

Managers' Report October 2020

Commercial Hiring

We are getting a lot of enquiries in relation to hiring at present, possibly due to a number of local venues still not COVID 19 secure.

The following hirers have returned since lockdown:

- The Mumma's Village Farnham
- Boogie Pumps
- Slimming World
- Church on the Hill – new SLA for weekly meeting
- Ilusion Dance
- Job Club
- Warm Hub
- NCT have made some bookings for 2021

New bookings:

- Frimley Park Respiratory Clinic – looked at several venues as they wanted a non-clinical setting that was flexible and supportive. They chose us and use the hall, lounge and consulting room every Monday at a charge of £160.
- Kintsugi Hope Wellbeing – support group

Sadly, we have received a number of cancellations since we have reopened, some due to lack of attendance with people being anxious and concerned and others due to capacity issues:

Weight Watchers	weekly	lack of attendees
Au Pair English Classes	weekly	lack of interest
Angela's Beginners Sewing Class	2 x3hrs sessions	lack of interest
Baby Ballet	weekly	larger venue due to number restrictions
Jillian Wells Maths Tuition	11.5hrs weekly	cost/ Personal

Possible future bookings:

- 6 weekend bookings for 2021 for Mosaic Workshops with Denise Jaques.
- 2 evening bookings for exercise class in the Main Hall or Nursery space

The following hirers have not yet returned since lockdown, we are in constant contact with them and hope to see them all again in the near future

- Seniors
- Weydon Opportunities
- Opportunities Health & Wellbeing
- Wednesday Craft
- Monday Support Group
- Rainbows

Income:

	2019		2020	Value of cancelled bookings
July	£2264.75		£220.00	£2,488.50
August	£1404.50		£829.00	£1185.50
September	£2515.25		£2735.75*	£240.75

*£556.50 from Maths, now cancelled

Grant funding

- CFS £5697 for Community Fridge
- WBC £1500 government emergency funding for essential support for local community
- Farnham Institute £2000 for front door automation

Social Impact

We have continued to keep in contact with the community through various social media channels and the website and ensured we were passing on information and advice from other agencies.

Hale Community Centre Facebook page - 34 posts from 1st Aug to date and reached 11,358 people

Community Fridge & Cupboard - 56 posts from 1st Aug to date and reached 14,751 people

Hale Community Centre projects:**Girlz Club**

Girlz Club continues to meet on Zoom and offers a 1:1 mentoring sessions every other week held in the Community Garden on a booked basis. Weekly club night will restart on 2 November with the number able to attend restricted to 15. Girls were able to take part in a drama workshop during the summer holidays.

The Adventure Away Weekend for the girls generously funded from the Mayor's Charity has been costed but is not able to be booked. Emma has handed over the running of Girlz Club to Liz supported by Ruth. A new volunteer will be helping after half term. The club will be for current registered girls for the time being with plans being made to contact Hale Academy to talk to year 6 girls just before February half term with the view to welcoming new girls for the second half of the Spring term.

Community Garden

The Garden Club has restarted and will continue to do jobs throughout the winter months to prepare it for the new growing season. We are hoping to have some work done on the trees at the front which should improve the conditions and the yield. We would like the garden to be more productive to be able to add to the Community Fridge.

Share Farnham Swap Shop

We had to close the Share Store once we re-opened the Centre for lettings and have been negotiating with Surrey County Council to be able to use the Nursery space on a temporary basis so that we can re-open. This was achieved on 23 October with the rebranded Swap Shop opening on Friday afternoons. We have received overwhelming support from the community for this and are able to open weekly due to volunteer help. The Swap Shop will continue to be run under the umbrella of Share Farnham with the Maltings hoping to open a Library of Things in the new year. Both initiatives involve sharing and re-using resources within the community.

Community Cupboard & Fridge

The Community Fridge received a grant of £5697 from Community Foundation Surrey for set up and 6 months running costs. It is all set up now and fully stocked from donations from local supermarkets with a large glass fronted fridge in reception and the chair store cupboard being repurposed to house ambient produce. A Facebook page has been set up and the messaging is being focused on the food being available for everyone and it being about reducing food waste.

Some of the funding is going to be used to pay a Project CoOrdinator for 4 months in order to ensure that the statutory requirements of health and safety are met and to develop the Fridge in the future.

From 17 August there have been 188 visits with 489 people in households being helped. A third of people are in receipt of benefits and most come from within half a mile of the Centre.

Update: we are using some of the WBC funding to make simple meals for local families during the half term holidays. This has been posted on WhatsApp and Facebook.

Community Engagement project

An interim report has been produced with some suggestions for engagement activities.

Timebank

Discussions with the Town Council and Maltings regarding the development of a new 'Neighbourhood' volunteering scheme did not lead to a scheme that would replace the Timebank concept: they went for a buddying scheme. The Timebank is continuing to provide volunteers for our projects and discussions are underway regarding how this could adapt to a new format.

Seniors Group

The groups have not felt able to return yet. We keep in contact with them.

Agenda Item 5.a

Soup Share/coffee mornings

We have run several drop in events to encourage those who are isolated and experiencing loneliness to come out into a Covid safe environment and are working with the social prescriber at the surgeries in town to offer supported social events she can signpost to.

Hale Singalong – suspended until Government allows singing again ☹️

Code Club

Continues to be suspended. Club will restart once we can be assured that the safety of staff and attendees can be guaranteed.

Story Time

Suspended. Mrs Mills has been offering online support to parents and will look to restart once the schools are sorted out.

Cook and Eat

Suspended. Have an agreement with Food Bank to run cookery courses once Centre is open again.

