

Managers' Report

July 2020



Hale Community Centre

Commercial Hiring

We have been in constant contact with our regular hirers and most recently we have sent them a COVID 19 Opening Questionnaire. This is to establish who and when we can expect to see some of our hirers return. We have had a great response: we sent out 15 questionnaires and have received a response from all but 2 which Sue is now progressing.

HIRERS	Questionnaire Returned
Slimming World	Meeting booked wanting to return week commencing the 10th August
Boogie Pumps	Booked from 19 Sept and looking at booking Sat am as well
illusion Dance	Sent chaser email
Seniors	Would like to restart in September
Monday Morning Support Group	Want to restart but no date as yet
Job Club	Have been working remotely and will return at some point
Warm Matters	Happy to start in August
Rainbows	Governed by Head Office; looking like the New Year
Baby Ballet	Would like to restart in September
Mamas & Beans	x
Welcome art	booking already received
Opportunities Mindfulness & Relaxation Sessions	booking already received
Church on the Hill	Booking weekly from 6 September
NCT	email received to say will be in contact
English Classes For Au Pairs	Karen is wanting to rebook awaiting confirmation
Girlz Club	Emma & Cathy are in contact

The good news is that all of our Hirers are wanting/ hoping to return in September: Slimming World would like to return week commencing 10th August. Sue is liaising with Sarah the consultant re capacity numbers, layout, queue management and risk assessments.

We have also had to create COVID 19 Special conditions which will be an addition to our normal Terms & Conditions of booking. We are now beginning to meet with our regular hirers to establish the way forward and ensure everyone is complying with the government's guidelines.

We have a booking for 6 sessions with Frimley NHS Health Trust for their respiratory clinic starting on 6 July, using the consulting room.

Mosaic Workshops for weekends in October, November and December have been cancelled.

Cathy had a meeting with Bethel Baptist church who would like to book 3 hours on Sunday afternoon weekly from 6 September. We went through the new special conditions and limitations and Bethel will provide all the required paperwork. This booking will be until the end of the year when they will review take up and rebook either weekly or fortnightly. An agreement was made that only Sunday morning bookings would be accepted during their booking periods but we reserve the right to book up to 6 weekends in the calendar year (for Mosaic Workshops) giving 2 months notice.

Income:

	2019		2020	Value of cancelled bookings
May	£2459.50		0.00	£2,514.00
June	£1616.70		0.00	£2,526.50

For the third quarter in a row we received £2000 match funding from the Trade Up Programme. We were selected for the Waitrose Community Matters green token scheme for July so should receive a donation of about £300 at the end of the month.

Social Impact

As we come out of lockdown 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. Since the 1st April we have posted 112 times on to our Facebook page; these posts have reached 13,327 people. On average we have been reaching out to 491 individuals each week.

Hale Community Centre projects:

Girlz Club

Girlz Club continues to meet on Zoom as an invitation only group. Emma has also now set up 1:1 mentoring sessions every other week held in the Community Garden on a booked basis. Evaluation report attached. There has been an editorial piece in the Farnham Herald and some work with the New Ashgate Gallery. Emma is currently working with the team to arrange an Adventure Away Weekend for the girls generously funded from the Mayor's Charity. This will probably be later in the year or spring next year given the current situation. Bite Size will continue periodically over the summer.

Emma has contacted Norma and myself about her future with Girlz Club. There is a sense of uncertainty as to what Girlz Club will look like due to lack of clarity as to what will be happening with the schools which will impact the day, timing etc of the offering.

On a personal note, at this stage I have been reflecting on the work I do and how that might look going forward. A big question mark I have right now is if I will be in a position to continue to run Girlz Club sessions after school or in the evening. The planning and supervising of the project has been manageable at the moment as i've been able to do this from home, but I continue to be uncertain of childcare arrangements going forward. If the boys return to full time education in September, which hopefully they will, I may have to start thinking about my working hours being during the school day. I'm still committed to the vision of Girlz Club, but I have seen that Liz and Ruth are in a position to provide the direct youth work needed for the club, so I feel less reticent about the potential stepping back from leading the sessions.

I'm interested in perhaps working during the day to develop some kind of community work, 16+ age group who are unemployed/not in education or specifically youth work support perhaps linked with Hale school and/or Heath End. I still feel committed to the vision of Hale Community Centre and really enjoyed starting the Community Research project before Lockdown. I am really interested in understanding and supporting the community in a wider sense. It would be good to discuss this further at some point down the line, when possible. Emma

Norma and I will meet with Emma to discuss this further.

