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Legal and Democratic Services



COMMUNITY AND WELLBEING COMMITTEE

Thursday 18 March 2021 at 7.30 pm

Place: Remote Meeting

PLEASE NOTE: this will be a 'virtual meeting'.

The link to the meeting is: <https://attendee.gotowebinar.com/register/9219194306204516619>
Webinar ID: 174-985-107

Telephone (listen-only): 020 3713 5022, Telephone Access code:631-469-041

The members listed below are summoned to attend the Community and Wellbeing Committee meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Councillor Barry Nash (Chair)
Councillor Hannah Dalton (Vice-Chair)
Councillor Kate Chinn
Councillor Christine Cleveland
Councillor Bernice Froud

Councillor Luke Giles
Councillor Christine Howells
Councillor Julie Morris
Councillor Phil Neale
Councillor Peter Webb

Yours sincerely

A handwritten signature in black ink that reads "J.C. Beldan".

Chief Executive

For further information, please contact Democratic Services, democraticservices@epsom-ewell.gov.uk or 01372 732000

Public information

Please note that this meeting will be a 'virtual meeting'

This meeting will be held online and is open to the press and public to attend as an observer using free GoToWebinar software, or by telephone.

A link to the online address for this meeting is provided on the first page of this agenda and on the Council's website. A telephone connection number is also provided on the front page of this agenda as a way to observe the meeting, and will relay the full audio from the meeting as an alternative to online connection.

Information about the terms of reference and membership of this Committee are available on the [Council's website](#). The website also provides copies of agendas, reports and minutes.

Agendas, reports and minutes for the Committee are also available on the free Modern.Gov app for iPad, Android and Windows devices. For further information on how to access information regarding this Committee, please email us at Democraticservices@epsom-ewell.gov.uk.

Exclusion of the Press and the Public

There are no matters scheduled to be discussed at this meeting that would appear to disclose confidential or exempt information under the provisions Schedule 12A of the Local Government (Access to Information) Act 1985. Should any such matters arise during the course of discussion of the below items or should the Chairman agree to discuss any other such matters on the grounds of urgency, the Committee will wish to resolve to exclude the press and public by virtue of the private nature of the business to be transacted.

Questions from the Public

Questions from the public are permitted at meetings of the Committee. Any person wishing to ask a question at a meeting of the Committee must register to do so, as set out below.

Up to 30 minutes will be set aside for written or oral questions from any member of the public who lives, works, attends an educational establishment or owns or leases land in the Borough on matters within the Terms of Reference of the Community and Wellbeing Committee which may not include matters listed on a Committee Agenda.

All questions whether written or oral must consist of one question only, they cannot consist of multi parts or of a statement.

The question or topic may not relate to a specific planning application or decision under the Planning Acts, a specific application for a licence or permit of any kind, the personal affairs of an individual, or a matter which is exempt from disclosure or confidential under the Local Government Act 1972. Questions which in the view of the Chairman are vexatious or frivolous will not be accepted.

To register to ask a question at a meeting of the Committee, please contact Democratic Services, email: democraticservices@epsom-ewell.gov.uk, telephone: 01372 732000.

Written questions must be received by Democratic Services by noon on the tenth working day before the day of the meeting. For this meeting this is **Noon, 4 March 2021**

Registration for oral questions is open until noon on the second working day before the day of the meeting. For this meeting this is **Noon, 16 March 2021**

AGENDA

1. QUESTION TIME

To take any questions from members of the Public.

2. DECLARATIONS OF INTEREST

Members are asked to declare the existence and nature of any Disclosable Pecuniary Interests in respect of any item of business to be considered at the meeting.

3. MINUTES OF THE PREVIOUS MEETING (To Follow)

The Committee is asked to confirm as a true record the Minutes of the Meeting of the Committee held on 19 January 2021 (to follow) and to authorise the Chair to sign them.

4. VOLUNTARY SECTOR FUNDING 2021-22 (Pages 5 - 36)

This report considers the continued future support of voluntary organisations in 2021/22.

5. PROPOSAL FOR INSTALLATION OF A STORAGE CONTAINER AT COURT RECREATION GROUND (Pages 37 - 46)

This report outlines the request to install a storage container at Court Recreation Ground for use of Epsom & Ewell Colts Football Club who have a Home Ground agreement on this site since 2015.

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VOLUNTARY SECTOR FUNDING 2021-22

Head of Service:	Rod Brown, Head of Housing & Community
Wards affected:	(All Wards);
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	
Appendices (attached):	Appendix 1 – Support for Voluntary Organisations 2020/21 Appendix 2 – Voluntary Sector Organisations overview from the pandemic Appendix 3 – Citizens Advice Epsom & Ewell update

Summary

This report considers the continued future support of voluntary organisations in 2021/22.

Recommendation (s)

The Committee is asked to:

- (1) Approve the proposed support for voluntary organisations in 2021/22, as detailed in Appendix 1 to this report.**

1 Reason for Recommendation

- 1.1 To enable the continued financial support to voluntary organisations as set out in Appendix 1

2 Background

- 2.1 The Council provides support to a range of voluntary organisation in Epsom and Ewell in order to maintain and improve the quality of life for residents and in particular the more vulnerable sectors in our community – which has been highlighted throughout the CoVid19 pandemic crisis.

