

## Manager's Report February 2023



**Commercial Hiring** - please see Centre Administrator's report

### Income:

	2022	2022/23	FOC provision	
	Invoiced amount	Invoiced amount	Youth Provision	Community Engagement
<b>Nov</b>	<b>£2,543.50</b>	<b>£3299.00</b>	<b>£500.00</b>	<b>£458.00</b>
<b>Dec</b>	<b>£1,556.00</b>	<b>£3166.75</b>	<b>£240.00</b>	<b>£463.50</b>
<b>Jan</b>	<b>£3,259.25</b>	<b>£3894.75</b>	<b>£400.00</b>	<b>£516.00</b>

### Grant funding applied for

Reaching Communities – contribution towards course hours for Youth Workers completing NYA qualifications  
 CFS - £5000 (limited by CFS) for 6 months of running costs for Community Fridge and Cupboard  
 Rotary Weyside - £455 for 3 sewing machines

### Grant funding received Nov 2022 – Jan 23

18 Nov 2022	Surrey CC Cllr allocation - Grant for infrastructure improvements TV screen, picnic tables & recycle bins	1,394.00	Infrastructure
18 Nov 2022	Surrey CC Cllr allocation - Grant for infrastructure improvements Shed, mower & strimmer	593.00	Community Garden
18 Nov 2022	Surrey CC Cllr allocation - Grant for infrastructure improvements Air Fryer & Blender	135.00	Youth Group
21 Nov 2022	Neighbourly Foundation - Grant for Freezer	500.00	Community Fridge
22 Nov 2022	SURREY CC GENERAL - Warmhub Grant	2,000.00	Warmhub
22 Nov 2022	WAVERLEY B C - Cost of Living Grant	5,000.00	Community Fridge
21 Dec 2022	Waitrose - WTR Give a Little Love	500.00	Youth Group
12 Jan 2023	Anon donation - 1 to 1 support grant for local family	500.00	IAGsupport
20 Jan 2023	SURREY CC GENERAL - Better Care Grant	12,104.80	Health and Wellbeing
24 Jan 2023	Home Start Waverley - Stay and Play Grant	900.00	Stay and Play

### Donations Nov 22 – Jan 23

Astra Recycling £68.40

Café sales £953.63

General donations into Centre £76.00

Regular donations via bank £105 per month

CAF donations through website/media link: £421.50

Neighbourly Foundation - Donation from CoOperative customers £1,465.75

Sale of crocheted and craft items £90

Donation from Cllr Hesse for Fridge £250

Donation from Masons via Ian McCreedy for WISH families for Christmas £500

One off donation from member of public after a talk given by CM £500

One of our volunteers is a member of Farnham Fitness & Wellbeing gym. She nominated Hale Community Centre as the chosen charity for their monthly quiz which raised £375.00. We have sent a thank you.

### Hale Community Centre projects:

#### Projects and Engagement CoOrdinator – see separate report

The monthly e-newsletter continues to be well received. The Drop Ins are going from strength to strength and outside agencies are appreciative of the opportunity to engage with the community. A monitoring and

evaluation process that can be used across all projects to provide useful data and impact measurements is being worked up.

At the end of January/beginning of Feb we asked the community about their wellbeing across two projects and 100% of those asked said they feel better for coming to the centre. Out of 49 people asked, 46 said that attending the project that day had improved their wellbeing. An analysis of this data will be worked on in due course.

Emma has also created an area on the shared drive where we can record case studies and comments made by beneficiaries of the activities we run.

*Capture feedback and conversations you have with Centre visitors here. This will help us to understand more about people's experiences of coming to the centre, good or bad and can enable us to keep helping in ways that are meaningful for people. Thank you!*

<https://forms.gle/NkgJy1BYoaxztD6N8>

### **Drop In**

Weekly on Wednesdays from 11.30 – 1.30. Jenny cooks a soup and a hot meal served to all on a pay what you can basis using food from the Fridge; 20+ meals are being served each week and income received covers costs.

### **Summary report on support offered at Drop In Nov 22 – Jan 23 from Sharon**

I have had enquiries from 19 people since the start of November, making 46 since the start of the project.

