

**COMMITTEE:** NORTH WEST                      **REF NO:** NWAC/19/06  
**DATE:** THURSDAY 5 SEPTEMBER 2019  
**SUBJECT:** EMMAUS SUFFOLK VOLUNTEER SUPPORT  
**REPORT AUTHOR:** SLOANE POTTER  
**HEAD OF SERVICE:** TOM MINNICAN

***Short description of report content and the decision requested:***

This report requests that the North West Area Committee determine the allocation of £2,419.35 to Emmaus Suffolk to subsidise costs for travel, lunch and food parcels for volunteers who travel to the Emmaus site in the Dales area of Ipswich.

***List of Appendices included in this report:***

None

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***This report was prepared after consultation with:***

*Internal consultees*

*External consultees: Claire Staddon, Executive lead, Emmaus Suffolk*

***The following policies form a context to this report:***

*(all relevant policies must also be referred to in the body of the report)*

**LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW**

*(papers relied on to write the report but which are not published and do not contain exempt information)*

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**OTHER HELPFUL PAPERS**

*(papers which the report author considers might be helpful – this might include published material)*

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## 1. Introduction

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- 1.1 This report requests that the North West Area Committee determine the allocation of £2,419.35 to Emmaus Suffolk to subsidise costs for travel, lunch and food parcels for volunteers who travel to the 'Emmaus @ the Dales' community hub in North West Ipswich.
- 1.2 The project situated in North West, Ipswich in Castle Hill has become a hub for the community with people travelling from all over the town. On the ground floor, shoppers can browse and buy affordable household goods, or enjoy a cup of tea in the friendly café, whilst downstairs; the workshop volunteers 'up-cycle' donated furniture. The project provides supported volunteering opportunities to adults affected by homelessness, unemployment and/or isolation.

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## 2. Background

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- 2.1 Emmaus Suffolk was founded in 2016 as a local independent charity (No [1128051](#)) and a member of the national Emmaus federation. The Emmaus federation is a charity group dedicated to the alleviation and relief of poverty, hardship and distress arising therefrom.
- 2.2 Local charities within the Emmaus Movement umbrella offer rehabilitation through meaningful activity for homeless, socially isolated, and long-term unemployed people, along with education, training and work opportunities. Emmaus Suffolk works in close partnership with a wide range of kindred organisations and is highly regarded within the local communities where they operate.



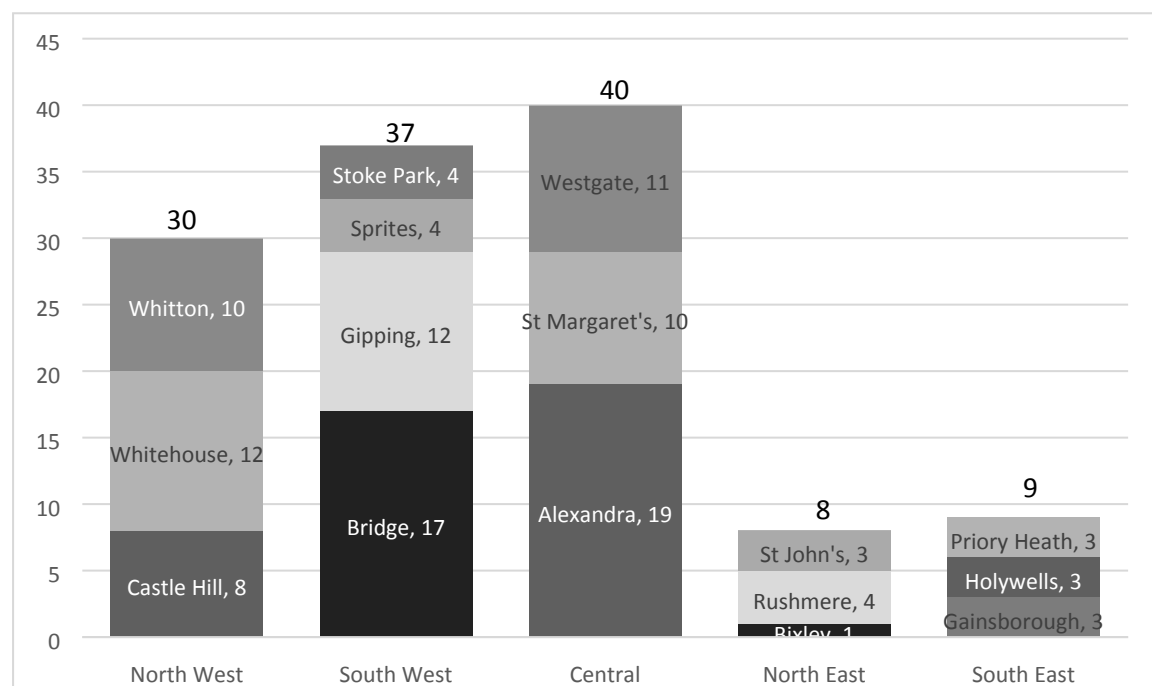
**Figure 1 – Emmaus @ the Dales, on Dales Road, Ipswich**

- 2.3 The Suffolk organisation opened their first social enterprise in Ipswich at the former Dales public house and subsequently opened a further two sites (Felixstowe and Sailmakers Ipswich). Since opening in February

2016, Emmaus Suffolk has helped over 100 people into employment and 5 people from street homelessness into housing. At present, they are working with two volunteers who are living in their vehicles, and ten individuals who are vulnerably housed.