- 2.2 The voluntary and community sector is at the heart of our local community, providing a lifeline and essential services to some of our most vulnerable residents in the borough. The voluntary sector often are also a catalyst for mobilising community action and attracting, training and deploying volunteers.
- 2.3 The Council recognises and fully supports the excellent contribution the Voluntary Organisations give to Borough residents. The Council wants to ensure that opportunities to encourage proactive networking are explored which will lead to co-ordinated approach in the future with regards joint applications for funding.
- 2.4 The Council supports the following organisations:
 - 2.3.1 Age Concern Epsom & Ewell (ACEE)
 - 2.3.2 Citizens Advice Bureau Epsom and Ewell (CAB)
 - 2.3.3 Central Surrey Voluntary Action (CSVA)
 - 2.3.4 RELATE Mid Surrey
 - 2.3.5 The Sunnybank Trust

Please see Appendix 2 and 3 for an update from each of these organisations on the work they have done during the pandemic.

3 Support during COVID Pandemic

- 3.1 The unprecedented impact of COVID on our communities has been significant and widespread. The positive response to the threat of COVID built upon the existing good working relationships the Council has with local voluntary organisations.
- 3.2 In response to COVID the Council established a Community Hub to support the most vulnerable residents with food, medication collections as well as welfare and mental health concerns throughout lockdown periods.
- 3.3 Central to the success of the Community Hub was the support provided by the local voluntary sector either directly engaging and providing services to the community or via requests for assistance from the Council's Community Hub.
- 3.4 Our voluntary services also worked successfully with finding volunteers to support the Council's work and managed, on our behalf the welcomed and over-whelming response from the public to volunteer their services to their community.
- 3.5 During the most intense periods of COVID lockdown, the voluntary organisations worked closely with the Council in providing the essential support and assistance needed by many of our residents.

- 3.6 Building on this successful partnership working, as we move into the future recovery post-COVID stages, the Council will continue to work closely with our voluntary organisations, both those already existing and those that are new.
- 3.7 The post-COVID era will continue to pose many challenges to our residents and communities. The role played by our voluntary organisations in the borough's post-COVID future will be significant, supporting our residents with accessing help and advice including mental health support, managing financial problems and assisting with shopping and medical needs. These organisations are a mainstay in the ability of the community to successfully recover.

4 Risk Assessment

Legal or other duties

4.1 Impact Assessment

- 4.1.1 Should the current and future recommended support to voluntary organisations be reduced, there could be a significant impact on the level of support provided by these organisations to our residents.

4.2 Crime & Disorder

- 4.2.1 The Voluntary Organisations play an important role within the Borough, assisting the statutory services in supporting residents requiring professional interventions and supporting Community Harm and Risk Management Meetings (CHaRMM).

4.3 Safeguarding

- 4.3.1 The Voluntary Organisations work with the statutory services through CHaRM Meetings in their role in Safeguarding Vulnerable Children and Adults.

4.4 Dependencies

- 4.4.1 The vulnerable residents of Epsom and Ewell are especially dependant on our Voluntary Organisations during the pandemic for organising those who volunteered, assistance with shopping, medical supplies and providing advice and support to those in most need. The pandemic has had a significant negative impact on the ability of these organisations to raise their usual funds, preventing many fund raising activities, which in turn will impact their financial sustainability over the next few years.

5 Financial Implications

- 5.1 Much of the work carried out by CSVA and CAB involves substantially the same client groups who interact with Housing and Council Tax. Both these organisations are able to offer support and advice which exceed that able to be provided by the Council.
- 5.2 If CAB do not have adequate capacity to support its clients, there is a risk that there could be a considerable increase in service demand to the Council's own staff and operations (e.g. Housing and Council tax). In a normal year over 3000 people visit CAB to help solve their problems. They are an important part of the community, with a credible understanding of local needs. Their support can help prevent housing evictions and statutory homelessness, and advice on Council Tax arrears to facilitate payment. They have supported clients to repay nearly £45,000 Council Tax in previous years. Volunteers in CAB equate to 12 full time staff.
- 5.3 CSVA support 180 Registered Charities, 380 not for profit organisations – which includes Companies Limited by Guarantee to small community groups. They promote volunteering and social action. Since 1 April to 31 Dec 2020 they have registered 1204 volunteers and referred on 1033. They match volunteers to opportunities, develop best practise in the sector, deliver DBS checks, and help voluntary organisations search for possible funding streams through “Grant Finder” – a subscription on-line service.
- 5.4 **Section 151 Officer's comments:** The total budgeted net support to voluntary organisations in 2021/22 is £211,061. The breakdown by organisation and budget is set out at Appendix 1 to this report.

6 Legal Implications

- 6.1 None arising from the contents of this report.
- 6.2 **Monitoring Officer's comments:** none arising from the contents of this report.

