

## **Update on work undertaken from April 2021 – January 2022.**

Central Surrey Voluntary Action have supported 357 organisations in the last 9 months. The interests of the sector range from older people to sports, environment and children and young people.

We have allocated 37 hours a week staff time to Epsom and Ewell at a total of £1,889 per week. Epsom and Ewell Borough Council fund us £7998 per annum. We currently have 2 volunteers supporting our Epsom and Ewell work which equates to an indicative cost for volunteer support of £8,611.

Indicative salary for volunteers is based on £13.80 per hour for standard support and £25.00 for “professional” support. These rates are used by Surrey County Council. Those volunteers who receive a significant amount of training and are therefore an expert in their field would come under the higher rate.

We have undertaken 449 DBS checks. We are not providing face to face checks at the moment. We have signed up organisations to do the checks themselves if they are able to through our account. Charges for the checks done through CSVA have increased to: Volunteers check (for all levels) £15, Staff Enhanced DBS - £61.60, Staff Standard - £39.60.

### **Volunteer Centre**

Our Volunteer Centre in Epsom remains closed to the public.

Rather than invite potential volunteers in for a chat with an adviser, when people express an interest in volunteering, we are giving them a call. Volunteer roles have picked up a little in the last few months with organisations looking to recruit volunteers and others keeping a log of volunteer’s details in anticipation of a return to activities. It has been a very frustrating time for many of our organisations not knowing how to implement the many guidelines that have been published over the last 12 months and how to navigate the changes due to the different variants of COVID.

Over the last 9 months we have registered 706 new volunteers and recorded 128 new opportunities. This equates to approximately £19,805 worth of volunteering.

## **Covid Champion Network.**

We developed with the support of EEBC and PHS a Covid Champions network sending consistent messages to the community re Covid, testing and vaccination. We have 25 members and have sent weekly updates throughout this period, which have been disseminated to diverse communities across the borough. We have gathered intelligence regarding accessible information and vaccination hesitancy. We have had 5 webinars for members to meet public health colleagues and ask questions and raise queries. We now have a dedicated member of staff working on this project and webinars planned for the coming year.

## **Funding**

During this period a lot of our Charities have lost regular funding streams they rely upon, such as public fundraisers which have been cancelled. We have been supporting Charities with new funding applications, making them aware of new funding streams and sending out information of new funding when it becomes available. We are sending out regular funding newsletters and have delivered 4 on line webinars focussing on the funding cycle and meeting the funders. We had funding from CFS for 1 year to employ a dedicated funding advisor.

Please see monitoring attached:



CSVA Funding  
Advisor - Case Sumn

## **AGE CONCERN EPSOM & EWELL – 2021 SERVICE DELIVERY REPORT FOR EEBC**

**2021** saw a significant increase in enquiries to our I&A desk as the support we gave during the first lockdown and 2020 highlighted the impact we make to the older generation in the borough. In the Jan – March 2021 lockdown our office saw home working and a rota to limit people in the office and a halt to our DIY, IT, Men's club and Sunday Tea services. Valentine's Day cream tea boxes were delivered to some isolated couples. Our foot clinic, along with our medical transport scheme used heavily for vaccination appointments, stayed open throughout the year. We also thanked the volunteers with a celebration at the Horton Golf Club in August.

**Fundraising & Marketing** – delivered by our Fundraising & Marketing Co-ordinator

Covid 19 restrictions and uncertainty influenced fundraising in 2021 with a significant fall in income. We are hoping that applying for funding through the National Lottery Fund and Surrey Downs Better Care fund, grants will come to fruition which will sustain our services for future years.

**Information & Advice Service** - support providing a free and confidential information & advice service on a wide range of issues affecting older people, through a dedicated help desk by phone, e mail or one to one. Providing the right information at the right time we save clients and their carers time, money, as well as unnecessary worry and ensuring effective interventions. Delivered by our Information & Advice Officer supported by 6 volunteers on I&A desk. 1,582 clients made use of our I&A service. 7 office volunteers support office administration.

**Home Visiting** - assessing clients' needs in their own surroundings including welfare benefits checks. Increase in income by benefits successfully claimed. Improved financial circumstances a key indicator for improved health and wellbeing. Successful Blue Badge applications helping mobility. Referral to Social Services, Occupational Therapist or other specialist organisations i.e. for Dementia and Parkinson's support. Delivered by our Home Visitor. Attendance Allowance claims = 79 worth £198,984 Blue Badge applications = 60 Pension Credit claims = 2 Disability Living Allowance/PIP claims = 4 Council Tax benefit = 1 Housing Support Allowance = 1 Carers Allowance - 1

**Medical Transport Scheme** - service used by clients to medical appointments, or to visit family or friends in hospital or residential homes. Less medical appointments missed. Monies saved as service less expensive than taxis. Cost effective service as run by volunteers. Clients raise issues with the drivers who pass the matter onto our I&A and Home Visiting team. Overseen by our Office Manager. Supported by 32 volunteer drivers and 7 transport desk volunteers. 209 members, 961 drives made.

