

Centre Manager's Report September 2023

I have been asked to align the work we are doing with our Strategic Objectives. As you know these are:

- Keep the building available, accessible and safe for the use of local people and others (**Avail**).
- Enable a range of educational, training, employment, cultural and recreational activities to take place which respond to the needs of local people and where all are made to feel valued and safe (**Ed/Rec/Saf**).
- Provide access to advice and information for all sections of the community (**Inf**).
- Provide excellent services to users (**Excel**).
- Be financially sustainable and continue to strengthen the management of the Centre (**FinSust**).

I have coded them at the end of each objective.

1. Commercial Hiring (FinSust/ Avail) – see Sue's Report

2. Grant Funding Applied For (FinSust):

Better Care Fund – Slow Cooking Courses - £20000

Neighbourly - Sainsburys Helping Everyone East Better Community Grant Fund 2023-24 £500 to support Christmas at the Drop In and Fridge supplies

Sparks Fund (via Voluntary Action South West Surrey) £2000 – to support the provision of packed lunches during specified times in the School holidays until Easter 2024

Coop Grant – supporting Drop In and Fridge projects through the winter with extra Christmas items £unknown

Purchase (by the Farnham Lions) of an oven for a local family

3. Funding Awarded (FinSust)

WBC Household Support Fund – Fridge Funding £15000

Better care Fund – 2nd Year for H&W Coordinator £23000

Powell Family Funding – Funding for Family Fit Pilot £1868.50

Community Development Coordinator UKPF £30000

Slow Cooking Course Better Care Fund £20000

Natwest £5000 (via Simon)

- 4. Health and Wellbeing (FinSust/ Ed/Rec/Saf/ Inf/ Excel)** - Please see Emma's report.

There has been a wealth of activities to place within this project heading and Emma has been working to take these all in. However, with 10 hours a week on a Tuesday and half a Wednesday this has been proving difficult to address all the needs.

(Isabel is in the process of taking over the monthly newsletter and is increasingly being asked to produce flyers and posters for projects which is taking her away from the work supporting Sue.) This is why we are looking to push some projects into the new year and beyond as we have a capacity issue.

- 5. Drop In & Warm Hubs, Music in the Meadow, Volunteer's BBQ (FinSust / Ed/Rec/Saf/ Inf/ Excel)**– see Sue's report

- 6. Youth Work (Ed/Rec/Saf/ Inf/ Excel)** – see Tracy's report

- 7. Girlz Club (Ed/Rec/Saf/ Inf/ Excel)** – see Jo's report

- 8. Community Cupboard and Fridge (Inf/ Excel)** – see Kelly's report

- 9. Community Garden (Ed/Rec/Saf)** – Flourishing! We are hoping to develop this further in the future through the H&W agenda. 2 volunteers are attending the awards later in September. We could do with a few more resources for the team but we do have a little budget left that could be used for these, especially to help with watering in the summer.

- 10. Community Development (Ed/Rec/Saf/ Inf/ Excel)** - no one has been appointed to this role, adverts are currently out with the hope of holding interviews at the end of the month.

- 11. TimetoShare/Timebank (Ed/Rec/Saf/ Inf)** – Rita, the volunteer that set this up is interested in getting back involved in working with us and she will appraise where we are with this and then decide the future of the project.

- 12. Seniors Group (Ed/Rec/Saf/ Inf/ Excel)** – continues to be popular. Simon to add any recent development information.

- 13. Code Club (Ed/Rec/Saf/ Excel)** – we have a hiccup here as Zoe has resigned, leaving this project. I will be getting together with Tracy to find

a replacement. It continues to be a successful group though meeting once a month.

14. Partnership Projects supported by Hale Community Centre

14.1 Stay & Play (Ed/Rec/Saf/ Inf) – There is a group of around 3 or 4 volunteers supporting this group held at the Family Centre on Wednesday mornings. This last term they have had a few visitors including story telling with puppets which was very well received. There is anywhere between 5 & 11 adults and between 5 & 20 children.

Going forward we have negotiated that Kelly will lead all the sessions next term supported by the volunteer team. This will enable better continuity and organisation for the sessions.

14.2 SHIP & WiSH (Ed/Rec/Saf/ Inf) – Due to meet again in September/October.

14.3 Craft Groups (Ed/Rec/Saf/ Excel) – continuing to meet regularly with a growing number of participants.

14.4 Job Club (Ed/Rec/Saf/ Inf/ Excel) - Seeing a few people in the area. We have a new flyer and poster which we are disseminating locally.