7 Policies, Plans & Partnerships

- 7.1 **Council's Key Priorities:** The following Key Priorities are engaged: Safe & Well: A place where people feel safe, secure and lead healthy, fulfilling lives and Smart and Connected: building stronger communities.
- 7.2 **Service Plans:** Providing support to the vulnerable residents and those shielding during COVID, as well as supporting the local voluntary sector are both included in this years' Service Plan. Support for voluntary organisations is expected to also feature in service plans for 2021/22..
- 7.3 **Climate & Environmental Impact of recommendations:** None

- 7.4 **Sustainability Policy & Community Safety Implications:** The Voluntary Organisations play an important role within the Borough assisting statutory services in supporting residents requiring professional interventions and supporting the Community Harm and Risk Management Meetings (CHaRMM).
- 7.5 **Partnerships:** Voluntary organisations comprise members of the “third sector” that support the local community through the delivery of services.
- 7.6 It is increasingly recognised – especially during the COVID 19 pandemic – that partnership working between statutory bodies and the voluntary sector is essential for the future of effective operation of modern local government.

8 Background papers

- 8.1 The documents referred to in compiling this report are as follows:

Previous reports:

- Report entitled Voluntary Sector Grants and Funding 2020/21 reported to Community and Wellbeing Committee 19 March 2020

Other papers:

- None

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Proposed Support for Voluntary Organisations 2021/22

	Age Concern Epsom & Ewell		Citizens Advice Bureau Epsom & Ewell		Central Surrey Voluntary Action (CSVA)		RELATE Mid Surrey		The Sunnybank Trust		Total	
	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21	2021/22
	£	£	£	£	£	£	£	£	£	£	£	£
Cash Grant	0	0	74,115	74,115	7,989	7,989	0	0	0	0	82,104	82,104
Licence - Notional Grant	29,790	29,790	58,468	58,468	14,969	14,969	0	0	0	0	103,227	103,227
Rent - Notional Grant	0	0	0	0	0	0	14,910	14,910	0	0	14,910	14,910
Service Charge - Notional Grant	0	0	0	0	0	0	4,800	4,800	0	0	4,800	4,800
Car Parking for Volunteers -Notional Value	0	0	6,700	6,700	0	0	0	0	0	0	6,700	6,700
Cash Grant for Volunteer Parking	100	100	1,920	1,920	0	0	0	0	0	0	2,020	2,020
Subsidy for Staff Parking Permits	1,650	1,650	3,300	3,300	0	0	0	0	0	0	4,950	4,950
Rent paid to EEBC	-2,936	-2,936	0	0	0	0	-1,294	-1,294	-3,420	-3,420	-7,650	-7,650
Net Total Support	28,604	28,604	144,503	144,503	22,958	22,958	18,416	18,416	-3,420	-3,420	211,061	211,061

Finance comments

The licence agreements are for the period 01/04/2020 to 31/03/2023. The licence, rent and service charges grants represent the value of the space occupied. This has a net nil effect on budgets as they are shown as expenditure on voluntary organisations and income to the Town Hall.

Rent paid by the organisations are a contribution to the Council towards the cost of the space occupied.

Cash Grants are physical payments made to the organisations towards their operating/staffing/parking costs. No increase is proposed.

The subsidy for staff parking permits is the indicative value of the number of permits if they were issued at market cost.

Summary by individual charity:

Age Concern -Gross subsidy for space and parking is £31,540 offset by a rental contribution to the Council of £2,936 towards building costs, cleaning, etc.

Citizen's Advice Bureau - Notional subsidies total £68,468 for space and parking. Total cash grants of £76,035

Central Surrey Voluntary Action - Notional subsidy for space £14,969. Cash grant of £7,989.

Relate Mid Surrey - Gross notional rent and service charge total £19,710, offset by rental contribution of £1,294 towards cleaning costs.

Sunnybank Trust - When Town Hall space became available The Sunnybank Trust took up occupancy for an annual rental contribution to the Council of £3,420 towards building costs.

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Community and Wellbeing Committee

18 March 2021

Voluntary Organisations Update

Central Surrey Voluntary Action (CSVA) – Sally Dubery Chief Officer

Helpline: We were asked to provide a helpline for our area by Surrey County Council as the Boroughs and Districts came on-line they took some of this over by week 3.

In the first 2 weeks we took 2,100 calls. From 6-20 April 2020 we took 800 calls (This was including Good Friday and Easter Monday). From 20 April to 11 May we took 460 calls. From 11 May to 12 June we took 160 calls and made 120 calls to shielded and vulnerable people.

On the whole people are so grateful to speak to someone who can signpost or direct help. The calls we are receiving now are more complex and they require far more collaborative working.

Volunteers: From 1 Jan to 23 March 2020 we had 442 volunteer enquiries (registered volunteers). From 23 March to 12 May 2020 we had 1,399 enquiries.

