

Centre Manager's Report November 2023 MS

Main points of note:

The centre is very busy. I adapted a presentation made by Cathy this time last year to FTC where she suggested that we had around 1000 visitors to the centres each week. We made a new estimation of this number in October and came to approx. 770 a week!

SHIP (Sandy Hill Inclusive Partnership) is working to bring about more change and initiatives locally thanks to the drive of CP. The centres are involved in all these initiatives where appropriate and will continue to support CP in the objectives of the group as it completely aligns with what we aim to achieve at the Centres.

Community Development – has got off to a great start and is an enormous contribution to the work that we are doing up to Christmas. The team are tireless in their Christmas Commitment and as such we have a wealth of activities and events lined up (see the dates for the diary).

1. Commercial Hiring (FinSust/ Avail) – see Sue and Jean's reports

Whilst it would be advantageous to us as an organisation to raise hire rates from the reports we are having this is just not an option at the moment. Many hirers are reviewing their costs and we are working hard to keep their custom. We are remaining as flexible as possible when it comes to hiring the rooms whilst maintaining the current income. The only change I would consider making at this time would be to introduce a corporate rate for companies such as utilities etc when they want to use the centre for consultations etc.

2. Grant Funding Applied For (FinSust):

Farnham Round Table – donation for Dishwasher

Hubbub – Cooking Confidence classes & community meals

Farnham Lions – contribution towards new coffee machine

Ash Coop Managers discretionary fund

3. Funding Awarded (FinSust) see Jeremy's spreadsheet

Sparks Funding for Packed Lunches in school holidays £2000

Hale Carnival donation £1500

Hubbub Spooky Pumpkin Cooking workshops in half term £800

Neighbourly - Sainsburys Helping Everyone Eat Better Community Grant Fund 2023-24
£1500 Ready Steady Cook bags and basic Cooking Skills pilots

Donation of £1000 for the Youth Clubs towards Christmas parties and a trip (skating) from Waitrose

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

Emma's main projects currently include:

Strength & Balance Classes – continue to run with underspend and donations and will be supported by H&W funds.

Slow Cooker Courses – first course has been terrific, now into week 2 of 2nd. Limitations of hall availability and facilitator availability will mean courses are a similar time again after Christmas, but we look to address this after Easter.

Family Fit – has now moved indoors with new challenges but these are being addressed.

5. Drop In & Warm Hubs, Music in the Meadow, Volunteer's BBQ (FinSust / Ed/Rec/Saf/ Inf/ Excel)– Warm Hub becomes Warm Welcome this winter. We have SCC funding for 2 sessions and have approached WBC to support another session – open to all.

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

7. Girlz Club (Ed/Rec/Saf/ Inf/ Excel) – Project report included

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

To highlight Fridge will be open Christmas Eve in line with other local fridges 6 to 8 pm.

Other Cookery/Food Projects are in the pipeline as we have been promised funding for these. Food security is still a major issue with many families locally and the availability of extra food and learning cookery skills to be able to access cheaper foods and make them tasty seems to be prevalent. We held a Spooky Cooking workshop in half term (3 sessions) that was very well received by the local community.

Projects in the pipeline include a Ready Steady Cook approach to giving out pre prepared ingredients for a certain recipe to Fridge visitors. We are also looking to hold Cookery Confidence Courses together with community meals next year with funding from Hubbub.

9. Community Garden (Ed/Rec/Saf) – The gardens are being 'put to bed' but some of the summer bedding is still looking good. The Family Centre have offered the team an additional bed to grow crops for the centre.

10. Community Development (Ed/Rec/Saf/ Inf/ Excel) – we have appointed Jo Goodhew (one of our youth workers) as our Community Development Coordinator. Jo has hit the ground running with the fast approach of Christmas and is busy supporting the Christmas projects and initiatives, particularly the toy collections. Jo has been out meeting lots of local groups and is putting together a spreadsheet of the local organisations so that we can better network in future.

11. TimetoShare/Timebank (Ed/Rec/Saf/ Inf) – No new information.

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 are still trying to find a replacement for Zoe.

14. Partnership Projects supported by Hale Community Centre

14.1 Stay & Play (Ed/Rec/Saf/ Inf) – These continue to support parents with young families. We have had the addition of Challengers attending these sessions to support parents further particularly with SEND challenges. Going forward this will be once a month (1st Wednesday).

14.2 SHIP & WiSH (Ed/Rec/Saf/ Inf) – The meeting in early October was well attended and has furthered the momentum to work locally with a wider range of agencies. There was agreement to move forward with 4 sub-groups: H&W&SEND, Transportation, Infrastructure and Events. We are represented on these sub groups either by myself, NC, Emma Swinden (H&W) or Jo Goodhew (CD).