14.5 Craft Café (Ed/Rec/Saf/ Excel) – popular with a regular following and open to new members. Part of the Warm Hub. Also joined by a crochet/knitting squares project to make blankets for those in need.

From Natalie: So... in the last few weeks before the summer holidays we were averaging about 7-8 people a week to the group. this has dropped to 5 for the summer holidays. but that is quite usual. the 8 people are very regular. I do not count the crochet group as part of my figures.

Going forward I would like to advertise the group a bit more, but this will depend on what the crochet group are doing.

I also help out during the holidays with Childrens crafts on a Wednesday. Activities mainly include painting something. but other activities do come up. Numbers vary for this from 5 to 20-25 over a 2-hour period. Half term & Easter were very busy. less so during the summer holidays.

Because we were generously donated 3 sewing machines by the rotary club, I have been trying to put them to use. I have been helping 2 girls learn to use the sewing machine. There has been 1 day so far with 2 more planned. Going forward we can look at whether we can do more of this but I would need help with it. We are also planning to do things with the Girlz Club starting in September.

14.6 SEND Parents Group (Avail Ed/Rec/Saf/ Inf/ Excel) – we have been joined by facilitators from Challengers who are now running the group however numbers attending have been low. We will aim to consult with the community to find out when would be a good time to hold these sessions going forward as it has

been suggested that the way we are running at the moment may not be the most beneficial.

15. PR/Marketing (Inf)

This is an area that we are always trying to improve. Isabel has good graphic design skills and we are using these to our advantage. There is a growing need to all be more proficient in these skills especially around social media, and we aim to take the opportunity to review our PR methods.

16. Building/Health and Safety/Risk Management Issues Avail -

See Sue's report & Appendix 1 with quotes for new alarms.

17. Maintenance of the building Avail – see Sue's report. There are a few areas that may need some remedial works in the near future.

18. Accessibility of building Avail - See Sue's report – still looking into signage and changing thresholds. Significant funding needed for these though. See Appendices with quotes for:

18.1 Signage Appendix 2

18.2 Door Thresholds Appendix 3

19. GDPR – no known issues

20. Safeguarding – 1 safeguarding issue. Reported to Barnardo's and Homestart and logged. Other agencies are working with the person.

21. Staffing/HR

We are now offering a much larger number of projects/activities via the Community Centre which may increase further with the arrival of a Community Development Coordinator.

I am making several proposals here:

21.1 Increase the salary of the Office Administrator – Sue has worked hard to take on the day to day running of the centre and to manage the building. When she was taken on buildings management of the Youth Centre was not part of her role and so the job has grown hugely since she started. In addition, Sue has taken on the management of the volunteers and whilst there may be some scope to get volunteer support in this role it is still a huge commitment. These, together with the

increased use of the centres and the expansion of the Centres' offering the role has grown and there has been no significant upscaling of Sue's remuneration. I would suggest a pay increase which equates to at least an extra £3 an hour (£3744 p.a.).

21.2 Offer to increase the Admin Assistant hours and offer a small pay rise above the minimum pay rate (currently £10.42 per hour) – Isabel is regularly being asked to produce publicity materials for our projects together with taking over the newsletter – these are in addition to the jobs in her original job description and warrant a reasonable proportion of her time. Consequently, she has less time to support Sue in the primary role of buildings and bookings management. The newsletter and publicity are becoming an increasingly important part of running the Centre as they attract people to us and in turn promote fundraising and donations. I would appreciate it if we could consider increasing Isabel's hours and increasing her pay a little to acknowledge the great contribution she is making to the Centre. An approx. 10% increase to £11.50 seems an interim measure.

The Centre seems to have sufficient reserves to make these changes. I have not prepared any actual figures but if there is Board support in principle for this I will put together a budget if required.

21.3 Fridge Coordinator – increase hourly rate to well above the minimum wage. An approx. 10% increase to £11.50 seems an interim measure. I believe we have funds in the Fridge reserves to do this. I also see that Kelly works beyond her 10 hours a week in her coordination role. Could we add another 2 hours a week to her contract?

I also plan to pay Kelly for an extra 2 hours a week (the weeks the project is running) via the Sparks funding for the Lunch Box project.

21.4 Cleaner – as Sue has mentioned Danielle, our cleaner, has resigned. We have been noticing that we probably need a cleaner every day in the centre as well as in the Youth Centre. We are going to look at local options and will also ask some companies to quote. If we are to employ someone this may be a good option if we can find someone locally.

NB There is a competitive market now for good employees. Having invested in the people we have it would be bad business sense not to make sure that ours feel appreciated for the work they do otherwise they may look for alternative positions elsewhere.