- 2.4 The Emmaus @ the Dales community hub offers volunteering opportunities and support through the café, charity shop, up-cycling workshop, stock management, and community garden. The volunteering opportunities provide the framework for support that builds confidence, skills and social connection.
- 2.5 Through volunteering, service users overcome barriers to mainstream employment, gain vocational qualifications and have daily activity that is meaningful and valued. Volunteers can be self-referred or referred by one of the Ipswich Local Housing Partnership organisations. There are currently 42 volunteers participating in the enterprise.
- 2.6 For most people supported by the project, volunteering is a progression rather than fixed activity. Often, they are initially too anxious or lacking stability to keep appointments and the Volunteer Coordinator will make outreach visits to build trust. Volunteers then start with four hours a week in which they will find an activity within the social enterprise to suit their individual capabilities. The activities include donation collection, sorting stock, repair and upcycling, customer service and retail.
- 2.7 Over time, their confidence and skills grow, and most volunteers choose to take on more hours to further build their skills, experience and work readiness. In the longer term, some volunteers' commitment is translated into a paid role (8 so far), as a stepping stone to regular employment, and others move on directly to jobs in the commercial sector.
- 2.8 Emmaus support workers often work with volunteers who have complicated personal situations, where they have been homeless or are at risk of becoming homeless. Generally, volunteers will have limited means and will be experiencing hardship. The organisation seeks to remove barriers and to provide stability to the people it supports. For this reason, it provides it helps volunteers with travel and food.
- 2.9 Emmaus Suffolk offers to pay the bus fares for Ipswich volunteers by reimbursing the Ipswich Buses "Rover Return" ticket, which is £4.50 per day. Emmaus currently offer 10 volunteer spaces per day and to date are at full capacity from Monday to Friday. Not all volunteers make use of the offer, but the bus fares can cost up to £45 per day.
- 2.10 Emmaus Suffolk helps volunteers through food, partly for the direct well-being of often marginalised people, but also to provide stability. Having regular food available helps to stabilise lives by meeting the most basic of the hierarchy of needs.

- 2.11 Volunteers can make themselves a sandwich lunch for free when working at the Dales hub from groceries supplied. These groceries are purchased by Emmaus Suffolk from a supermarket.
- 2.12 All volunteers working across the 3 social enterprises are able to take away an ambient food parcel (non-refrigerated, dry & tinned goods) each month, using the [FareShare](#) scheme of donated supermarket surplus. These supplies are purchased by Emmaus Suffolk under the FareShare scheme at a greatly discounted cost that covers the infrastructure of collection, warehousing and distribution.
- 2.13 The combined annual cost of volunteer expenses across Emmaus Suffolk is estimated to £15,000 (see Section 9). The organisation has obtained a grant of £2,000 toward these costs and is able to contribute from its unrestricted reserves. It is seeking £10,000 overall across all five Ipswich Area Committees, apportioned by the share of beneficiaries in each area.
- 2.14 Since forming in 2016, Emmaus Suffolk has supported 244 volunteer beneficiaries. Of those, 78 were unable to supply a postal address. Many beneficiaries are amongst the 'hidden homeless', 'sofa-surfing' between addresses of friends and family, which will account for some of this number. Some beneficiaries are amongst the 'street sleeping' homeless.
- 2.15 Of those 166 able to supply postcodes, 28 relate to the Felixstowe shop (where they do not receive travel expenses) and 14 are residents of wards outside of the Borough of Ipswich. The split of the 124 Ipswich postcodes given by volunteer beneficiaries is shown in Figure 1.



**Figure 1 Ipswich Volunteers by Area 2016-2019**

2.16 The proportional split between the areas is calculated as;

• North West	30 volunteers	24.2%	£2,419.35
• South West	37 volunteers	29.8%	£2,983.87
• Central	40 volunteers	32.3%	£3,225.81
• North East	8 volunteers	6.5%	£645.16
• South East	9 volunteers	7.3%	£725.81

2.17 The financial support requested would cover the food & travel costs of vulnerable individuals whilst volunteering with Emmaus Suffolk and help ensure they can participate fully & progress.

2.18 **The amount requested of the North West Area Committee budget is £2,419.35.**

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### **3. Relevant Policies**

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3.1 Building a Better Ipswich underlying principles:

- **Priority 4:** A Healthy Community, which is an Area Action plan priority
- **Priority 6:** Safe Communities, which is an Area Action plan priority

3.2 To alleviate deprivation in the following domains:

- **Education, Skills and Training**, which is an Area Action plan priority

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### **4. Options Considered / Under Consideration**

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4.1 **Option 1** – Approve the request to allocate funding of £2,419.35 to Emmaus Suffolk.

4.2 **Option 2** – Approve the allocation of an amount less than £2,419.35 to Emmaus Suffolk.