Working with the Boroughs and Districts we have been able to place a third of these. Many of our organisations were unable to take on any new volunteers and in fact stood many down. By week 2 of the lock down of reorganisation had taken place and organisations such as the Princess Alice Hospice, Sight for Surrey and Age Concern Epsom and Ewell were able to take on more volunteers. These opportunities were quickly filled. The types of roles are: Drivers for food delivery, Welfare calls, Shoppers, Pharmacy collectors, Food preparation, Meals on Wheels. The response was over whelming. Most of those registered were also DBS checked. The Volunteer Centre staff and volunteers were pushed to the limit and even with the extra hours we had to suspend volunteer registration between 9 – 20 April to allow each volunteer to be properly supported. We have sent out regular updates to all registered volunteers and when new opportunities become available, we alert them straight away. The Brigitte Trust and Cruse Bereavement advertised for specialist volunteers and their posts were filled overnight.

We have also been in contact with organisations what their needs are – which has given us a good insight when speaking to potential volunteers.

We have been referring volunteers to Surrey Heartlands and are working with them to understand how to use the NHS Responder Volunteers better. Currently there are 4,500 registered with the RVS in just Surrey Downs area alone, but they are not being used to their full potential. Many of these volunteers have registered with CSVA or were already

volunteering. However, there is a lot of frustration and we do not want to lose the goodwill of these lovely people.

During the 3rd Lockdown we had an enormous interest in the roles we were advertising for vaccination volunteers and we had 336 new volunteers register, 507 new volunteer enquiries and 302 volunteer referrals between 1 January and the 31 January 2021. It is also worth noting that many of the people who have given their support were not volunteering in the same way as our traditional volunteers. Many had time on their hands because of different working conditions, many saw a need but cannot financially sustain their offer.

Covid-19 Champions: At the end of November 2020 we launched with E&EBC, the Covid-19 Champions project which allows us to send consistent messages regarding Covid-19 to the people of E&E, through weekly updates from E&EBC and Public Health Surrey.

RELATE – Mid Surrey – Janine Fuller Chief Executive Officer

We transitioned from face to face work to zoom and telephone/remote working very quickly. Although both our clients and staff are looking forward to returning to the centres.

As many of our established counsellors had had zoom training in 2012 we were able to move onto this platform with relative ease. Our centres already have laptops in each room where we write notes and manage appointments, so this also made it easier.

We have continued to work with young people in the centres and in 7 schools and colleges that we operate in throughout this time. In comparison to last year's figures – we have seen 16% less clients between March and December than we did last year, which we feel is an excellent number. In total we have provided 3449 sessions since the first lockdown. However many clients express a desire to do face to face counselling, particularly where privacy at home is difficult. Our counsellors are people oriented and also miss the personal touch along with our admin team.

There has been a tremendous effort made by our team to reach the people of Epsom and Ewell. This last lockdown has been particularly distressing especially for young people.

Sunnybank Trust – Dorothy Watson Chief Executive

'We would all like to say a big thank you to Sunnybank for all the support you have given David over the past year. It's been surreal but knowing that David had people to turn to and have lots of fun with has been a delight.'

The Sunnybank Trust works in partnership with around 300 people with learning disabilities (LD) in a range of settings including care homes, independent and supported living as well as with younger adults still living with their families.



Throughout the pandemic, people with learning disabilities (LD) have been disproportionately affected. It has been confusing and frightening for all of us, but for many people with LD who may need more time and support to understand events, it has been particularly challenging. They have struggled with increased isolation, essential support services being withdrawn and a lack of accessible information about all the changes. The Sunnybank Trust has now lost 13 members,

reflecting the national statistic that people with LD have been six times more likely to die from Covid.

Throughout the past year, our priority has been to maintain connections with our members so that we are able to know when there is an emergency or issue that needs more support. As a result, we identified the most vulnerable and matched a volunteer to make daily or weekly calls depending on the need level. Care homes have been called weekly throughout the pandemic, as we have been able to provide advocacy and activities for the residents when needed. We launched a menu of daily online activities for our members (attached is the activity programme) and sent weekly activity emails and packs to all Care Homes and members who were able to access emails



We launched a twice weekly radio show 'The Sunny Sessions' in partnership with Surrey Hills Community Radio. The shows are specifically for and by people with LD so that they have been able to have information passed through in a more accessible and understandable format and still feel connected to their friends. We increased our advocacy activity, ensuring that all those isolated received daily/weekly calls, emergency food if needed and health passports in case they are hospitalised.

[Sunny Sessions - 15 FEB 2021 by Surrey Hills Community Radio | Mixcloud](#)

'Thank you for keeping Claude sane during this lockdown. We truly appreciate everything you and the Sunnybank Trust have done to lift his spirits up.'



In the winter months before Christmas, we offered 'The Sensory Roadshow' to those Care Homes who had been in lockdown since last March – providing lights, scents and sounds in their gardens for an evening. In addition, we worked with the Epsom and Ewell Rotary

Club to take their Christmas float and Santa around the homes at St. Ebbas.