Benefits. 11. (8 means tested 4 health or disability related)

Legal. 3

Energy costs. 3

Local. 1

Money. 1

Education. 1

Some people have more than one issue hence figures don't add up entirely.

I have also shared general information especially about energy costs by flyers on tables, notice board and have given a talk to seniors about energy costs and benefits for over retirement age. Carol may have feedback on this, she said it was well received.

I have made a file to put out for every Warm Hub session with information about fuel costs, money and benefits.

Three other developments:

1. We have set up a key worker system for which we have had to get professional indemnity insurance. Sharon has drawn up a plan and the requisite GDPR and permission forms for individuals to sign to allow her to act on their behalf which means that people who are struggling to get on top of their issues can have her support on a 1:1 basis. She is starting to work with one lady with a disabled son.
2. CA Waverley have offered to take Sharon under their umbrella for the role she is doing at the Centre which is great as she will have access to the same client case note system, training and education and quality assurance framework as well as the support of the CA community. Community Engagement/Outreach is a significant objective of both Waverley and Guildford and Ash, who are in the process of merging together. A referral system is being discussed.
3. The Board requested some statistics from CA for the Sandy Hill area reference the number of clients seen and the issues being asked about. Please see breakdown kindly provided by CAW – 3 attached documents.

### **Warm Hubs**

Now operate weekly on Monday afternoons. We have some items from SCC to distribute – thermal socks and gloves, electric blankets. We are also about to receive from Surrey Coalition a Lenovo tablet, which has been preloaded with the Energy tool.

We have a new volunteer who is offering a digital drop in on Monday afternoons to support people with devices, training and form filling.

Bake, Natter and Roll, the local WI group, are hosting a monthly Warm Hub in the evening.

### **Youth Work – see separate report**

There has been positive feedback from the local police saying that they believe that the drop in incidences of ASB is due to the work being done by The Shed.

There are now 7 separate clubs being run each week for young people.

SCC Holiday Activity Programme are being very supportive in our efforts to become registered as a supplier of holiday clubs for young people on free school meals, or from low income families.

**Girlz Club** See separate report for more details

Narrow Boat trip – we hope is booked for July 14 – 16<sup>th</sup> this year. It is planned to have two boats – one for girls and one for boys – taking up to 20 young people along with 4 members of staff. We are still needing some inspiration regarding transport.

### **Community Garden**

The Garden group have met to plan for the coming season and will start the weekly garden drop ins again in mid March with plans to run a couple of sessions at the weekly drop ins before that to raise awareness. There are two more volunteers to the team and a new mower and strimmer have been purchased with funding from the SCC Councillor allocation.

**Community Cupboard & Fridge** Please see separate report.

Supply is just about keeping up with demand at present. There has been a significant fall off in donations from the supermarkets. We are being asked for more emergency food parcels. A new queue management system has been trialed giving the first 10 people who arrive a randomly selected number meaning those with time to queue for an hour have an equal chance of getting in first as those that arrive later on. This has reduced the amount of people who were coming over an hour before the opening time. I have received one anonymous complaint but most people have understood the aim of this system and accept it.

We had been told that there was a delay in accessing the Farnham Foodbank but it appears to be operating fine at the moment. We are supplying up to 3 emergency food parcels a week to people who have no food available for their household, using the cost of living funding from WBC.

Funding for the Fridge – we are using the WBC funding until the end of March and hope that we will be successful in getting CFS funding in May which will cover to the end of October. We have reserve funding to cover April so I believe we have sufficient funds to operate until the end of the year.

### **TimetoShare/Timebank**

I am trying to encourage timetoshare to move under the Loneliness strategy being co-ordinated by the Maltings which will give it a much higher profile and more support.

### **Seniors Group – Simon Porter**

The Seniors Group continues to meet at Hale Community Centre each Wednesday morning – Simon to update in the meeting.

**Code Club** – operates on the first Saturday of the month. There is now a waiting list and Red Hat are exploring the possibility of providing more laptops so we can increase the numbers attending. There is a paid club leader and three volunteers.