Volunteers

As always we have received much help from our committed volunteers which allows us to offer much more than we could otherwise have the capacity to do. We were able to offer special thanks to five volunteers with a celebration which the Mayor of Farnham was able to attend.

Other projects supported by Hale Community Centre

SHIP, WiSH

The WhatsApp group continues to provide support. Some requests have been supported to the Farnham Crisis Fund. We are working with SHIP to think about how we might run some Covid safe activities at Christmas.

Craft Group – Opportunities – have not yet returned

Job Club – has restarted and has been successful in placing some of their clients into work.

Warm Hub – has restarted, offers advice on reducing domestic utility bills.

Parking issues – we facilitated a community zoom meeting chaired by Stephen following creating and distributing a flyer and have identified some residents who may want to join a task force. Norma and I had a meeting with Steve Newport who used to run the residents' association and he has agreed to try to form another residents group to look at environmental improvements.

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 for a debrief after the Youth consultation

Farnham Covid-19 co-ordination group

This group meets fortnightly on a Tuesday afternoon and discusses issues affecting residents of Farnham and has proved to be a really valuable networking opportunity.

There has still been no communication with either the Family Centre or the school however the Family Centre are booking one of our rooms for an hour a week.

Farnham Younger People Task Force

There has been a debrief from the consultation by Surrey Clubs for Young People. This was disappointing as it did not produce a detailed report.

PR/Marketing

A newsletter is being prepared for distribution. Postcards advertising the Community Fridge have been delivered both to Sandy Hill and Folly Hill and Upper Hale; there have been some responses. New banners for hall hire and other activities have been created for the front fence.

Building/Health and Safety/Risk Management Issues

The front door has now been automated, with thanks to a grant from Farnham Institute that covered most of the costs. This has made it easier for people with buggies and also reduces the amount of touching is done to the door handle thus reducing the possibility of transmitting any infections.

Sue is undergoing an exercise to look at the costs of disposing of waste including sanitary and nappy bins. We pay Whoosh an annual fee to do this and maintain the mats at the entrance. We do not pay for waste collection as this is something Vivid have done for us but this is no longer being done and we will need to address as a matter of urgency.

The Centre has registered for a NHS Track and Trace QR code which we are encouraging visitors to use but most still prefer to sign in manually.

Staff Training

No movement in completion of GDPR awareness training for trustees.

Emerging issues

Consulting room – No word from the midwives but I have learnt that there is a midwifery consultation room in the new Farnborough Centre for Health which will accommodate the Frimley Midwives.

Sandy Hill Detached Youth Provision

We had several discussions with 40 Degreez. Further discussions with Tracy have resulted in her getting permission from Surrey County Council to restart the detached work on Sandy Hill. Hale Community Centre provided her and the team with PPE as she was unable to source any from Surrey and it was holding up her getting out and started.

Staffing

From September Sue has returned to her full contracted hours and has now been enrolled in the pension provision. She has really stepped up and taken over the running of the centre as a facility and liaising with hirers.

Flu clinics – Unfortunately we were unable to persuade the surgeries to consider putting any clinics into the Community Centre.

Census Support Centre – we were not successful in gaining this.

Recycling Unit

We now have a recycling unit situated in the community garden. In the month of September 244 kilos of clothing, textiles and shoes were donated and we have received £24.00. The bank has been emptied this week as it was full again.

Nursery Space

We have had discussions with Nigel Denning from Surrey County Council who is responsible for the disposal of the nursery space. He is keen to see it in community use but Barbardos have offered £10,000 a year for its use without any refurbishment. We are drafting a case for us to have use of the facility long term with an emphasis on youth provision. This would involve us employing youth workers (Tracy would like to continue the work but her contract with Surrey terminates at the end of March).

Response to COVID-19

As a multi-purpose community facility it has been very challenging to keep up to date with government guidance and its application. I am also very aware that our communal nature also makes us a place that is vulnerable to the spread of coronavirus (COVID-19).

Government guidance leaves managers of community facilities with discretion over when they consider it safe to open for any activity permitted by legislation and to remain closed if they are not able to safely follow the advice in the relevant guidance, to make the space COVID-19 secure.

Our community facilities is also a workplace and we therefore need to be aware of our responsibilities as employers. Organisations also have a duty of care to volunteers to ensure as far as reasonably practicable they are not exposed to risks to their health and safety and are afforded the same level of protection as employees.

Government guidance has been ambiguous and many issues have led to much discussion on the bulletin boards for managers. One example is regarding track and trace information where the original press release said in effect that venues must have the contact information from all those attending any sessions in the Centre themselves, with ' a system in place' to access the information. Under data protection law this would make us a data holder with all the obligations that come with it. Most Centres, us included, have decided to add a clause to our hirers' agreement making it the responsibility of the hirer to collect details of all their attendees and to keep those for 3 weeks. This constitutes a 'system in place' sufficient to discharge our responsibilities in my opinion.

I have taken part in many surveys for small charity associations for feedback to the government's response to the pandemic and how it has affected us.

For discussion:

What will our response be if Farnham moves into Tier 2?

Tier 2 restrictions state: People are prohibited from socialising with anybody outside their household or support bubble in any indoor setting. Businesses and venues can continue to operate. Exercise classes and organised sport can continue to take place outdoors but will only be permitted indoors if it is possible for people to avoid mixing with those they do not live with.

Theoretically if people from a Tier 2 area come to the Centre in their household/ support bubble to use any of our facilities or take part in any organised activities, they would be complying with Tier 2 guidance as long as they didn't come into contact with anyone else (e.g. other users, staff, volunteers). However, this would be extremely difficult to manage. Is this a risk that the trustees are happy to take?