We launched an online information hub providing accessible easy read information and sign posting for relevant contacts throughout the pandemic. On our social media we ran a campaign of doorstep portraits as so many of our members remained in full lockdown throughout the summer. Last summer we featured in 4 national media pieces including the BBC and ITV News, here are the links:

[Coronavirus: People with learning difficulties 'at risk of falling through cracks' - BBC News](#)

[Living through coronavirus lockdown with a learning disability | ITV News - Bing video](#)

We are launching an allotment at Noble Park, Epsom this summer. This safe outdoor space will offer the chance for post lockdown rehabilitation, somewhere to meet friends, socialise and develop new skills.

Our Performance Indicators Feb 2020 – Jan 2021

Activity	Total number	Comments
Emergency supplies	316 deliveries	Food supplies (in addition to Food Bank referrals), mobile phones, radios, Alexas for those with mobility issues
Online Activity Groups	27 activity groups per month with total of over 1100 attendances	Online monthly disco, Coffee & Chat, Pub group, Drama Club, Books beyond Words Club, Monday Motivation, Movies with Mates to name a few.
Advocacy sessions	44 sessions per month	Issues include medical & hospitalisations, end of life, accommodation, scams & staying safe, finance, support needs, best interest meetings.
Number of Calls	55 calls per month	Vulnerable individuals in the community, Care Homes and families
The Sunny Sessions Radio Shows	95 shows to date	Average of 163 listeners per show.

Age Concern Epsom & Ewell – Dorah May Hancock Chief Officer

Age Concern Epsom & Ewell Covid 19 Service Delivery 2020/21

- 5,500 clients phoned by staff and a band of volunteers (37 in total) with those shielded/vulnerable phoned weekly, the less vulnerable fortnightly and those with family/neighbours/friends support given ACEE phone number
- 900+ emergency shops
- 528 prescription deliveries
- 56 new volunteers to support shopping, prescription services and telephone befriending
- 70 existing face to face befrienders turned to befriending by telephone
- 23 new clients telephone befriended
- 5943 Covid 19 Information & Advice desk calls (open 3.5 extra hours per day Mon – Fri 9-4pm)
- Home visiting carried out by telephone. 120 Attendance Allowance and 66 Blue Badge applications completed
- 117 clients sent hearing aid batteries in the post
- Medical transport vaccination drive scheme set up. Supported by 12 volunteer drivers. 24 drives made.
- Footcare Clinic reopened Aug 2020 with full risk assessment protocol in place.
- IT Support facilitated by phone
- Men's Club monthly zoom meetings set up
- Weekly IT Google Group Newsletter sent out
- 100 Covid 19 goody bags delivered
- 75 VE Day cream tea boxes delivered
- 75 VE Day goody bags delivered
- 50 brunch goody bags delivered

Voluntary and statutory organisations working in partnership with and signposting:

- Epsom & Ewell Borough Council Covid 19 Emergency Hub
- Epsom & Ewell Adult Social Local Locality Team
- Epsom Community and Wellbeing Centre
- Epsom Foodbank
- Epsom & Ewell pharmacies
- Citizens Advice Epsom & Ewell
- Surrey County Council
- Central Surrey Voluntary Action
- Voluntary and statutory Mental Health support, Mary Frances Trust/The Meadows
- Voluntary and statutory Bereavement support, Cruse/SCC & EEBC
- Alzheimer's/Dementia Navigator
- Sight for Surrey
- Sunnybank Trust

- Royal British Legion
- Action for Carers

Services suspended during coronavirus:

Sunday Teas / DIY Support

Our impact in 2020-21

The difference we make to Epsom & Ewell

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citizens
advice

Epsom
& Ewell



Agenda Item 4
Appendix 3

We are Citizens Advice Epsom & Ewell

Every year around 3,000 people come to us for help solving their problems.

This means we're an important part of the community, with a credible understanding of our clients' needs.

We use this to tailor our services and help improve local policies and practices.



£1.3 million

saved by government and public services last year. That's £4.68 for every £1 invested in our service.

This is Nina

Nina is one of the **2,670 people** we helped last year.

Nina's story shows how we help people solve their problems, and why this is important.

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Appendix 3

What we do

We help people with a range of problems including issues with housing, debt, benefits, employment, relationships and consumer rights. Last year we advised our clients on **7,480 issues** working **2,748 cases** during that time.

Sometimes people have more than one issue they need help with.



Nina was struggling – she had been working until lockdown with her spouse and disabled child in rented accommodation. Until the pandemic the family had been managing on Nina's wages and a top up from Universal Credit (UC). However, during lockdown Nina was first placed on furlough and then made redundant.

Whilst her UC would be increased, the sudden drop in income had a big impact on the family's situation.

How we help

People access us in different ways:



0.5%

face-to-face (see Note below)



55%

by telephone



35%

by webchat and email

Sam, our volunteer adviser, and Jo, our specialist money adviser, worked together to help Nina with her problem.

They were able to give advice on how Nina could maximize the family's income and on managing debts.



How we help

People often come to us with multiple or complex problems.

We can deal with most of the issues people come to us with, tailoring our advice to their needs.

We can also arrange for food parcels to be delivered and last year we provided grants to **35 clients** totalling over **£1500** for those in fuel poverty. We also apply for grants to help families with various costs including school uniforms, white goods etc.

