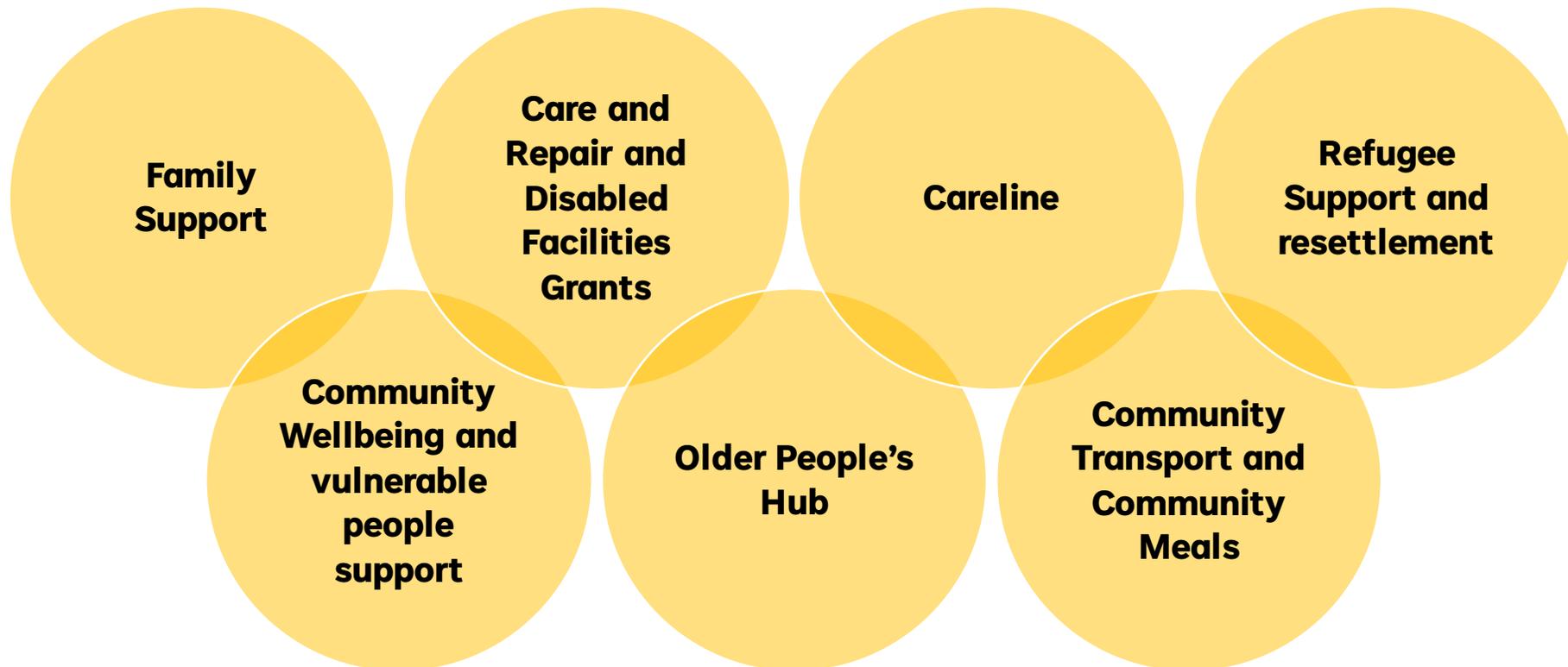


Overview and Scrutiny Committee 19th December 2023

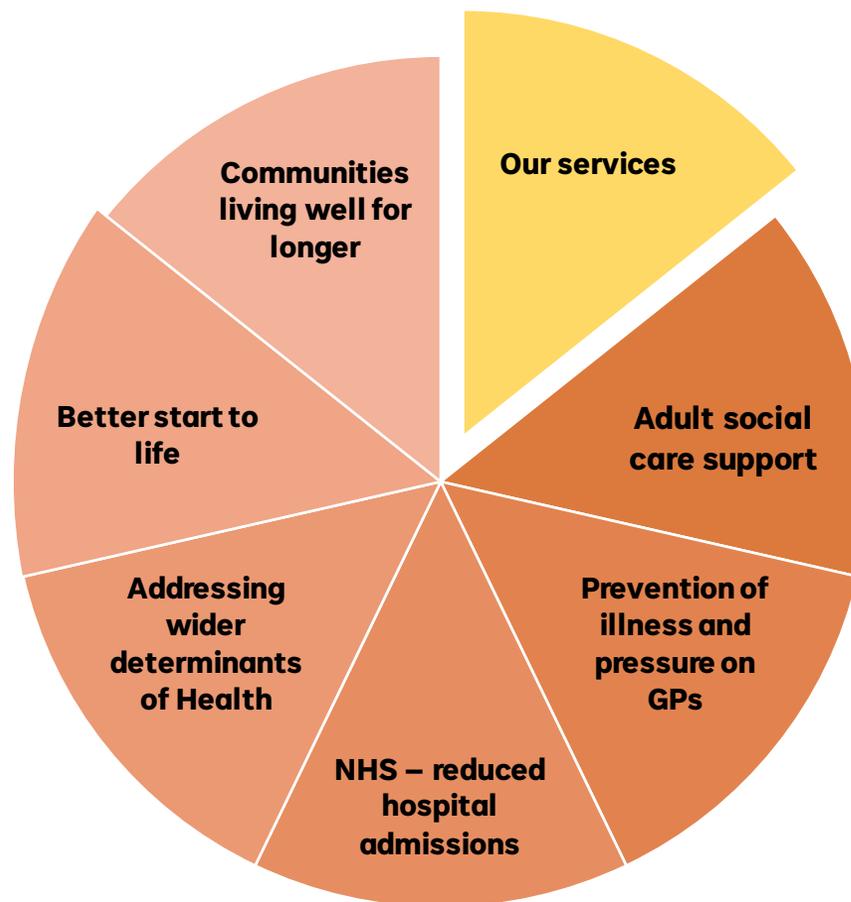
Community Services:



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**

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

- ❖ **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**

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

Costs Involved with the Hive



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

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

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

Charges to our customers for services 2024



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

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					

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



- ❖ **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 24th 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?**