14.3 Craft Groups (Ed/Rec/Saf/ Excel) – CM's group continue to meet on Wednesday.

14.4 Job Club (Ed/Rec/Saf/ Inf/ Excel) – Continues to meet. They have secured funding for a further 12 months.

14.5 Craft Café (Ed/Rec/Saf/ Excel) –Part of the Warm Welcome. The crochet/knitting squares project has now received a little funding but has moved to an alternative venue.

14.6 SEND Parents Group (Avail Ed/Rec/Saf/ Inf/ Excel) – as mentioned they have now moved to be present during the S&P sessions. We will continue to appraise the opportunities to provide SEND parents with support locally and we hope that in time we can arrange something in conjunction with Hale School.

14.7 BOBS – Jo G and I have been running the BOBs social club for adults. We ran 4 sessions in Sept/Oct with a maximum of 6 participants. There does seem to be demand for this group and so we have decided to continue running (using the remainder of the Maltings Grant together with some of the Comm Dev funding) once a month for the foreseeable future. We will continue to monitor.

15. PR/Marketing (Inf)

The team are continually working towards giving the Centres the best possible PR. Posters are now being produced in a more professional manner and we are looking at making small changes to the newsletter to make it more vibrant.

16. Building/Health and Safety/Risk Management Issues (Avail) - See Sue's report.

17. Maintenance of the building (Avail) – see Sue's report.

17.1 Accessibility of building (Avail) - See Sue's report – small signage has been agreed and is on order.

18.GDPR – no known issues

19.Safeguarding – nothing new.

20.Staffing/HR

Full complement with a small increase to capacity through increasing Kelly and Isabel's hours.

21.1 Increase the salary of the Office Administrator – This has been gratefully received.

21.2 Offer to increase the Admin Assistant hours and offer a small pay rise above the minimum pay rate Isabel has had her rate increased and is now paid an additional 3 hours a week.

21.3 Fridge Coordinator – Kelly's rate has been increased and she will now be working 15 hours a week.

Kelly will also support the other food projects that we have coming up which will help to supplement her income.

21.4 Cleaner – Dalton has been employed to clean the youth centre and the additional days that Danielle cannot cover. This arrangement seems to be working well. We are acutely aware that the cost of cleaning the centre is much higher than previously, but this has meant that Sue & Isabel spend less time cleaning. This is as a result of the much higher usage of the centre.

21.Volunteers

I believe we are almost in a position to launch the volunteer's handbook. We do need to make more time to engage with volunteers and offer training at times suitable to them. In the new year we plan to hold a series of sessions (particularly for the Fridge volunteers) to make sure that as many people as possible are up to speed and feel supported.

22.Partnership working

23.1 Early Years Help (Inf) – continues positively.

23.2 Farnham Health Inequalities Group (Inf) – Local representation is helping this group to be more meaningful and have an ability to link directly with the community.

23.3 Active Surrey (Ed/Rec/Saf / Inf/ Excel) – Nothing new.

23.4 SportWorks (Ed/Rec/Saf/ Excel) – Nothing new.

23.5 Citizen's Advice Waverley (Inf/ Excel) – continues positively.

23.6 Vivid – We hope to have a presentation from VIVID at the next FHIG meeting. We are hopeful that this can be the development of new relationships with them as they seem prepared to engage with the community organisations.

23.7 Church on the Hill/Kids on the Hill (Ed/Rec/Saf) – they continue to hold services twice a month at the centre. The youth group for children aged 7 to 11 (although there are some younger) continue to meet.

23.8 Farnham Youth Practitioners Network (Inf) – still working on funding sustainably.

23.9 Farnham Maltings – (Ed/Rec/Saf/ Excel) no new projects currently, the Maltings are awaiting a funding review in the spring I believe.

23.10 Adult learning – (Ed/Rec/Saf/ Excel) You will see from Emma’s report that no progress has been made here as SAL have

23. Networking

Have continued to meet with local partners.

24. Emerging issues

25.1 Waiting Outside – Simon has had the offer from a retired builder to build a structure in the garden, however we would need planning permission for this. **Would the Board like this to be sought?**

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. Jean ha produced the usage report for external hirers.

25.3 Plan for Hale – There are more local agencies coming together as part of the SHIP. This is building a plan for Sandy Hill but leaves the rest of hale and Folly Hill excluded although there are areas of overlap.

25.4 Local Area Coordinator Position for Surrey County Council – we have been told that the LAC will most likely start in January. Dates of the Christmas events at the centre have been shared and they are very welcome to get involved.

