



GUILDFORD  
BOROUGH

[www.guildford.gov.uk](http://www.guildford.gov.uk)

**Tom Horwood**  
Joint Chief Executive  
of Guildford and Waverley  
Borough Councils

Dear Councillor

**OVERVIEW AND SCRUTINY COMMITTEE - TUESDAY, 19TH DECEMBER, 2023**

Please find attached the following:

**Agenda No    Item**

7.    **Community Services - The Hive (Pages 1 - 14)**

Yours sincerely

James Dearling,  
Tel no: 01483 444141  
Email: [james.dearling@guildford.gov.uk](mailto:james.dearling@guildford.gov.uk)

Encs

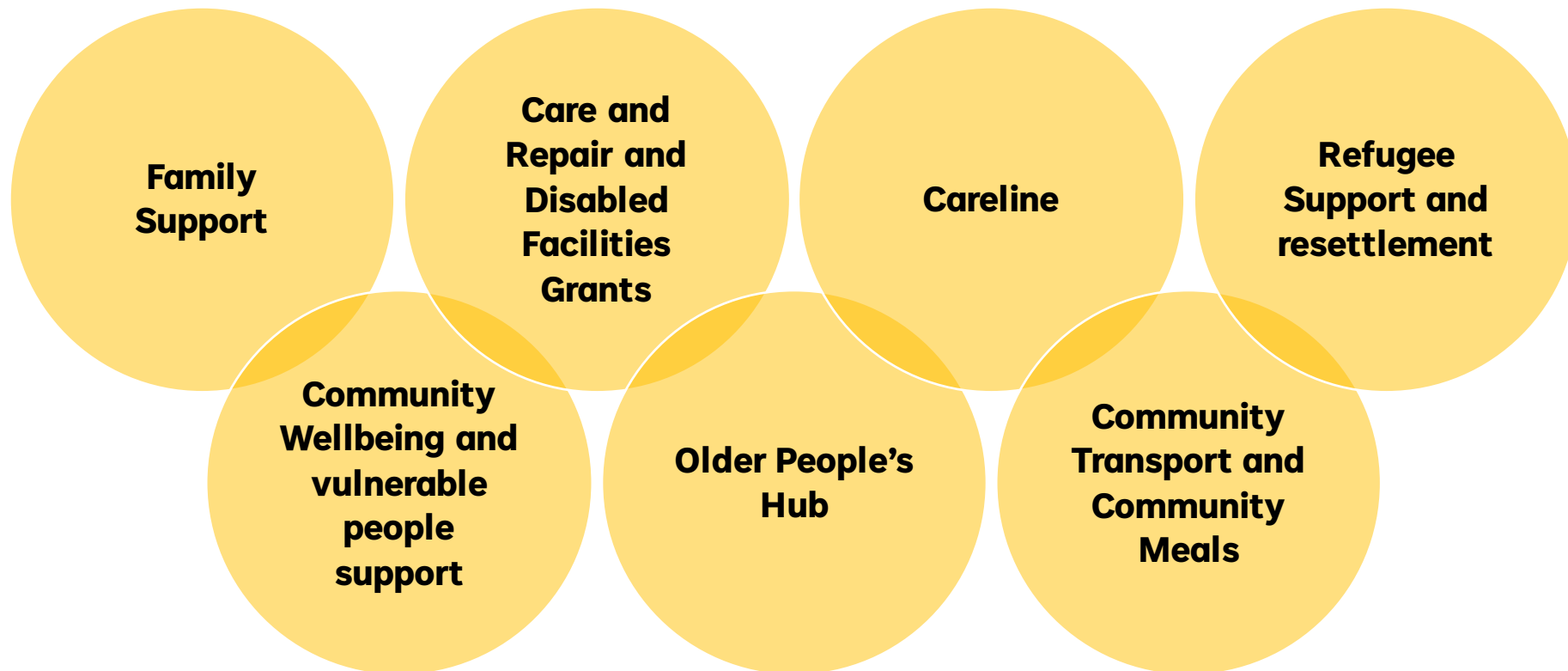
This page is intentionally left blank

# Overview and Scrutiny Committee 19<sup>th</sup> December 2023

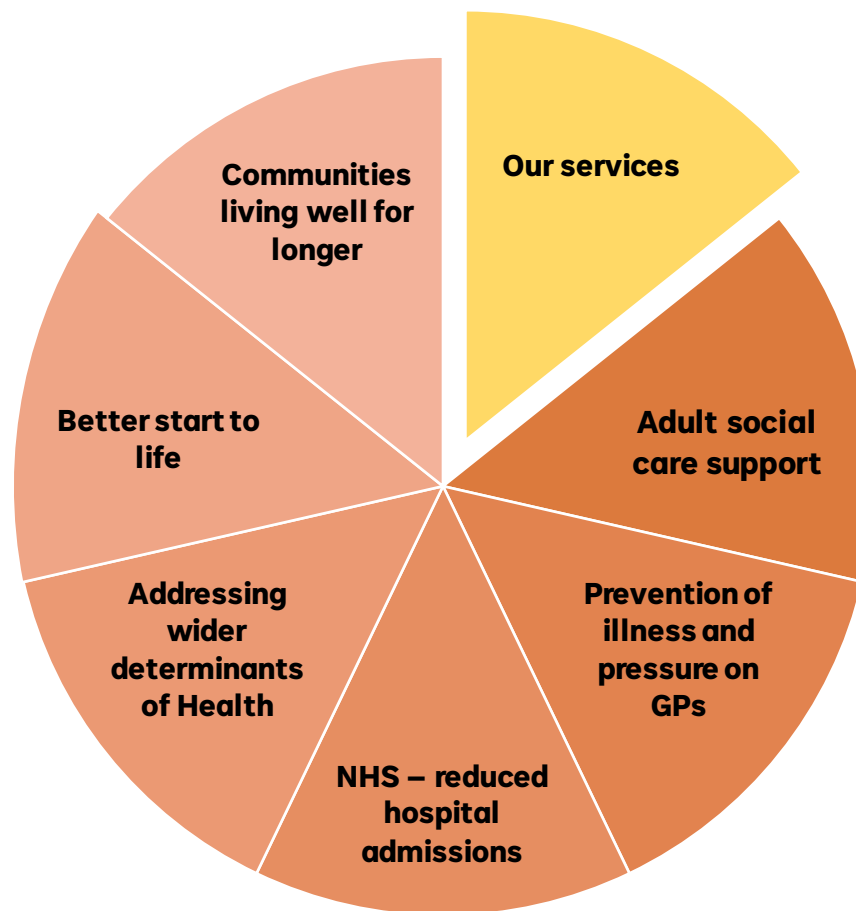
## Community Services:



**Community Services supports our residents to feel empowered to care about themselves and their neighbours so that they can live well for longer, with independence and a sense of belonging to a resilient self-sustaining community**



## Working within a wider Social Value Ecosystem



## The Hive is one part of Community Services Delivery



## Community Impact

### Single Transport Journeys in the year - **13, 258**

#### Journeys FROM these post codes

GU1	2016	GU12	504
GU2	7049	GU14	31
GU3	909	GU15	2
GU4	1240	GU16	5
GU5	201	GU21	11
GU6	6	GU22	28
GU7	103	GU23	264
GU8	6	GU24	15
GU9	27	KT23	22
GU10	265	KT24	299