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

#### **Stay and Play**

Weekly sessions are well attended and Homestart Waverly have provided funding for Kelly for up to the end of the summer term.

#### **SHIP, WiSH**

No progress with trying to get SHIP re-established. WiSH received Christmas hampers and shopping vouchers for Christmas.

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

**Job Club** – Job Club continues to meet weekly in Training Room.

**Craft Café** – with Farnham Maltings – continues to provide a quiet place for local people who have experienced isolation. It is being integrated with the Warm Hub on Mondays.

**SEND parent support group** – this group has had to reduce to fortnightly while we try to find a suitable facilitator to take on the alternate weeks to Surrey Care Trust. The group has proved to be very welcome by parents.

### **PR/Marketing**

See Centre Administrator report. Monthly e-newsletter is being well received. Quotes for new signage around the site are being obtained.

Denise Jacques has created a plaque to celebrate our 10 years and it is being finished off by centre groups and members of the community during half term.

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

The risk assessment register for all buildings is nearly complete. A recent inspection by the Fire Service went well with no areas of concern flagged – they were in fact impressed by our documentation and awareness.

**Maintenance of the building** see Centre Administrator report

Repairs and maintenance continue to keep the Centre looking clean and well cared for so that it provides a safe and welcoming space. The new tables for the hall are working out well. The Training Room has now been decorated.

### **Accessibility of building**

Continues to be worked on. The sensory areas at every event are well received. There is an issue with the fire doors from the hall, lounge and training room having a lip on them which could prove difficult in an emergency and also makes access difficult for the less mobile. Isabel is getting quotes for changing the fire doors which have reached the end of their life now.

**GDPR** – no known issues reported this period.

**Safeguarding** –no known issues reported this period.

### **Staffing/HR**

Isabel Gunn will come to the end of her 6 month fixed term contract on 6 April – I would recommend the Board consider extending her contract; she has proved to be very competent and a great help to Sue.

### **Volunteers**

Several new volunteers have started with us. The results of the volunteer evaluation form have been received – see separate report.

Jean and Sue are working on a volunteer management system.

We have had two issues which are currently being dealt with.

### **Partnership working**

**Family Centre** – we worked with the FC to create a slow cooker course for families with Coral; 2 sessions learning how to use a slow cooker effectively as a way of reducing cooking costs, each family taking their cooker home at the end of the course.

**Homestart** – Stay and Play is now established and working well. Homestart Waverly have provided funding to cover Kelly's fortnightly facilitating of this group January – July.

**Early Years Help** – regular meetings are now being held with officers from Surrey CC and Barnardos which are starting to prove useful. The next meeting will have someone from Social Care who will be explaining the

pathways for SEND support. We are planning to ensure that this can be opened up to parents at a later date to provide much needed information on the system.

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

New projects under this group include twice monthly games café targeted at 18 – 30 year olds and a strength and balance Otago group.

### **Farnham Health Inequalities Group**

This continues to be a very positive partnership with health positively promoting service partners to deliver from the Community Centre. The vaccination catch up clinics are proving very effective. The latest to add to the services being offered is a Stop Smoking clinic.

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

The Task and Finish group has closed, in my opinion prematurely as there were quite a few actions outstanding but the police and Waverly officers said that the remit of the group had been reached and further meetings would need to be arranged under a different grouping. All agreed that the multiagency approach taken by the TAG was something to be preserved and I suggested that the mechanism already exists under SHIP however there are not statutory agencies willing to take this on. Catherine Powell has sent an invitation to a first meeting and has offered to chair these meetings if no-one else comes forward.

**UCA** – would like to work with another of our community groups in a further project for animation. I have suggested WiSH and a topic of how they survived the pandemic.

**WBC Leisure Services** – contacted us before scheduling some half term activities to ensure no clashes which is a really positive development.

**Farnham Youth Practitioners Network** – another meeting is to be scheduled. It has proved to be very useful to share and exchange information.

