

Manager's Report May 2021



Commercial Hiring

Please see Centre Administrator's report

Income:

	2020/21		2021/22	
	Invoiced amount	Value of cancelled bookings	Invoiced amount	Value of cancelled bookings
Feb	2434.10		68.00	1032.00
Mar	2105.25		75.00	971.50
Apr	0.00	2382.50	569.50	227.00

We are getting an increasing number of enquiries for hiring the Centre as we move into the next stage of unlocking. Many of our groups for young children returned on 12 April. Some new groups are booked in to start.

Grant funding

Government Covid lockdown grants received:

07 May 2020	WAVERLEY B C	25,000.00
25 Nov 2020	WAVERLEY B C - Lockdown 2 grant	2,000.00
18 Jan 2021	WAVERLEY B C - LRSG Tier 4	714.00
21 Jan 2021	WAVERLEY B C - LRSG for Jan 21	3,000.00
22 Jan 2021	WAVERLEY B C - LRSG (Open) Dec 20	1,200.00
25 Jan 2021	WAVERLEY B C - Closed business lockdown payment Jan 21	6,000.00
12 Mar 2021	WAVERLEY B C - Closed business lockdown payment Jan 22	3,143.00
Total Government Grant COVID 19		41,057.00

Grant funding received 2021:

Girlz Club funding from CFS for 2021: £8892.00

Projects and Engagement CoOrdinator (fixed term role) from SCC/CFS: £25,000

Space2Breathe funding from Lions for core costs £400 and from Hale Cottage Trust for activities £500

Craft Café from SCC Cllr allowance £750

Community Garden from SCC Cllr allowance £250

Gift Aid

A successful gift aid claim was submitted at the end of March with a payment of £630.68 received. Processes and data capture forms are now in place and Rita, one of our volunteers, is creating a database of individual donors with template emails of thanks and a newsletter to keep them updated about how their donation are being used.

Social Impact

The impact the Community Centre is having on the local community continues to grow and deepen as more people engage with the activities and services. There is a real buzz being generated now especially on the days that the café operates and people have commented on how welcoming the Centre is. Many other groups have been to see our facilities and operations in order to learn from us including Brambledon Community Fridge and Godalming Fridge. We are increasingly seen to be a centre of excellence for delivering community services.

Increasing business

We are looking at various things to increase the business:

Link our Facebook to all current hirers

Approach local language schools

Create an emarketing list from public emails using Clubhub, Class finder to highlight facilities

Work with WBC on setting up a facility for lone workers

Ensure newsletter are sent out regularly

Hale Community Centre projects:

Girlz Club

The end of grant monitoring report for Community Foundation for Surrey showed an underspend of the grant funding for 20/21: funding allocated was £7624.50 of which £3151.97 was spent. CFS were kept informed of the difficulty in keeping the club running and to date we have not been contacted by them regarding this underspend.

We did receive our full ask of £8892.00 for the year 21/22. We have managed to find someone to take over the running of the club for this year and they are building a team of volunteers and have contacted Hale Academy to arrange a time to go in and see the Year 6 girls to tell them about the club and give out information sheets for the parents. The plan is to hold an introductory session on 24 May and start the club proper after half term.

A Girls Self Defence class is starting on 12 May for the previous club members; 5 have signed up so far.

Community Garden

The garden is picking up and we are inviting people to drop in on a Tuesday afternoon to get involved. So far two single parents with pre-school children have been. John is working with Dan, a connection of Norma's who has horticultural experience, to get the garden going again.

I have met with One Planet Matters who are working with community gardens to establish local networks and can offer a small orchard of fruiting trees, raised beds, and other food growing utilising any walls or unused areas of hard standing, as well as learning resources for community engagement. We are looking at developing the garden in the Nursery with this.

Share Farnham Swap Shop

The Swap Shop continues to operate once a week with volunteers. We are considering reducing to once a month to consolidate the use of volunteers to other projects.

Community Cupboard & Fridge

Please see separate report. We are still awaiting the final part of our inspection by Environmental Health. Katie has worked hard to establish good food safe procedures for the Fridge and Café. The funding for continuing Katie's role is vital in order to ensure future compliance. As mentioned before we have been able to share our knowledge and experience with other groups looking to establish a similar operation and we have set up a sharing network with local community food outlets to share stock. The outside cupboard build by Men in Sheds has proved very well used.