The advice provided set out the potential benefits the family were eligible for including: new style Job Seeker's Allowance, Council Tax Support and possibly Disability Living Allowance for their disabled child – something they had never considered applying to before.

The family also had an urgent need for gas and food supplies. We were able to provide a Wenceslas grant for the gas and arranged for the Foodbank to deliver a food parcel.

Our advice is effective

Problems don't happen in isolation and can have a severe consequences. Solving them stops these situations escalating.

We help thousands of people like Nina.



8 in 10 people

said their problem was solved following advice, and 3 in 4 of them said they could not have resolved their problem without us



9 out of 10 people

said we helped them find a way forward

The difference this makes

The wider impact of advice – what we achieve as a result of solving problems and providing support – is just as important.

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80%

said they felt less stress, depressed or anxious as a result of the help they received from us



Our advice helped stabilise Nina's financial situation.

She had become anxious due to her worry and concerns, which greatly reduced, and her physical health improved.

She also felt more confident and knowledgeable about handling similar problems in the future.

Agenda Item 4
Appendix 3

Our impact



Nearly 1 in 2

had more money or control of their finances



5 in 10

found it easier to do their job or find a job



2 in 5

had a more secure housing situation



Nearly 1 in 2

felt they had better relationships with others



Nearly 1 in 2

felt their physical health had improved



3 in 5

found it easier to manage day-to-day

Why fixing problems matters

If left unsolved, problems don't just affect the individual – they affect this community. Solving them creates considerable value to society.

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9 in 10 people
we help say that their
problem negatively
affected their life



2 in 3 people
say they had difficulty
knowing who to contact
or how systems work
before advice



1 in 3 people
said their problem was
urgent when they came
to us

Agenda Item 4
Appendix 3

Our value to society

For every £1 invested in our service in 2020/21 so far, Citizens Advice Epsom & Ewell generated:

£4.68

in savings to
government and
public services
(fiscal benefits)

**Total: £1.3
million**

£31.38

in wider economic
and social benefits
(public value)

**Total: £8.6
million**

£19.61

in financial value to
the people we help
(specific outcomes
to individuals)

**Total: £5.4
million**

How we calculate our financial value

It's impossible to put a financial value on everything we do – but where we can, we have.

We've used a Treasury-approved model to do this.

From our robust management information, we've also separately considered the financial benefits to the people we help.

- Keeping people in employment or helping them back to work
- Preventing housing evictions and statutory homelessness
- Reducing demand for mental health and GP services
- Improving mental wellbeing and positive functioning
- Improved family relationships

Our value to this community

Our savings to the public purse include:



£168,373

saved by local government, through reducing homelessness

Maximising the income for those we help prevents more costly intervention.

This helps reduce financial difficulty, promotes inclusion and benefits the economy.

This is only one fraction of our true value. We also:

- help clients negotiate local processes, such as welfare reform changes
- help local authority rent and council tax arrears to be rescheduled, and reduce the associated administrative costs

Where your money goes

The funding from EEBC is vital and helps us to achieve the outcomes already outlined, that make a real difference in the lives of our clients.

We use the funding to:

- Help towards our core costs including salaries (of a very small number of staff, overheads, training, quality assurance, supervision). We achieve **11x more than the funding provided** when looking at our financial outcomes.
- Support our specialist debt team, who this past year dealt with **250 cases achieving £480k for clients**, helping

them to **repay £213k of debt, mostly in rent and council tax.**

- Enable us to apply for funding as the core funding demonstrates our financial viability. As a result, **we have been able to 'stretch' the EEBC funding to support our specialist debt and mental health specialist teams, thereby helping more people.** In the last year, we have been successful in our bids for Henry Smith mental health funding, Community Foundation for Surrey homelessness support funding and Money and Pensions Service debt funding. All these would not have been possible without our EEBC core funding.

