

## Manager's Report August 2021



Hale Community Centre

### 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
May		£2,514.00	£150.00	£1,506.76
June		£2,526.50	£1,573.50	
July	£220.00	£2,488.50	£2,283.25*	

- Does include 2 weekend workshops for Mosaics to be taken in August

Bookings are looking good and we continue to receive a number of new enquiries. We have had to turn some bookings away due to lack of space or times available.

As you can see invoice levels are recovering well although the July figure does contain invoices for events in the future.

### Grant funding

We received a Restart grant from Waverley Borough Council of £12,000 on 18 May 2021 to add to the £41,057.00 of Covid lockdown grants already received.

### Grant funding received May – July 2021:

Neighbourly Foundation – towards Community Fridge and food for children £400.00  
 Lions Club – towards Talk and Support group £250  
 Farnham Institute – towards Space for You £300  
 Farnham Town Council – towards running costs £1000.00

### Donations

Music in the Meadows June £253.30  
 General donations into Centre £654.74  
 Regular donations via bank £65 per month

### Gift Aid

We continue to ask any donors who are eligible to complete a Gift Aid form to be claimed at the end of the financial year.

### Social Impact

Our increasing social impact can be seen in the draft annual report and the figures contained therein. The Centre continues to be a place where people feel welcome and are able to approach for support. In addition to providing support and activities the Centre is increasingly able to influence local agencies and organisations by being part of several working groups and participating in task groups and discussions. I was invited to join both the Safer Waverley Task Force working with WBC, the Police and Vivid on a Task and Finish group to improve the built environment on Sandy Hill and therefore improve people's wellbeing and reduce crime and ASB and also a newly formed development programme hosted by Farnham Primary Care Network to explore health inequalities affecting the registered population of the Farnham GP surgeries. This will be a 6-month programme of monthly half-day meetings that will bring together health and social care professionals, local authorities, voluntary sector, & health commissioners.

<b>Objectives of action</b>	<p>To use this health inequalities development group to create an equitable non-hierarchical forum for:</p> <ul style="list-style-type: none"> <li>• Developing an understanding of each other's individual and organisational roles in tackling health inequalities.</li> <li>• Understanding themes and agendas that shape the health and social care commissioners' obligations and aspirations to tackle health inequalities, and what sources of funding or resource sharing is available to support this.</li> <li>• Bringing together information &amp; intelligence sources to help identify targets for intervention.</li> <li>• Using subject matter experts to quickly identify evidence-based interventions likely to be successful.</li> <li>• Establishing collaboration between partner organisations, ensuring equity of power of esteem between these organisations and their representatives.</li> <li>• Encourage sharing of resources between organisations to help deliver multidisciplinary multiorganisation projects.</li> </ul>
<b>Outcomes of action</b>	<p>The outcomes of this health inequalities development group include:</p> <ul style="list-style-type: none"> <li>• To break down barriers and build functional relationships between the health, social care, and voluntary sector organisations already working in Farnham.</li> <li>• To identify suitable target groups and interventions for task &amp; finish groups to turn into local delivery projects. These aim to improve life expectancy, mortality risk, and life chances for disadvantaged groups of people in the registered population of Farnham PCN, and to reduce the social gradient in health.</li> <li>• To empower the community to take a lead on designing and delivering projects, with the support of our group</li> </ul>

### Increasing business

Sue is exploring various things to increase the business.

We have purchased a SumUp card reader which allows us to take payments contactlessly anywhere as it has its own SIM card. This has been well used by the café and at events like Music in the Meadows.

### Projects and Engagement CoOrdinator

Unfortunately, Fiona has decided to resign from the role of Projects and Engagement CoOrdinator: her reasons are listed in her report attached. Her last working day will be 2 September.

I am currently making enquiries amongst known contacts to fill the role, possibly dividing it into two areas and using two people to cover it. This is to try to reduce the gap in coverage and to avoid having to go out to interview again if possible.

### Hale Community Centre projects:

#### Girlz Club

We still have not been contacted by Community Foundation for Surrey regarding the £4472.00 underspend of the grant funding for 20/21: it will be used to fund the expansion of the club going forward this year.

The club has restarted really well and was oversubscribed, having to be split in two and run over two weeks, each group attending fortnightly. Feedback has been excellent and plans are being made to invite attendees back for the summer term with the year 6s at Hale being invited to join at Christmas.

A Girls Self Defence class started in May for the girls who attended the previous iteration and has good attendance with some girls now going down to 40 Degreez to continue over the summer. We have asked Tracy Yates, an experienced youth worker, to make contact with the participants of the previous Girlz Club with a view to setting up a new Seniors group meeting weekly at the Centre.