Community Garden

The Garden continues to be well used by the local community with people using it to meet together and to have picnics in. John and Alan have done a great job ensuring it continues to look productive and funds have been generated to resource it going forward by selling excess plants. The Garden was entered into the local Virtual Flower Festival organised by St Marks.

Hale Singalong – suspended until Government allows singing again ☹️

Seniors Group – note from Simon:

I have been talking to some of the Seniors who meet weekly on the Hale Rec and the general feeling is that maybe we should consider returning to the Community Centre from September onwards assuming things continue to improve. During the summer we can continue to meet outside and keep the contact going.

A booking has been made from September to reinstate the group.

Timebank

Continues to provide volunteer support to Centre projects. Cathy is in discussions with the Town Council and Maltings and the development of a new 'Neighbourhood' volunteering scheme that will harness the goodwill shown during the current situation and provide a mechanism to allow people to continue to offer help to their local community afterwards. Whether this will replace the Timebank remains to be seen.

Code Club

Continues to be suspended. The grant from Red Hat needs to be used to improve the IT equipment we have and the 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.

Community Engagement project

Suspended. This will form part of our discussions with Emma who has been doing research into this for us.

Farnham Share Store

Since the Farnham Share Store opened on the 12th May, we have welcomed 265 adults & 155 children into the store. We have many regular customers from the local community who we see weekly; all have been enjoying the food table along with fresh lettuce and radishes from the community garden.

The Arts and Craft table has been very popular as well. As part of the community store we approached a number of local care & nursing homes and now loan DVD's to one of the local nursing homes. We have also been using Music Magpie to sell some of the books and DVD's that have been donated.

The Share Store at The Farnham Maltings closed on the 17th July but we are going to remain open for the foreseeable future. We are currently looking for a new volunteer to run the store as Lucie who has been doing this is returning to work on the 17th August.

We received a grant of £3753.00 from Community Foundation Surrey to cover the cost of this project for 3 months. Once I have completed the monitoring and evaluation form I will reapply for continuation funding.

Alternative accommodation for the items will need to be found quickly in order to free up letting space as hirers return to the Centre. We are trying to negotiate a short term use of the nursery space with Surrey CC but are not progressing far at the moment.

Volunteers

As a result of the Community Store we have been able to approach a number of individuals and ask if any of them would be interested in becoming a volunteer at the centre. So far we have added 6 new volunteers to our database.

Community Cupboard & Fridge

Felicity one of our volunteers has taken the lead with this project and we are now signed up with Fareshare Go, which means we are able to pick up surplus food each week from the Tesco Express store in Hale and we are on the waiting list for Farnham Waitrose.

At present the cupboard is part of the community store but in August we plan to separate this out and also open a Community Fridge. This means we will be preventing surplus food going to waste which will help the environment, along with supporting and feeding those in our community. It is important that the messaging around this project is focused on the whole community contributing to helping to reduce food waste. This is for everybody, not just those on reduced incomes or in certain beneficiary groups.

A graphic designer from the local community has very kindly created some logos for us to review. We plan to launch the Community Cupboard and Fridge at the beginning of August.

An expression of interest for funding has been sent to Surrey Community Foundation and we will approach the Dempster Trust and Rotary for funding for large items such as the glass fronted fridge/freezer unit required.

Other projects supported by Hale Community Centre

SHIP

Has been using WhatsApp to communicate with group. Have used funding to provide craft activities to community.

Craft Group – Opportunities – have provisionally booked to return in September

Job Club – is supporting people remotely but hope to return in September

Youth Club – Bethel - will not be re-starting

Warm Hub - suspended

Networking

Hale Network - suspended

Farnham Network

Farnham Locality Patient Group

Farnham Youth Network

– these groups have been meeting by Zoom and will continue using this for the foreseeable future.

Farnham Covid-19 co-ordination group

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

Issues raised I am currently involved with are: volunteer scheme, flu clinics, youth provision

We successfully supported a local resident's application to the Farnham Coronavirus Hardship Fund in order to help pay for a new water tank as the family had no hot water provision for over 2 weeks.

No communication has been had with either the Family Centre or the school however the school did ask to use one of our rooms for a meeting last week which we agreed to at no cost and got our newsletter distributed through their parent mail in return.

