I understand there is a new manager in place.

**Homestart** – plans are in hand to support a Stay and Play session for pre-school children and carers with support from Homestart as there is nowhere for these families to get information and advice which might prevent issues escalating with early intervention. Homestart can support a fortnightly session and discussions are being held with Hale Academy so see if they could support the other weeks so there are regular sessions.

**Surrey Care Trust** – are running a mentoring training session at the Centre and are planning to hold a drop in information session for people to learn what support is available.

We are also collaborating with Surrey Care Trust to put on parenting courses, initially Talking Teens.

**Early Years Help** – my thanks to Catherine for all her efforts trying to sort out what help is available from whom in this area. We are beginning to understand how the jigsaw is made up and where the gaps in provision are. 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. We are liaising with a local parent to see if there is any practical support we can provide.

**Active Surrey** – another thanks to Catherine for campaigning hard to get this Surrey funded provision for children entitled to free school meals for summer holiday activities and food to be more accessible to local families: we are working with Hale Academy to have four weeks of provision run from there in conjunction with our Youth Centre for both younger and senior children.

There is an ambition alongside this programme to look at wellbeing and cookery workshops along with adult literacy training.

#### **Combatting Loneliness working group**

This group continues to look at ways of working together to run activities across the town. The Craft Café runs under this group and is being extended to Wrecclesham.

#### **Farnham Health Inequalities Forum**

The Living Well in Farnham survey was live from 15 Dec to 25 Jan and nearly 2000 replies were received which was a really good response rate. The CCG have analysed the results and the preliminary findings were discussed at the last Forum meeting. How to respond is now being discussed. 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). Initial report attached.

#### **Joint Action Group – Waverley Safer Partnership Task and Finish group**

Tracy attended the last meeting. There has been slow progress in getting the various agencies to take responsibility to their area of action. Project 'New Steps' is progressing.

#### **Farnham Youth Practitioners Network**

The second meeting of this network took place this week and it was good to have the Team Manager of Surrey CCs SW Targeted Youth Support attending. There is a plan to join together with 40 Degreez to offer some holiday activities to young people across the town.

#### **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

#### **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.

Draft 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