**Men's Club** - dedicated to like-minded men within the borough sharing knowledge and skills and meeting to enjoy activities of their choice. Alleviating and reducing isolation and loneliness within the Borough. Delivered by our Men's Club Co-ordinator. 22 members supported by 4 volunteers

**Foot Clinic** – delivered at the Community & Wellbeing centre Sefton Road, Epsom. Inexpensive service allowing clients to visit regularly enabling better mobility. Delivered by our Foot Care practitioner, supported by 6 volunteers on welcome desk. 873 appointments met.

**Befriending Service** -supporting lonely and isolated older people, who live alone, with volunteer befrienders. Delivered by our Social Support co-ordinator, supported by 56 volunteer befrienders

**Monthly Sunday Teas** - providing a full tea and entertainment once a month with transport. Overseen by Social Support Co-ordinator, supported by volunteers 9 at the tea and 15 drivers. 30 members.

**IT Support 'Helping Hands'** – one to one support in clients' own home with computer, tablet or phone and monthly computer club. Overseen by I&A volunteers. Supported by 7 volunteers with a broad knowledge of modern technology. 111 visits made.

**DIY Support** - doing small DIY jobs in clients' homes. Overseen by I&A volunteers. Supported by 8 DIY volunteers. 153 visits made.

**Volunteers** - supporting the services that Age Concern Epsom & Ewell deliver. Delivered by our Volunteer co-ordinator supporting 187 volunteers. Volunteer hours' worth £165,000 per annum

## **CITIZENS ADVICE EPSOM & EWELL – 2021 ACTIVITIES**

### **Introduction:**

This is a short report for EEBC's Community & Wellbeing Committee's meeting on 18 January 2022. It outlines our work over the past year supporting all those who live, work or study within the borough; how we partner with EEBC and others to this end and our plans to enable more local people to access the help they need. We are grateful to EEBC for its financial support which enables us to cover our core costs, supports our specialist debt team and demonstrates our financial viability to other funders thereby supporting more people within Epsom & Ewell.

### **Overview:**

In 2021 we helped 2,947 clients with 8,182 issues, achieving an income gain for them of £931,724 and full financial benefits of £1.1million. Our Core & Specialist Debt Teams (part-funded by EEBC) assisted with £77k rent repayments and £80k in council tax repayments. Our mental health team received 173 new referrals, with 100% of clients' surveyed finding it easy to access our service, that the advice was useful and that we made a lot of difference to their situation. In Research & Campaigning, we are collating data on digital exclusion following the increased use of digital forms and how the rising energy bills and soaring inflation are affecting people in Epsom & Ewell.

### **Supporting EEBC:**

This year we supported the Council in its response to the Avon Close Flooding providing support for immediate needs and advice and support with next steps. We supported vulnerable clients to apply for the Council Tax Income Discount; assisted clients with scanning and sending evidence to Council Tax and Housing; and assisted with online applications to the hardship fund and to join the housing list. We continue to act as a conduit for those attending the Town Hall and needing support, particularly those that are homeless. Further, we are engaging with the Voluntary Sector Forum, helping with the future shaping of the borough.

Partnerships Supporting Local People: We commenced the 5th year of our partnership with Ewell Rotary on Project Wenceslas, which has raised nearly £8k since commencement. In 2021, we helped 28 clients keep warm or be able to cook / have electricity. Our working with

Epsom and Ewell Parochial Trusts supported another 28 clients with hardship grants and to access funds for furniture and move at short notice. Through partnering with Nandos and the Foodbank, over 150 clients were provided with hot meals / food vouchers. Further, our own emergency funding supported homeless clients with food, travel fares, hotel accommodation and sleeping bags. We have commenced our community engagement program to partner with more local businesses / organisations for the benefit of our residents.

**Looking to the future:**

We have secured funding to provide additional adviser hours, including outreach. We are also scoping our financial literacy pilot project for young people. This project aims to assist 16-18 year old school/college leavers as they embark into the world of work, college and university with understanding how to budget and spot the early signs of going into debt. We will also be seeking to expand our money advice project, with the aim of partnering with another local housing association. Further, we are improving our signposting through referral cards and working on enhancing community awareness of our services, particularly focusing on demographics that are under-represented. Finally, we are implementing a multi-channel service delivery model wherein we will reach more people in the most effective way across phones, face to face, email and web-chat