25.5 Use of the Hut by the local footballers on Sandy Hill – the group have not been in touch recently. We would like to ‘refurbish’ (it has been cleaned but some storage organised etc) the hut so that it can be used more next year.

Dates for the diary

It is a very busy festive season ahead.

27th November Toy Give away

2nd December 11-3pm Christmas Fair

7th December Volunteers & Trustees Christmas Lunch 12.30pm

8th December Christmas Wreath Making Workshops (Fundraiser – Fully Booked) 5-7pm & 8-10pm

13th December Stay & Play Christmas Party

15th December – School break up day - refreshments and crafts at the community centre together with Fridge opening.

20th December – Christmas Pop In and Craft afternoon for everyone

Carols at the Chapel gardens with refreshments after in St Mark's

22nd December – Santa Bus (Sandy Hill Estate)

24th December – Fridge Opening 6pm to 8pm all help gratefully received on the evening or set up or collections!

27th December – Soup Pop In

And something to look forward to next year.....

27th May SHIP Fun Day on the SH greenspace

We would love Board participation in all these events if you are available.

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.

Team Reports & Information November 2023

Community & Youth Centre Maintenance and Updates SC

- **3 staff members attended and passed First Aid refresher course.**
- **Coffee Machine that was on lease has broken beyond repair would like approval to purchase a new one £2,700 =VAT**
- **Designs agreed and submitted to supplier for outside signage.**
- **Date agreed for SCC to carry out fixed mains testing in the Youth Centre**
- **A new cleaner has been employed to clean the Youth Centre daily and the Community Centre twice a week. Existing cleaner has reduced her hrs.**
- **Awaiting a date SCC as to when the roof of the Youth Centre will be repaired this is going to involve scaffolding so have requested a date in the Christmas holidays.**
- **SCC aware that the paint is peeling on the outside of the Youth Centre awaiting next steps**
- **A sensor light has been installed above the bin store for H&S**
- **Rodent baiting in the side garden of the centre is underway**
- **Boiler Engineer has been and fixed the heating**
- **Youth Centre oven has been repaired under warranty (heating element replaced)**
- **SCC awaiting part to fix outside light at the Youth Centre**
- **Community Centre carpets cleaned**
- **New kitchen fridge installed funded by Farnham Round Table**
- **Researching new dishwasher for Community Centre kitchen funded by Farnham Round Table**
- **PAT testing completed**

Bookings & Hirers

No major changes to our regular hirers.

Events at Hale Community and Youth Centre

We hosted a Macmillan coffee morning and raised £183.00

Spooky Pumpkin Cooking took place during October half term 24

families attended over three sessions was a great success.

The 2023 Christmas Fayre will be on the 2nd December.

Volunteers Christmas lunch is to be held on the 7th December.

Christmas Wreath Fundraiser event taking place on the 8th December - Fully Booked.

Christmas Cooking Workshops taking place 22 & 29th November and 6th 13th December

Social Media

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 - 969 Followers

Since the 1st Jan we have reached 26,556 people

We have 168 followers on Instagram

Community Fridge & Cupboard - 908 followers.

Since the 1st January we have reached 17,000 people

Volunteers

We have 46 active volunteers across all the projects at HCC and the Youth Centre. A review of our Volunteer policy and processes are well underway, once the documents and process have been approved. The plan is to relaunch and once embedded we will carry out a further survey.

We are looking for new volunteers for a number of different roles one being a paid role for Code Club.

Warm Welcome & Wednesday Community Pop in.

We are running 3 Warm Welcome sessions at the Community Centre.

Wednesday 11.30 till 1.30 as part of our Community Wednesday Pop In.

Monday 1 till 3pm. Then once a month on a Tuesday 7 till 9pm. We have received £2,000 funding from SCC

Recycling

We received £49.60 from Astra recycling for October. We will continue to send out social media posts to promote.

Fridge & Cupboard Board Report KL

- **We collected 417.6 crates in October, 27 of them came from Aldi in one collection!**
- **We currently have 33 Collections on a weekly basis, collections from 12 different supermarkets.**
- **We have 398 Register Fridge members**
- **We are on average supporting between 25/35 Members @ a fridge sessions so each week that between 75/105 members, we are generally seeing numbers 19/23/25 at each session.**
- **We have been talking to other local Fridge's and swapping ideas and we have met with Alton Fridge to discuss Christmas Eve opening. Sandy has given us loads of ideas and we are now planning our sessions and will be opening 18:00-20:00 on Christmas Eve.**