#### Community Garden

The garden is proving to be very productive and several new volunteers have joined the Tuesday open afternoon. Children from Hale Academy also visited while doing their topic on allotments. We have been entered into the Community Garden section of South and South East in Bloom and were judged at the end of July with the awards ceremony on 16 September.

**Share Farnham Swap Shop**

When work starts on the Nursery renovations this will have to close. We are considering holding a monthly table top sale.

**Community Cupboard & Fridge**

Please see separate report. We are still awaiting the final part of our inspection by Environmental Health. We were not successful in our application for further funding from the Community Foundation.

**Pop-Up Café**

The café has not been well attended during the school holidays and a joint decision has been made to stop opening the Pop Up Café from September. This will save staff time in organising rotas and overseeing it and volunteers can be reallocated to other provision. We will continue to rent the coffee machine (£20 per month) and offer coffee to the local community if they want to pop in when the Centre is open and also it is being used by several hire groups: we will monitor if it covers the hire and running costs over the next four months.

**TimetoShare/Timebank**

Rita and Felicity have worked hard to relaunch this volunteering service and are currently adding members and offers to the database and have started to fulfil requests. It is hoped that we can encourage Farnham Connects to advertise this through the network as an opportunity for people to continue volunteering in a way that suits their lifestyles now we are all moving back to normal.

**Talk and Support**

We have not been able to start this group yet due to holidays and lack of interest from the community. It is hoped to hold a taster session in September. We have advertised with the local Social Prescriber and through the schools and churches as well as our own networks and it seems difficult to understand why this opportunity has not been taken. Some feedback has been received that the timing is not good but this is the only time available from the counsellors who are offering it. As a result of this we have decided to start our own support/listening group called Space for You.

**Space for You**

This is a new venture, starting in September on a Monday afternoon, where we are offering a drop in session for people who just want to come and have a chat or need a bit of help with a phone call or letter, or need information or just want to get out of the house. It will be hosted by Simon Porter and Katie Burnhams and refreshments will be provided. We have the option of bringing trained listeners in through a Charity called I'm All Ears if needed.

**Seniors Group** - we look forward to welcoming the group back in September.

**Code Club** – the IT equipment is being replaced, Tracy Yates is liaising with Red Hat volunteers to get a team together, Red Hat are making a video of the process of getting the room ready and re-launching Code Club.

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

The WhatsApp group continues to provide support and information. Summer activities for families have been organised with support from the Centre including a Reptile Encounter afternoon and a coach trip to the seaside.

A parent and carer peer support group for people with children with additional learning needs was started before the summer break and it is intended to restart this afterwards. It is a space to share experiences, support one another and help with the practicalities involved in supporting a child with these needs. Again we are looking to get some trained support from I'm All Ears with this.

**Space2Breathe**

See separate report. S2B continues to wind its provision down. A Ladies Self Defence taster session was held before the summer after several parents asked for it following the start of the girls course. Although 8 expressed interest, only 5 came to the first session with numbers dwindling over the other two sessions.

**North Farnham Voice** – engagement with the local community. We continue to work with Catherine and North Farnham Voice to encourage engagement from the community. In addition to looking at health inequalities we are looking at what the community say would make Upper Hale a better place to live and will be holding some sessions over the next month starting with the Community Fun Day on Sandy Hill on Tuesday 31 August – PS we need some help with this please!

#### **Detached Youth Work with 40 Degreez**

Simon Jamieson has been out on a weekly basis and is in contact with 10+ young people (the SCC funded work out of the hut is unable to effectively engage with the young people having been advised that they cannot approach them but must wait for them to engage with them; their numbers tend to be in single figures and staff morale is very low as they wait for the outcome of a consultation). Tracy Yates and a new volunteer Rachel from Sandy Hill will take this over while Simon is on leave and will work with him on his return in order to keep connections with young people and let them know about the future youth clubs being planned.

#### **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 has been used to set up a weekly **Craft Café** along with the Maltings which focuses on encouraging people to socialise again and build up resilience. At the present this is invitation only through by the local social prescriber and word of mouth. A good facilitator has been found and a volunteer to support the group and there are 6 regular participants. It is envisaged that this will be opened up in the next few months to encourage others to join in.

**Craft Group – Opportunities** – we await their return.

**Job Club** – still low numbers attending.

**Warm Hub** – is back offering drop in sessions.

**Repair Café** – we have asked that they consider running some sessions up in Hale but have been told they do not have the resources but would be happy for someone to shadow to learn how to do repairs and run the café. We do not have the resources to do this unfortunately.