GU11	255		

- ❖ 10 electric vehicles
- ❖ 3 diesel vehicles
- ❖ 1 Doblo

#### Journeys TO these post codes

GU1	1955	GU12	496
GU2	7137	GU14	36
GU3	894	GU15	2
GU4	1257	GU16	5
GU5	202	GU21	13
GU6	6	GU22	31
GU7	111	GU23	254
GU8	6	GU24	11
GU9	27	KT23	22
GU10	250	KT24	282
GU11	261		

## Community Impact

### Community Meals delivered in 2022/2023 **36,247**

<b>GU1</b>	<b>9556</b>	<b>GU10</b>	<b>1842</b>
<b>GU2</b>	<b>8197</b>	<b>GU12</b>	<b>4075</b>
<b>GU3</b>	<b>2653</b>	<b>GU23</b>	<b>2450</b>
<b>GU4</b>	<b>5376</b>	<b>GU24</b>	<b>54</b>
<b>GU5</b>	<b>730</b>	<b>KT11</b>	<b>33</b>
<b>GU8</b>	<b>24</b>	<b>KT24</b>	<b>1257</b>

- ❖ **5 Vehicles**
- ❖ **£4.80 charge for a 2 course meal**
- ❖ **Only hot meal a day and in some cases only contact**
- ❖ **Many are part of a care package/hospital discharge programme**
  - ❖ **Very vulnerable people**



## Wider Wellbeing serving all the borough 2022/2023

- ❖ **5762** visits to our older people's hub - including dementia and extra care support
- ❖ **106** vulnerable people referrals to our wellbeing team
- ❖ **954** people supported at Thrive at the Hive
- ❖ **21,324** visits to the coffee shop
- ❖ **1145** community pantry bags given to vulnerable people and families
- ❖ **183** regular bookings of the Hive space by community and voluntary groups
- ❖ **27** volunteers support our team