Farnham Younger People Task Force

A zoom meeting took place on Wednesday 24 June and several actions apply to the Centre:

- Joyce Quennelle from Surrey Youth Support Services has been working collaboratively with Surrey Police to hold engagement sessions with small groups of young people aged between 12-16year olds. Through these sessions they had engaged with over 120 young people in Surrey but so far not in the Farnham area. The purpose of the engagement sessions was to listen to young people about the types of activities they would want to participate in when meeting with friends in their spare time. The Town Council are arranging for Joyce to come out to engage with the groups of younger people in Farnham Gostrey. In the same session some of the Surrey Youth Workers will come to Upper Hale and Wrecclesham. We will be the point of contact for the Upper Hale area for this.
- Summer Activities for local community: in past school holidays, the Centre has worked with the Children's Centre and SHIP to arrange weekly activities for local families. Due to the current situation this has not happened this year but I am in contact with Waverly BC Leisure Development Officers to try to put on some sort of sporting activity. It is difficult due to current regulations regarding social distancing and staff from providers being on furlough. We were hoping for a mobile skate park which has proved very popular in previous years but that does not seem possible.
- The Hut on Sandy Hill has been included in the list from Surrey County Council as buildings they will no longer be operating from and as such could be taken over by other agencies for youth provision. We have been aware for some time that Surrey CC will withdraw its provision but this seem to have happened suddenly with lockdown with no alternatives in place. Cllr Mirylees is very keen to get the Hut opened.

PR/Marketing

A newsletter has been distributed to all houses on Sandy Hill and also to some roads on Folly Hill and the surrounding area. A flyer asking about people's experiences of lockdown was also attached to get some feedback from the community – copies attached. Only 2 responses have been received so far.

Building/Health and Safety/Risk Management Issues

Guidance from government and lead bodies continues to develop and evolve and we are doing all we can to stay abreast of developments. The Centre is a Covid-19 secure venue and an in depth Risk Assessment has

been completed – attached. New equipment, cleaning materials, signage and procedures have all been put in place to ensure both staff and public safety using the facilities.

Sue has been researching the options to automate the front door; this is something we were going to do to improve access for people with impaired mobility and those with children and buggies but it will also reduce the possibility of transmitting any infections through many people using the door handle as footfall increases. This is likely to cost between £3 – 4,000 and I would like the Board to sanction this expenditure so that we can go ahead and get this done as soon as possible.

Staff Training

Sue and I have both undertaken Safeguarding training, GDPR refresher training and are currently completing our Food Hygiene certificate.

GDPR – Please could Trustees complete the online course. IOC recommendations: *Trustees should become familiar with the steps needed to fulfil their obligations and should check what protections may be available to them in the event of any regulatory fines from the ICO or compensation claims from individuals arising from a data protection breach.*

Emerging issues

Consulting room – Although the management for Frimley Park midwives rejected our proposal for their use of the consulting room prior to the current situation, the midwives have been in direct contact with us as they want to come back to use the Centre. We are waiting to see how this works out but have assured the midwives the problem is not with us as we have space for them.

Food bank – we have given out several emergency food parcels and signposted people to this provision.

Sandy Hill Detached Youth Provision

I had a conversation with Simon, the youth worker at 40 Degreez, who would like to get some provision going on Sandy Hill. Norma and I have a meeting with the Chair of 40 Degreez and Simon on Wednesday 22nd July to discuss how we can work together to get something happening.

Staffing

Sue has increased her hours gradually from 9 to 12 in June and 15 in July. This level will continue until September when it will be reviewed. I carried out a very positive 3 month probationary review with Sue; she has settled very well into her role and is great with visitors to the centre. She has been a real help in working through all the new regulations and getting ready to re-open the Centre and covered whilst I was on holiday last week. Due to the disruption caused by lockdown it was decided to extend Sue's probation until November, an additional 3 months: it was made clear this was not due to any concerns regarding performance.

Flu clinics – I am in conversation with Peter Glover, the Lead for Proactive Care at the Farnham Integrated Care Service regarding using the Centre for delivering the flu vaccine this autumn. They have asked our availability but there has been no communication since.

Census Support Centre – further to the expression of interest put in to the Good Things Foundation, we were asked to submit a full application for this funding which was done. Notifications to successful Centres will be made next week.

Finally –

How can we thank the people who have really helped us during the pandemic period:

Emma – keeping Girlz Club going with some innovative and engaging activities

John/Alan – keeping the garden tidy and a real asset to the Centre

John McFarlane – keeping connections with the Seniors group

Felicity – helping get the Share Store set up and now working on the Community Fridge project