Pop-Up Café

The café opened on 23 April and runs 10 – 12 on Wednesdays and 2 – 4 on Fridays. It has been very well received and Sue and Katie worked incredibly hard to get it established. The idea behind the café is to provide a safe and welcoming space to encourage those that are reluctant and wary of coming out again as lockdown eases to build their confidence. In order to ensure we are able to offer something of quality we have rented a bean to cup coffee machine which allows us to serve coffee shop quality coffee. We have a rota of home bakers making delicious cakes and the intention is to link up with the fridge to offer light lunches starting in half term.

Timebank

The Timebank is undergoing a re-launch and rebranding. It will be called Time to Share going forward, losing the banking element. It is hoped that we can pick up on the wave of volunteering that has been around by offering those that are now returning to working and so cannot commit to regular volunteering an opportunity to still offer their skills and help to the community on a more ad hoc basis.

Talk and Support

Two local counsellors have offered to run a support group for those who are feeling anxious about the new and uncertain world and would like to talk to others in a safe and supportive environment. They are offering their time for free and I have a funding request out to cover hire and refreshment costs but will run this as a pilot anyway.

Community Engagement project

Once the new Projects and Engagement CoOrdinator has been appointed this project can restart.

Seniors Group - we look forward to welcoming the group back on 23 June.

Hale Singalong – suspended until Government allows singing again.

Code Club - continues to be suspended. A group of employees from Red Hat are looking at ways of being able to restart the Club virtually.

Cook and Eat - plan to offer cookery course in the summer holidays. Will pick up the cooking on a budget sessions after summer.

Partnership projects supported by Hale Community Centre**SHIP, WiSH**

The WhatsApp group continues to provide support and information. There has been a rise in antisocial behaviour on the estate and the group allows the sharing of information and encourages all to report any incidents to the police to enable a full picture to be established. Some representatives of SHIP met with the local PCSO to voice their concerns, facilitated by the Centre.

Space2Breathe

See separate report. S2B continues to support 5 families with 1:1 sessions and has partnered with the Maltings to offer a 6 week Willow Weaving course for those parents that had used the respite sessions during lockdown. This session runs with a crèche which is vital to facilitate the attendance of the majority of the parents. The last session will be held at space2grow. There is an evaluation system set up to give some data from the course and we are looking at how we can continue to support this group in the future. It is possible that we will offer a self-defence or exercise class subject to funding. I will be aiming to involve WiSH. A programme of family activities is being planned for half term with the intention of running more in the summer holidays. Aldershot Football Club have agreed to run balls skills sessions again.

North Farnham Voice – a working group has been set up with Catherine Powell to look at youth provision in the local community and to try to work with a local resident who is planning on re-establishing the BMX track on Sandy Hill.

Detached Youth Work with 40 Degreez

Simon has been out regularly and made contact with various young people. He has written a Youth Plan for Farnham which we will have input into and which is hoped will give valuable information to the Town Council's Youth Task Force for future discussions.

Combatting Loneliness working group

I continue to work on this group as a coherent project plan is developed for activities across the town. Funding from the group will be used to pilot a weekly **Craft Café** along with the Maltings which will focus on encouraging people to socialise again and build up resilience. Referrals will be made by the local social prescriber.

Craft Group – Opportunities – have not yet indicated when they will return

Job Club – has restarted and seen a few people. I am hoping to be able to link them up with a remote learning offering from Surrey Adult Learning to offer guided digital learning to job seekers.

Warm Hub – is back offering drop in sessions.

The opportunity to work in partnership with other organisations in the town has definitely increased.

Networking

Hale Network - suspended

Farnham Network – is meeting quarterly on Zoom

Farnham Locality Patient Group – has met by Zoom

Farnham Youth Network – met by Zoom

Farnham Connects - meets fortnightly 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

PR/Marketing

We continue to contribute to the Parish Magazine on a monthly basis. We had a full page profile on the last North Farnham Voice newsletter.

We have been using the design for flyers and banners in order to develop a recognisable style and brand which I think has worked well.

We are in the closing stages of setting up a Donate button on our website and Facebook page. We are processing these through CAF.

Michael is helping us set up individual Google email addresses based on our domain which will make us look more professional and also allow us to separate out emails between different members of staff and tasks rather than it all being sent to a single address.

We are running the charity tea tent at the May farmers market and at Music in the Meadow on 6 June, both opportunities for awareness raising and fundraising.

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.

Our insurance company have stipulated that we must have a recorded record of annual gutter cleans and repair and also a full roof inspection.

Staff Training - several more volunteers have undergone online Food Safety and Hygiene training.