Impact of Covid-19

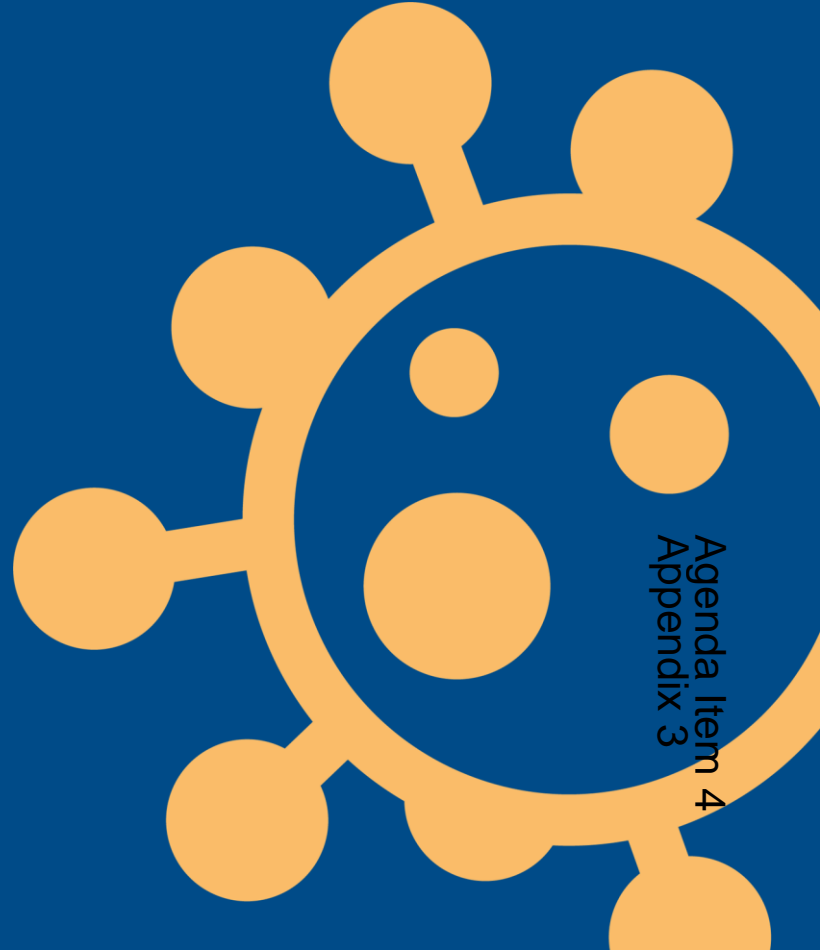
In March 2020, Covid-19 caused unprecedented challenges for our service and the people we help.

People continued to access quality advice through phone, webchat and online channels even when our service stopped delivering face to face support.



6,617

calls answered



Rising to the challenges of Covid-19

Despite the challenges presented, we:

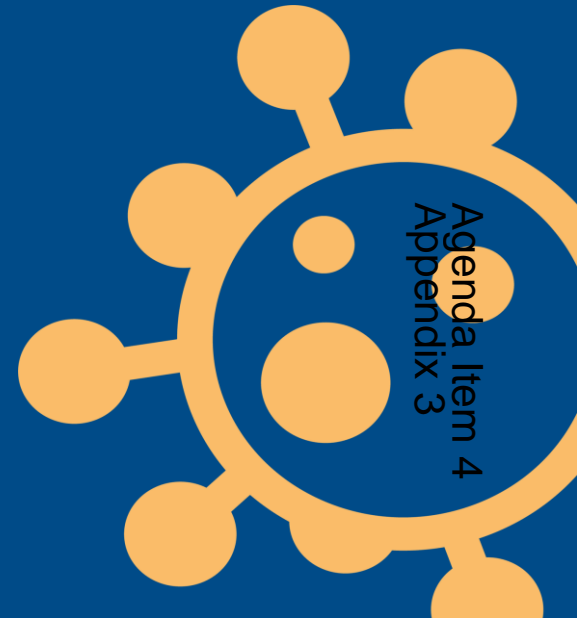
Secured 1.4 mil in financial outcomes for our clients

Supported over 1100 clients with benefit issues

Recruited an additional 17 volunteers who along with our established volunteer group gave up over £500k worth of volunteering hours to help deliver our services.

Successfully adapted our service delivery model to phone, email and video conferencing.

Secured key COVID grants to enable us to support more people in debt and those at risk of homelessness.



Looking to the Future

We are always seeking new ways to improve our services, and ensure the EEBC funding is maximized. Ongoing funding over the next year will help us to:

- Expand our capacity on Adviceline – changing our service delivery model further to move from answering 50% to 80% of our call demand
- Broaden our partnership relationships - this will include more funded projects with other organisations to address anticipated increases in demand for debt and homelessness.
- Invest in our people, providing more training support to enable our service to be future proofed for what will be needed going forward.



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PROPOSAL FOR INSTALLATION OF A STORAGE CONTAINER AT COURT RECREATION GROUND

Head of Service:	Ian Dyer, Head of Operational Services
Wards affected:	Town Ward;
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	
Appendices (attached):	Appendix 1 - Photo of container Appendix 2 - Proposed location of container Appendix 3 - Proposed Letter of Agreement

Summary

This report outlines the request to install a storage container at Court Recreation Ground for the use of Epsom & Ewell Colts Football Club who have had a Home Ground agreement on this site since 2015. This is subject to the club obtaining the needed permissions with planning consent and the Fields in Trust.

Recommendation (s)

The Committee is asked to:

- (1) Agree in principal that a storage container can be placed in Court Recreation Ground. This agreement in principle is based on the condition that Epsom & Ewell Colts Football Club obtain planning permission at their own expense and to gain the authority from the Fields in Trust for the placement of the container within the park.**
- (2) Provided the above stipulations are met agree to issue an annual licence subject to the Council's terms and conditions for the container located adjacent to the changing rooms within the grounds of Court Recreation Ground for a fee set at £150 per annum which will be reviewed each year within fees and charges**

1 Reason for Recommendation

- 1.1 Epsom and Ewell Colts have been based at Court Recreation Ground since 2015. During this time they have increased membership in all age groups which has resulted in accumulating a large amount of equipment to provide education and health & wellbeing for children and young people.
- 1.2 They currently store their equipment in their changing rooms, these are now full to capacity and for accessibility and health & safety reasons this is no longer a workable storage solution.