22. Volunteers

Generally, the volunteers are an immense resource to the centre. There are pockets of challenges, but we are working together as a team to overcome these.

The introduction of the Volunteer Handbook will require an annual appraisal for all volunteers. We are thinking that we could hold an annual volunteer's day where we could run some workshops/training/presentations together with taking feedback as a team. This would fulfil part of this but also allow for 1 – 2 – 1s as necessary perhaps with those volunteers that need it.

We may look for volunteer input into this if we have an HR specialist available (Rita may be available for this).

23. Partnership working

23.1 Early Years Help (Inf) – regular meetings continue to be held with officers from Surrey CC and Barnardo's which are starting to prove useful. We are considering options for working together and we are building new relationships within the group.

23.2 Farnham Health Inequalities Group (Inf) - This continues to be a very positive partnership with health positively promoting service partners to deliver from the Community Centre. We are working to get local representation from the community involved in this group and now that Melissa Ellenden is well we are looking to include her and others in this group.

23.3 Active Surrey (Ed/Rec/Saf / Inf/ Excel) - The Otago (strength and balance classes have been quite popular and have been part of the H&W remit. We are now into the second phase of the project where we have engaged new members together with a couple who had only been to a couple of the previous sessions. Emma is working to consider how we can sustain this project and will be having conversations with the participants about the future of the classes once the funding has come to an end.

The partnership providing the exercise on the green space has not been as productive as we initially hoped. Our Parks (active Surrey's provider for the sessions) was only able to provide exercise classes for adults and from the limited options we chose LIIT (low intensity interval training). There have been between 3 and 7 people attending and is starting to gain momentum. Communication with Our parks is patchy. They are now looking for a more local instructor which would be much better (and far more sustainable – the current one comes from Kent!) However, the sessions are on hold which will not help development of the numbers.

In response to this course being for adults and the community desire to be for families a new subgroup was assembled to address the gap. Catherine Powell has kindly provided the funding for this for a trial period. Again, we have struggled with consistency. However, we have a new coach who grew up in the area that has now taken the group on. We are however having trouble engaging parents and he is

working with a core group of young people aged around 11 that have been there the last couple of weeks. We have decided to continue like this for the rest of the school holidays and hope to build the parent participation going forward and particularly when the new term starts and people begin to get into a new routine.

23.4 SportWorks (Ed/Rec/Saf/ Excel) - We have set up a bid with SportWorks who are looking to provide weekend and evening activities and will apply for funding on our behalf to Awards for All. With all the work we currently have in progress we are pushing this back to a start date of March 2024.

23.5 Citizen's Advice Waverley (Inf/ Excel) – We now have the weekly support from Sharon Downes who is now part of the CA Outreach Project. Together with Shiraz Chowdhury who has been appointed recently as the Community Engagement Coordinator we have a good relationship with CA

The research project to speak to parents with SEN children to learn about where they feel would be best to focus any input and funding has begun and we were involved in a meeting with them where they are making community links.

23.6 Vivid – there has been no meaningful collaboration with Vivid since the last report. However, there are attempts to get representation on several of the multi-agency groups locally. Kelly, who was the local representative, has been moved on in her role and to date we have had no indication of a replacement. All enquiries are via the customer services email.

23.7 Church on the Hill (Ed/Rec/Saf) – they continue to hold services twice a month at the centre. I have requested a report but have had no response.

23.8 Farnham Youth Practitioners Network (Inf) – we are holding a meeting this week and will be exploring the way forward for Youth provision locally.

23.9 Farnham Maltings – (Ed/Rec/Saf/ Excel) We had a performance of the Doorstep Duets in July where they had about 40 people in the audience, consisting of members of the public and staff and volunteers as it was during a Drop-In session.

We have also had arts and crafts events held on the 30th of August after the Drop In and on the weekend of the 1st& 2nd of September.

23.10 Adult learning – (Ed/Rec/Saf/ Excel) Emma and I have had a meeting with Sarah, and we are in the process of setting up a Buggy Walks group from September that will meet at the Community Centre for a chat and refreshments before going on a guided walk with a facilitator. We are hoping that this can be made sustainable by the group taking on organising the walk session themselves should further funding be unavailable. We would look at still making a space available for them to meet before or after for refreshments.

We also have a Christmas cooking course starting after the autumn half term. The purpose of this will be to look at healthy options, food gifts, freezable dishes that

can be prepped ahead etc. Sessions will be on a bookable basis, but it will not be necessary to attend the whole course.

Both courses are available free in the first instance.

24. Networking

I have been meeting as many of the partners as possible, but I am trying to work this into the job without distracting from the day-to-day activities.