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.

The Donate button on our website is now available.

Individual Google email addresses based on our domain are now in operation and have proved very effective.

We are working hard on using technology to keep track of shared documents etc – set up a Team Drive

We have increased our social media posts:

Hale Community Centre Facebook page – 77 posts from 1st May to date and reached 20,657 people

Community Fridge & Cupboard -82 posts from the 1st May to date and reached 26,364 people

and increasingly share with other groups eg for Loneliness Week – 14 – 19 June – social media posts link with Maltings'. We also took part in the Doorstep Duets organised by the Maltings and appeared in the Herald again.

We have contributed to the New Arrivals Packs being organised through Farnham Connects and the Town Council, providing information on services and organisations for people moving into Farnham.

I attended the local Thank You service on 4 July held at St Marks with Pat Evans and Daniel Gee.

### **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 – Sue is arranging for these to be done along with creating a five year maintenance plan.

The front door automatic opening mechanism has been repaired under warranty.

**Staff Training** – all staff and key volunteers have been asked to complete the online GDPR course and if applicable an online Safeguarding course. A new database of training records has been established to help with tracking and renewal information.

**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.

**Trees** – the middle tree in front of the building has been removed in preparation for putting in an entrance in the fence here.

**Gate at the front of the building** – we have agreed with Men In Sheds regarding making a gate for the new entrance: the holdup is the inability to find anyone who is willing to secure the existing fence to the posts so we can cut a gap!

### **Maintenance of the building**

Due to capacity issues we are still working on getting the building painted.

I am still waiting on quotes for replacing the tables and chairs in the main rooms.

### **Emerging issues**

#### **Youth Provision**

Thanks to the Board for approving employing Tracy Yates in the short term to provide some youth cover and to start to work on a longer term provision as we wait for the decision by Reaching Communities. There will need to be an open recruitment process should the funding bid be approved.

#### **Staffing**

Fortnightly operations and monthly team meetings continue 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.

As stated previously, Fiona has resigned from the role of Projects and Engagement CoOrdinator and we need to identify someone to take on this role asap.

#### **Volunteers**

It was lovely to be able to thank our volunteers as part of the national Volunteers Week at the beginning of June. There was a piece in the Herald and we put out social media coverage as well. We were also able to extend the invitation of the Town Council to a thank you event held at Waverley Abbey House to our volunteers to show appreciation of how they have helped support the community during the pandemic.

#### **Nursery Space**

We still do not have any timescale on the refurbishments to the nursery building although we have been assured that it will be ready by the beginning of next year.

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

Some activity has happened as a result of this group and we have ensured that the community are aware of this. Pressure is continuing to be put onto Vivid to carry out repairs and services that they are responsible for. There were extensive discussions at the last meeting about rubbish bins!

### **Response to COVID-19**

I wrote to the Board with my suggestions about how we manage the transition to being fully open and we are following that course which people are happy with. We will not be enquiring if people are fully vaccinated or require proof or a negative test for general access although some groups have decided they would like this.

### **Community Engagement and HealthWatch**

I have been working with Emma Brooks, a health community champion, Steve Manley CCG Head of Engagement and Healthwatch to commission a piece of research which will give us some useful data on which to progress and inform our activities and focus going forward. Attached is the brief and this is the proposed work plan:

Phase 1: needs analysis looking at the data available, combined with information from providers / organisations working in the area who are close to communities to identify the key areas /themes to explore further and to develop a detailed focussed engagement plan.

Phase 2 : immersive listening/engagement. This would be led by the findings in the needs analysis to allow qualitative feedback from the community, adding depth to the areas we identify for exploration in the first phase. We propose Healthwatch-led engagement, with our experienced engagement staff working alongside the groups that you identified as having established relationships to help us gather feedback. Depending on the findings of the needs analysis, we will also consider collaboration on engagement with a limited number of community or voluntary organisations, if we feel that their expertise in areas beyond health and social care would be beneficial.

Help needed – please support

## **Community Fun Day with the Emergency Services Tuesday 31 August 11 – 3pm**

see attached flyer, feel free to circulate

We have arranged a Fun Day for the Sandy Hill and local community as part of our engagement activities but also to strengthen partnership working with services and other agencies. We have hired a bouncy castle, the police will bring service vehicles and are providing some food in exchange for a litter pick and a neighbourhood challenge activity and the fire service will hopefully be there as well with vehicles.

We are running a Pop Up Café with drinks and cake and a craft tent.

We also hope to get some engagement and feedback from the community working with Catherine Powell on a questionnaire to get peoples thoughts and ideas.