2 Background

- 2.1 Epsom and Ewell Colts is an FA Chartered Standard Club established since March 2018 with over 700 registered players made up of boys, girls and seniors.
- 2.2 They have had a Home Ground Agreement at Court Recreation Ground, Pound Lane, Epsom, Surrey KT19 8HG since 2015.
- 2.3 Epsom & Ewell Colts have a development strategy that enables boys and girls from ages 4 upwards to play football. Due to the increased number of players and teams this has increased the amount of equipment which has led to storage issues.
- 2.4 To support the clubs future expansion plans they require sufficient storage space for equipment. The proposed storage container would be large enough for the amount of equipment they have.
- 2.5 The new container would be 27ft by 3ft and located next to the changing rooms (See Appendix 1 & 2) it would be green in colour to blend in with the surrounding environment
- 2.6 The Head of Operational Services will put in place a Letter of Agreement with a condition in the licence that the user has the appropriate insurance cover for the container and the items stored within.
- 2.7 The Agreement will include a condition that the container needs to be maintained and if there is any graffiti Infestation on it, that this will be removed and repainted within 5 working days.

3 Risk Assessment

Legal or other duties

3.1 Impact Assessment

- 3.1.1 Prior to installation there will be consultation with the Friends of the Park Group

3.2 Crime & Disorder

3.2.1 As the container is in the recreation ground and as with all buildings there may be a risk of graffiti, this will be addressed in the letter of agreement as stated in 1.4 above

3.3 Safeguarding

3.3.1 None arising from this report.

3.4 Dependencies

3.4.1 None arising from this report.

3.5 Other

3.5.1 None arising from this report.

4 Financial Implications

4.1 There will be no cost to the Council as the club will be purchasing and arranging installation of the container.

4.2 **Section 151 Officer's comments:** None for the purposes of this report.

5 Legal Implications

5.1 A letter of agreement between Epsom & Ewell Borough Council and Epsom and Ewell Colts FC and thereafter from year to year.

5.2 **Monitoring Officer's comments:** none arising from the contents of this report.

6 Policies, Plans & Partnerships

6.1 **Council's Key Priorities:** The following Key Priorities are engaged: Safe & Well, Effective Council

6.2 **Service Plans:** The matter is not included within the current Service Delivery Plan.

6.3 **Health & Wellbeing Action Plan:** The following objectives are engaged: To encourage more people to make positive changes to their physical and mental health and to increase activity levels within our under-represented groups

6.4 Climate & Environmental Impact of recommendations: None

6.5 **Sustainability Policy & Community Safety Implications:** There is no impact under the Sustainability Policy. It will be making the facilities more available for health, wellbeing, and sustainability to the community by allowing the expansion of additional equipment and classes.

6.6 **Partnerships:** Epsom & Ewell Colts FC

7 **Background papers**

7.1 The documents referred to in compiling this report are as follows:

Previous reports:

- None

Other papers:

- None



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161400

WEST HILL AVENUE

58

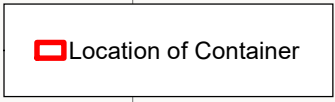
161300

Drain

Sports Pavilion

Tennis Courts

Sports Court



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Epsom & Ewell Borough Council

Town Hall

The Parade

Epsom

Surrey

KT18 5BY

Letter of Agreement

This letter of agreement is between Epsom & Ewell Borough Council and Epsom & Ewell Colts Football Club

The agreement is as follows:-

- To site a metal storage container at Court Road Recreation Ground, Pound Lane, Epsom, KT19 8HG
- The location of this container is shown on the attached plan adjacent to the sports pavilion
- The container size is 27m X 3m and green in colour
- Not to make any alteration or addition whatsoever to the Container
- The container shall be properly sited on a hardstanding surface and both the container and the hardstanding shall be maintained at all times in good repair by the Club. The area around the container shall also be kept in repair and clean and tidy at all times. If any graffiti is placed on the container the club will need to remove this within five working days.
- There should be concrete or slabs running from the doors onto the hardstanding
- The container shall be used in connection with the permitted use only of storing of equipment for the club
- Not to display any advertisement, signboards, nameplate, inscription, flag, banner, placard, poster, signs or notices on the Container or elsewhere on the Site without the prior written consent of the Council.
- The terms will be for one year from the date of signing the licence and thereafter from year to year
- There will be a yearly administration charge of £100
- Permitted Use- Storage of equipment for the use of football activities and not to use the Container other than for the permitted Use
- Hours of use - Monday to Friday 08:00am until 9pm and Saturday and Sunday 8:00 until 5pm
- The Club shall maintain suitable Public liability Insurance to cover losses, claims, demands, actions, proceedings, damages, costs, expenses or other liability in any way arising from the container and its contents and the club must provide a copy to the Council
- If the club commits any breach of its obligations, the Council may terminate the Agreement with immediate effect

Signed:

Date:

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