Health & Wellbeing Update ES

- Slow Cooking Course - First course delivered with 7 participants. Healthy and tasty back to basics cooking. Informal, safe space to socialise and wellbeing walk to Farnham Park also offered in conjunction with Thames Basin Heaths Partnership. Courses will be offered to target different groups/respond to different needs in the community. A positive and supportive atmosphere created by the tutor. Comment from a participant: "*I've had a great time, I can't wait to cook lasagne.*" Data analysis and evaluation of the first course, still to be carried out.
- Fun Family Fitness - approx 11 families have engaged so far on the Sandy Hill green...with a core group attending each week. Currently working with James (instructor) to evaluate impact. We are responding to participant feedback and moving indoors for the winter months, to maintain and develop engagement.
- Supporting Big Cook Up course - 8 young carers with their parents due to attend the course. Includes cooking, eating tea together, taking dinner home for the rest of the family and a fun fitness activity.

- 4 x Christmas cookery workshops planned for December - for adults and families in the community, to foster a sense of fun and togetherness, learning cooking skills.
- Gentle Strength & Balance weekly classes - regular group of 11 participants, maximum has been upped to 14. Classes funded by donation and about to seek longer term sources of funding to make this sustainable.

Highlights:

- Gentle Strength and Balance Participant - Gentlemen who experienced a stroke pre-Covid...physically has become more restricted, has been unable to lift his left arm above his head since and struggles to walk without an aid. Four weeks in from starting the classes he can now lift both hands confidently above his head and feels confident to try and walk unaided. His wife has seen a noticeable improvement in his confidence, physical strength and wellbeing. Wife feels there hasn't been much help or support available up until now.
- Jo Goodhall being recruited for the Community Development aspect!!

Challenges:

- Surrey Adult learning pulled out at the last minute of planned Buggy Walks and Christmas Cookery courses due to be delivered in the Autumn term. The Christmas cooking is now being delivered with H&W funds.
- Limited number of hours to deliver work. It's not always easy to coordinate all the projects going on as I'm mainly in all day on a Tuesday and occasionally on other days of the week. Thank you to Melissa and other team members who fill a number of gaps when I'm not at the centre!

Hale Youth Centre - Update for the Board of Hale Community Centre November 6th 2023 TY

Achievements:

- Junior and Senior Girls Club continue to thrive under the leadership of Jo Goodhew
- Excellent feedback from students and Farnham Heath End regarding the Mighty Oak Alternative Learning Experience
- Reports written for South Street Trust, Community Foundation for Surrey (2 reports) and almost completed for Reaching Communities Year Two (should be complete by Friday 10th November)
- Donation of £1000 from Waitrose Farnham for delivery of Christmas parties and an ice skating trip for young people
- Wonderful day at Thorpe Park with our Senior Girlz Club

- Donation of £500 from Farnham Lions towards sports equipment for the youth centre
- Started to do some detached/outreach work in the campervan
- Greater relationship building with young people
- Lots of 'new' young people this term
- We have been able to showcase several case studies in the Reaching Communities report that reflect our achievements in supporting the growth and development of young people
- We have achieved our mission of creating a vibrant community hub for young people
- Young people increasingly come to us in times of crisis and when they are in need of support

Challenges:

- Due to recent incidents of anti-social behaviour outside the youth centre during our sessions the decision was made to ban 2 young people for 2 weeks and 3 others for 5 weeks. The 5 weeks reflects 3 recent incidents of anti-social behaviour outside the centre during our sessions. We are also aware of another incident of ASB by these 3 that happened within the vicinity of the centre, outside of our operating hours and which has contributed to the length of the ban
- Despite writing 2 reports for the Community Foundation for Surrey - for Seed to Plate and HYC Resources - we discovered we have to also write an online report in a different format. Fortunately, after we approached CFS they have apologised and given us until 30th November to submit these reports
- We have had a number of situations involving a young person who was brought to us through the Children's Services Department. We are maintaining an open dialogue with the young person's social worker and will be raising a safeguarding report to the Designated Safeguarding Lead and the Board once we have finished our discussions with the involved young people. There is no immediate risk and the young person is fully supported by a Children's Services team
- Low figures at Boys Night In - this will continue while 3 of the boys are banned until early December - their friends are unlikely to attend without them. The previous 'regular' boys are now in their late teens, with jobs and often in relationships and so we need to review how we can recruit new members, or revisit these sessions so they best reflect the needs of the community

The next 3 months:

- We are looking forward to a fabulous Christmas!
- We will continue to develop the MOALE
- We will conduct an end of year evaluation at all youth groups
- We will continue to support wider community events
- We will work with the Board and 40 Degreez to complete a youth questionnaire, based on that devised by 40 Degreez, as well as examine opportunities for partnership bids and working
- To run training sessions with staff and volunteers - specifically during the Christmas holiday period
- To meet with Active Surrey to discuss plans for Easter delivery of HAF programme
- To review all projects and plan for Jan - July 2024
- To complete Reaching Communities report
- To continue detached youth work when weather allows to promote HYC and HCC
- To participate in as many community events as capacity allows