Staff Covid testing – although lateral flow tests are now readily available I discussed with Norma whether we should ask staff and volunteers to take regular tests. We felt we did not need to do this at present as everything is still under strict Covid protocols and there is limited interaction. We will need to reassess this in the next couple of weeks as we go into the next step of re-opening.

Trees – there are several trees on site that need attention. Norma has been meeting with tree surgeons to get quotes for the work. One tree at the front just outside our boundary line needs to be removed (permission has been obtained from Vivid).

Gate at the front of the building – once the tree is removed we will insert a gate into the front fence which will allow direct access to the Centre which is much more obvious and welcoming. It will also allow us to instigate a one way system for entrance and exit to the site as required for Covid security measures.

Maintenance of the building

It is a while since the Centre was painted and it is beginning to look a bit sorry for itself. I would like to propose that we invest some of the Government Covid grants we received into improving some aspects of the Centre and its operation:

I have asked Sue to draw up a 5 year plan for the building maintenance but initially we need to consider painting the reception area and Training Room and kitchen – cost likely to be around £3000

I would also suggest we replace the tables in both the Training Room and the Main Hall which are showing their age: they are the original ones so 10+ years old. I would like to purchase a trolley and folding table set for the Main Hall which would make moving the furniture around much easier and safer and avoid the constant damage to the floor surface caused by people not taking the brakes off. This will cost in the region of £1000. I would also suggest we invest in chair trolleys for the same reason.

Emerging issues

Sandy Hill Detached Youth Provision

It is still unclear how long Surrey CC will support this work. The main youth worker has been off long term sick. Simon says he feels a decision will be made in June.

Staffing

All staff are working their full hours and have undergone a performance review.

I have set up monthly team meetings in order to share information about the different projects. This ensures everyone is up to date with what is happening, can share any ideas or comments, and feels connected and involved. Both staff and lead volunteers attend.

We have interviewed for the fixed term post of Projects and Engagement CoOrdinator and have a short list of 2 candidates who we will be seeing again just before the Board Meeting!

Nursery Space

We still do not have any timescale on the refurbishments to the nursery building which means we do not know when we will be able to start youth activities properly.

A revised application has been sent to Reaching Communities for funding to appoint a team of part time youth workers to develop and run a comprehensive youth programme over a 5 year period.

Joint Action Group

I was invited by the police to attend a JAG meeting with representatives from the County and Borough Councils, senior police officers including the Borough Commander and the local Vivid neighbourhood officer to discuss the increase in antisocial behaviour and damage to property on the estate and the general lack of care and maintenance which make for a bad environment that contributes to increased levels of crime (broken window concept). I was asked for feedback on the main issues as we see them and I was able to express views on behalf of the community. The police had sent a questionnaire to every household on the estate and I had encouraged the community to complete this. Out of 520 questionnaires sent out, the police received 103 back which is a brilliant 20% response rate and down in part to our encouragement I believe. One of the questions asked if people felt safe on the estate: 20% replied all of the time with a further 40% saying most of the time. The designing out crime officer had completed a report on the built environment and had identified several areas of concern. The result of the meeting was to identify who was responsible for various issues on the estate such as the lighting, steps, graffiti, removing fly tipping, providing bulky item clearance etc and to ensure all were aware of their responsibilities and were fulfilling them. A list of contact would be created and circulated to residents so that they were not sent from pillar to post when trying to report issues.

Response to COVID-19

I continue to watch government guidelines for the use of multi-purpose community facilities to ensure compliance and we have rearranged the space to ensure that there is adequate social distancing. We continue to operate tightly controlled cleaning regimes.

There is a lot of discussion at the moment about whether multi-use facility managers or group/activity organisers are allowed to ask whether people have been vaccinated and if entry can be refused to those who have not. ACRE have produced the following advice:

While there is nothing to stop people being asked whether they have been vaccinated it is highly questionable whether entry could be refused at a community hall, which provides facilities for use by the whole community.

If asked, it should be made clear the purpose, which is that those who are more vulnerable (who may not have been able to be vaccinated) are able to maintain social distancing from anyone who has not either been vaccinated or had a recent negative test result. A requirement for recent testing, not just vaccination, formed part of the recent “vaccine passport” consultation and any resultant “passport” system seems likely to cover either vaccination or testing. ACRE suggested in responding that is not appropriate for community venues.

The Board need to decide on their response to this issue.

I would like to be able to celebrate our volunteers and what they helped us to achieve this year and suggest we take part in the national volunteers week running 1 – 7 June. Suggestions on how we can make this a meaningful event are welcome.