25. Emerging issues

25.1 Waiting Outside - With winter approaching we are considering a more permanent wooden gazebo for people waiting for the Fridge to shelter under. This may not be viable but we have decided to investigate and go from there. People are trying to shelter in the centre and this is impacting other users etc so we would like to eliminate this. We will send out an email in the Autumn to ask visitors to the Fridge to expect to wait outside and wear appropriate clothing and bring an umbrella.

25.2 Hirers v Community Users – We are getting to a point where the rooms we have are booked out regularly and capacity is becoming an issue occasionally. Could the Board consider how they would like us to balance this.

25.3 Plan for Hale – I think it would be wise if we worked together with other local agencies to come up with a 'Plan for Hale'. A lot of the work we are doing is reactionary and although we are following certain areas that we want to work in we are not following a plan. If we work together with others it will be easier to identify gaps and avoid duplication. I would appreciate thoughts from the Board.

25.4 Local Area Coordinator Position for Surrey County Council – based at Sandy Hill. This person is being recruited in September and we are part of the community selection process.

25.5 Use of the Hut by the local footballers on Sandy Hill – the group would like to use the Hut for storage of their equipment and kit. We are in the process of drawing up an agreement to do this and we will come up with a key policy too.

25.6 Seniors Day Care Provision – not directly within our gift to the community but it had been mentioned a couple of times that this would be a desire for this area.

Dates for the diary

Macmillan Coffee Morning 28th September

Christmas Fair 2nd December 11-3pm

Volunteers & Trustees Christmas Lunch 12.30pm 7th December

Christmas Wreath Making Workshops (Fundraisers) 5-7pm & 8-10pm 8th December

We would love Board participation in all these events if possible.

Melissa Salisbury August 2023

Appendices:

1 Alarm System Quotes:

The reason for doing this is by 2025 BT are removing all PSTN lines (they have already begun removing some), this is how our alarm currently communicates via the speech dialler to alert us of any activations.

KBO

Option 1 – Remote Application (can be used on multiple devices but required Wi-Fi connection)

Control Equipment Upgrade approx. £550.00 + VAT

Remote Application approx. £245.00 + VAT

Option 2 - Remote Monitoring via a central monitoring station

Control Equipment Upgrade approx. £550.00 + VAT

Monitoring Installation approx. £150.00 + VAT

Connection Fee £50.00 + VAT

Police Unique Reference Number £48.00 + VAT

Annual Maintenance Fee £195.00 + VAT

Annual Monitoring Fee £195.00 + VAT

AB Alarms

1038 - Security Products

Further to my recent visit, please find below brief details and costings for an intruder alarm upgrade.

To supply and install the following equipment:

1 x Scantronic iong2 and keypad to replace your existing Texecom system. This unit would have 48

User codes and app control/notifications.

To connect up to your network.

To connect up existing detection.

To fully test and commission upon completion.

Sub Total ex VAT £610.00

VAT @ 20 % £122.00

Total Inc VAT £732.00

Sue will find out the annual servicing costs for the AB system, but would recommend this option.

2 Signs Quote

Lavastar

1

** 2 Face Sign same size as current **

Fabricated Aluminium Plaza Sign Tray - Landscape

1530mm x 1240mm. Posts 89mm diameter. LED trough light to top.

1.00 1756.00 20% 1756.00

2

**** Parking Signs ****

400 x 400mm dibond signs with vinyl graphic to face cable tie fixed to fencing

4.00 25.00 20% 100.00

3

**** Vinyl overlay to entrance sign ****

1250 x 350mm 1.00 60.00 20% 60.00

4

**** Planter signs ****

800 x 300mm full colour print onto dibond 3.00 60.00 20% 180.00

5 Installation 1.00 450.00 20% 450.00

Subtotal 2546.00

Total VAT 20% 509.20

TOTAL GBP 3055.20

Simon also had a quote from the company he uses. It is likely to be cheaper as it uses wooden posts rather than all being Aluminium.

3 Door and Thresholds

Greenlife Designs

Please see below the quote for the emergency exit doors. White pvc with low aluminium thresholds and push bar exit handle. All A-rated thermally. We will also re seal around existing windows where it's perished. Total cost including vat £11220 for all four doors. This works out at £2805 each if you wish to spilt the job down.

Jewel Windows

Fitting Type: Supply & Fit 4 doors

Reference: PP9679 Sales Advisor: Simon Newens

Quotation Date: Wednesday, August 23, 2023

Discounts: Managers % Discount £1,975.00

Total Price including VAT: £7,900.00 (approx. £2000 per door)