## Christmas Support 2023

- **Guildford High School donated 400 presents to us for less advantaged families**
  - **These presents will go to 125 families this Christmas**

<b>GU1</b>	<b>41 families</b>	<b>GU2</b>	<b>34 families</b>
<b>GU4</b>	<b>8 families</b>	<b>GU5</b>	<b>3 families</b>
<b>GU10</b>	<b>4 families</b>	<b>GU12</b>	<b>12 families</b>
<b>GU21</b>	<b>2 families</b>	<b>GU22</b>	<b>1 family</b>
<b>GU23</b>	<b>3 families</b>	<b>GU24</b>	<b>10 families</b>

# Costs Involved with the Hive



Service	Budget	Includes
<b>General Operations</b>	<b>£736, 478</b>	<b>Building maintenance ICT Utilities Catering</b>
<b>Community Transport</b>	<b>£670, 105</b>	<b>Vehicle leasing and maintenance Staffing</b>
<b>Community Meals</b>	<b>£211, 044</b>	<b>Vehicle leasing and maintenance Staffing</b>
<b>Community Wellbeing</b>	<b>£585, 016</b>	<b>Activities and support Staffing</b>
<b>Care Services for older people activities hub</b>	<b>£117, 019</b>	<b>Activities and support Staffing</b>
<b>Business Support</b>	<b>£224,534</b>	<b>Staffing</b>

Surrey County Council Grant Contributions	
Community Transport	£35, 829
Community Meals	£14, 657.74
Care Services	£182, 423.44
<b>TOTAL</b>	<b>£232,910</b>

Key Points
❖ <b>The Hive is a service depot for Community Transport and Meals</b>
❖ <b>41 staff operate from the Hive</b>
❖ <b>£178,730 savings already made in 2023</b>
❖ <b>£250,000 further savings in community services planned for 2024</b>

# Charges to our customers for services 2024



<b>Single Transport Annual Membership</b>	<b>£14.60</b>
<b>Single Care Services Annual Membership</b>	<b>£14.40</b>
<b>Joint offer of care and transport Annual Membership</b>	<b>£22.60</b>
<b>Care Service 2 course meal (member)</b>	<b>£4.90</b>
<b>Care Service main meal only (member)</b>	<b>£3.50</b>
<b>Care service 2 course (guest)</b>	<b>£6.90</b>
<b>Care service main meal only (guest)</b>	<b>£4.80</b>
<b>Community meals 2 course</b>	<b>£4.80</b>

**One Way Door to Door Home to Hive Service is £3.00 – anywhere in Guildford**

Community Transport Journey (one way)					
1 mile	£3.00	6 miles	£5.50	11 miles	£8.00
2 miles	£3.50	7 miles	£6.00	12 miles	£8.50
3 miles	£4.00	8 miles	£6.50	13 miles	£9.00
4 miles	£4.50	9 miles	£7.00	14 miles	£9.50
5 miles	£5.00	10 miles	£7.50	15 miles	£10.00
Journeys above 15 miles are not undertaken					

<b>Hire of Hall for Voluntary and Not for Profit</b>	<b>£30 per hour</b>
<b>Private Hire per hour</b>	<b>£40 per hour</b>
<b>All hire half day</b>	<b>£160 (5 hours)</b>
<b>All hire full day</b>	<b>£300 (between 8am and 11pm)</b>



- ❖ IS FOR THE WHOLE BOROUGH
- ❖ Is part of the Community Services Offer
- ❖ Is the base for Community Transport and Meals
- ❖ Is the Care Activities Hub for the borough
- ❖ Has wellbeing services open to all residents
- ❖ Is crucial to fulfilling our commitment to those less advantaged
- ❖ Delivers outreach activities to other areas

**Key Question is can it be replicated  
elsewhere in the borough**

## Considerations

- ❖ **There is no need to replica the GBC Community Services operational base**
- ❖ **Certain communities may wish to have a community hub in their area**
- ❖ **The Hive is where it is and what it is because it is a council asset**
- ❖ **Do we want to look at possibilities of using other borough community assets for community wellbeing space?**
- ❖ **If so – there would need to be a community organisation that can lead and shape this with the support of the community services team**
- ❖ **Any approach would need to integrate with the asset management plan and budget pressures**
- ❖ **If viable, could this space be a hub for voluntary sector partners to use instead of other borough assets as an outreach space**

## Next Steps required by Overview and Scrutiny

Following this presentation



- ❖ **Councillors are invited to visit the Hive on 24<sup>th</sup> January 2024 for a further insight into services we offer**
- ❖ **Is there a further report or presentation you would like to receive?**
- ❖ **Are there any recommendations or comments?**

This page is intentionally left blank