Grants Transactions				
Hale Community Centre Ltd				
For the period 1 August to 31 October 2023				
Date	Description	Credit	Funds	Grants
21 Aug 2023	Sparks - Packed Lunches Grant	2,000.00	Packed Lunches	Sparks/PackedLunches/2000/Aug23
25 Sep 2023	Charities Trust - Grant from Nat West Bank	5,000.00	Unrestricted	
28 Sep 2023	WAVERLEY B C - Job Club Grant Oct 23 - Sept 24	1,040.00	Job Club	WBC - Job Club
01 Oct 2023	SURREY CC attn, Nicola Boreham, Manager Communities and Prevention - Grant to enable employment and development of Health and Wellbeing Coordinator - second instalment	12,104.00	Health and Wellbeing	SCC/BetterCare/12104.80/Jan23
05 Oct 2023	Hubbub Foundation - Pumpkin Activities	800.00	Pumpkins	Hubbub/Pumpkin/800/Oct23
13 Oct 2023	Reaching Communities - Reaching Communities Year 3	28,346.00	Youth Group	RC Youth Work/28346/Yr3Nov23
20 Oct 2023	Hale Carnival - Unrestricted Grant	1,500.00		
30 Oct 2023	SURREY CC GENERAL - Summer Club4 Payment 2	468.88	Youth Group	SCC/Holiday Club/5197/Jul23
31 Oct 2023	Neighbourly Foundation - Grant for Ready, Steady Cook	1,500.00	Cookery Classes	RS Cook/Neighbourly/1500/Oct23
Total Grants		52,758.88		

Donations Transactions

Hale Community Centre Ltd

For the period 1 August to 31 October 2023

Date	Description	Credit		Standing Order Donors	CAF & Just Giving Online Donations	Cash/Cheque Donations	Other
02 Aug 2023	Just Giving - Just Giving donation	4.70			4.70		
03 Aug 2023	PO CREDIT - Cash Donations	13.81				13.81	
03 Aug 2023	CAF Donate - CAF Online Donation	12.25			12.25		
09 Aug 2023	Nick Hunt - Unrestricted Donation Gift Aided	40.00		40.00			
09 Aug 2023	Neighbourly Foundation - Sainsburys Customers	500.00					500.00
10 Aug 2023	Mary Jones - Unrestricted Donation	100.00		100.00			
11 Aug 2023	CAF Donate - CAF Online Donation	49.00			49.00		
14 Aug 2023	DA & CA Powell - Unrestricted donation	50.00		50.00			
14 Aug 2023	Elliott AJ+AJ - Elliott Donation	15.00		15.00			
30 Aug 2023	CAF Donate - CAF Online Donation	12.25			12.25		
11 Sep 2023	Mary Jones - Unrestricted Donation	100.00		100.00			
11 Sep 2023	Nick Hunt - Unrestricted Donation Gift Aided	40.00		40.00			
13 Sep 2023	CAF Donate - CAF Online Donation	49.00			49.00		
13 Sep 2023	Elliott AJ+AJ - Elliott Donation	15.00		15.00			
14 Sep 2023	DA & CA Powell - Unrestricted donation	100.00		100.00			

03 Oct 2023	CAF Donate - CAF Online Donation	12.25			12.25		
09 Oct 2023	Nick Hunt - Unrestricted Donation Gift Aided	40.00		40.00			
10 Oct 2023	Jones M - Regular Donation	100.00		100.00			
11 Oct 2023	CAF Donate - CAF Online Donation	49.00			49.00		
13 Oct 2023	Elliott AJ+AJ - Elliott Donation	15.00		15.00			
16 Oct 2023	DA & CA Powell - Unrestricted donation	100.00		100.00			
25 Oct 2023	Sum Up - Strength & Balance	19.66	19.66				
27 Oct 2023	Rizwan Ahmed deposit refund declined move to donation	20.00				20.00	
27 Oct 2023	Cash deposit - Strength & Balance	20.00	20.00				
Total Donations		1,476.92	39.66	715.00	188.45	33.81	500.00
SUMMARY							
	Regular Standing Order Donations	715.00					
	CAF & Just Giving online	188.45					

Cash & Cheque Donations	33.81
Otago Strength & Balance Classes	39.66
Neighbourly Foundation (Sainsbury's)	500.00
	<u>1,476.92</u>