**Maltings** – have offered the Community Centre 3 creative activity passes for half term – we can nominate 3 young people who can attend a days workshop for free

The Maltings have also approached us to work with them on a Community festival – proposed date 5 & 6 August

- Together, we'll **produce a creative community neighbourhood festival**, spanning outdoor and indoor locations in Upper Hale, that **celebrates local creativity and highlights what's on the doorstep**
- The festival will feature a variety of creative activity and performance e.g. comedy, craft, dance, music, theatre
- Those performing or providing workshops will be **local creative groups**, as well as **professional artists** from Farnham/Surrey
- As part of the planning process, we will **consult with members of the local community**, likely on a Wednesday morning, to hear their ideas and thoughts on what they'd like to see or know about, and what they'd expect from such an event
- Farnham Maltings will: source professional artists, administrate and finance the event, provide resources and staffing, play an equal role in marketing the event
- Hale Community Centre (& Youth Centre will): provide space in kind for the event, support with community consultation, provide insight and connections into the local community & community groups, help source volunteers, play an equal role in marketing the event

**Adult learning** – we are providing space for a Tai Chi course

### **Networking**

**VASWS Farnham Network of charities and voluntary organisations** –meets quarterly on Zoom

**Farnham Connects** - meets monthly on a Tuesday afternoon to discusses issues affecting residents of Farnham and has proved to be a really valuable networking opportunity.

**Farnham Younger People Task Force** – run by FTC

WBC Cost of Living Working group – I was invited to attend this meeting by the Leader of the Council to share about how the cost of living was impacting us and the local community.

Funding has been approved from **Weyside Rotary** for 3 sewing machines for the craft cafe

1. The craft cafe would use them regularly as there are several community projects we would like to do but our current old machines no longer work. In 2022 we used them to make the bunting the centre uses, and we would like to make some curtains to refresh some of the rooms.
2. Enable individuals in the craft cafe (and other groups) to have access to a sewing machine without worrying about the cost or storage. In 2022 several ladies used the ones we had to do their own personal projects
3. The girls club could use them to teach them to sew, we haven't progressed this as we don't have machines to support the activity
4. In January 2023 we started a monthly Warm Hub evening for community projects eg sewing items that could be given to the community. Having access to machines in the centre would mean that anyone could come and help with the activity without worrying about bringing a sewing machine.

### Emerging issues

**Cost of Living crisis** – we are seeing a dramatic reduction in the amount of food and store cupboard items from the supermarkets whilst at the same time seeing increasing numbers attending. We are also supplying on average 3 emergency food parcels a week. Funding for these and for Christmas shopping vouchers was received from WBC from their government funding and this money will keep the Fridge running until the end of March.

**Better Care funding** – we were successful in our bid for funding to engage a health and well-being coordinator for 12 months to work to deliver a range of programmes to reduce health inequalities, such as healthy cooking courses and opportunities to increase physical activity that fit into people's lifestyles. SCC have agreed to delay the start of this project until the beginning of March.

**WhatsApp policy** – as we need to communicate quickly with volunteers to collect supermarket donations and get cover for fridge sessions we have set up some WhatsApp groups. I have introduced a policy to control its use to business matters only as some volunteers were posting personal opinions and comments.

I have authorised Sue to get a work sim so that she is able to maintain boundaries with work communication.

**Furniture items from SCC** – we were successful in requesting various metal cabinets, chairs and recycling bins from SCC who were giving them away as part of their move from the old County Hall – they have even agreed to deliver them to us for.

**Vivid** – Norma and I met with Gary Clark-Allen, Place Shaping Officer. He has access to Vivid Plus funding which can be used to support residents. We are going to help him to build a case for more investment by Vivid into Sandy Hill by capturing data about the number of their tenants who use the Community Centre.

### For Board consideration:

#### Forthcoming anti-terrorism legislation - Martyn's Law

New legislation is being developed which is intended to give greater protection against terrorism in public places. A news release from the Home Office came out just before Christmas. It refers to a 'standard tier' of requirements / guidance which will apply to 'locations with a maximum capacity of over 100', and an 'enhanced tier... [for] locations with a capacity of over 800 people'. We are waiting to see what requirements there will be for community halls and centres, and SCA/AH will give further updates as the legislation is developed.