4.3 **Option 3** – Do not approve.

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### **5. Consultations**

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5.1 Emmaus Suffolk has consulted with the Ipswich Local Housing Partnership and works closely with IHAG Chapman Centre.

5.2 It has consulted public sources of information on the long term demand for the volunteering opportunities & support that it offers.

5.2 The state of Ipswich 2013 Report states:

(<https://www.ipswich.gov.uk/sites/www.ipswich.gov.uk>)

Individuals are marginalised from employment by their lack of self-esteem and confidence, the soft skills needed to begin pursuing

employment opportunities. 5,500 (5.7%) residents of Ipswich have never worked or are long-term unemployed which is 29.1% of the total in Suffolk.

5.3 The Office for National Statistics (NOMIS March 2014) states: Ipswich has a significant proportion of individuals that have never worked (0.8%) which is higher than that of the averages for Suffolk (0.4%) and England (0.7%).

5.4 Hidden Needs report (2011) states:  
[https://www.healthysuffolk.org.uk/uploads/Hidden\\_Needs\\_Report\\_LR.pdf](https://www.healthysuffolk.org.uk/uploads/Hidden_Needs_Report_LR.pdf)  
 The negative impacts of long-term unemployment have been correlated with deprivation, poor attainment and increased mental health issues. Unemployment and debt are major risk factors for social health problems. In terms of mental health, Suffolk, at 14.5%, has a significantly higher proportion of those 18+yrs. registered with GPs as suffering from depression, than the rest of England at 4.6%. The claimant unemployment rate in Ipswich is 4.2 % which is well above the national average of 3.4 %.

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## 6. Risk Management

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6.1 Emmaus Suffolk is responsible for the safety of its staff, volunteers and visitors.

Risk Description	Consequence of risk	Risk Controls	Probability of risk occurring taking account of controls (scale 1-6) 1 – almost impossible 6 – very high	Impact of risk, if it occurred taking account of actions (scale 1 – negligible; 4 – catastrophic)	Actions to mitigate risk
Safeguarding risk to vulnerable adults  <b>This risk is owned by Emmaus Suffolk</b>	Emotional or physical harm, abuse or exploitation	Staff are DBS checked  Staff and volunteers follow appropriate safeguarding training, policy and procedure	2	4	Evidence of safeguarding training, policy and procedure to be provided to the Council for recording purposes
Accident in the use of the facility	Physical harm to staff member, volunteer or client	Supervision, maintenance	2	3	Emmaus staff to maintain safe and clean facility

- 6.2 The organisation understands that working with vulnerable adults can be challenging and health & safety management is taken very seriously. Monthly health & safety meetings take place with the leadership team to ensure policies and procedures are reviewed regularly and maintained as active behaviours; these are cascaded down to the volunteers daily. Understanding of safeguarding issues is reiterated by the support workers on a 1:1 basis and also at weekly team meetings.
- 6.3 Emmaus Suffolk has the following policies and procedures in place currently:
- Anti-Alcohol and Drug Policy
  - Data Protection Policy
  - Equal Opportunities Policy
  - Ethical Fundraising Policy
  - Health and Safety Policy
  - Professional Boundaries Policy
  - Vulnerable Adults Policy

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## **7. Environmental Impact Assessment**

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- 7.1 There are no significant negative environmental impacts identified. The travel support promotes the use of public transport, which will have a positive impact.
- 7.2 Emmaus has a commitment to recycling through reselling and upcycling items, as well as recycling items not fit for sale. The organisations activities a whole, enabled by this request, has a positive impact of diverting waste from landfill.

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## **8. Equalities and Diversity Implications**

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- 8.1 Emmaus has an inclusive ethos to people of all backgrounds underpinned by an Equal Opportunities Policy. All the services offered by Emmaus are open to all people within the Ipswich area in accordance with the Equality Act of 2010.
- 8.2 The activities of the project do not conflict with the fair treatment of any protected group.

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## **9. Financial Considerations**

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- 9.1 The Emmaus Suffolk accounting year runs from October to September. For the first 7 months of this year the cost of providing food and travel expenses across the organisation was £8,543.30



Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
£596.43	£1,240.84	£671.71	£1,140.19	£773.60	£2,392.13	£1,728.40

- 9.2 If these costs are scaled up to 12 months, the cost to the organisation is estimated to be £14,645.66 over a year (average £1,220.47 per month).
- 9.3 Emmaus Suffolk has been awarded £2,000.00 by the Rope Trust (Mrs L D Rope's Third Charitable Settlement – Charity No [290533](#)) toward the volunteer food & travel at all sites.
- 9.4 The total request from the Area Committees is £10,000, split between all Areas, proportionally to the number of volunteers to date (Para 2.13-2.16);
- North West 24.2% £2,419.35
  - South West 29.8% £2,983.87
  - Central 32.3% £3,225.81
  - North East 6.5% £645.16
  - South East 7.3% £725.81
- 9.5 Emmaus Suffolk holds unrestricted reserves, below the Funding Guidelines threshold for significant reserves, and can continue to pay toward the volunteer costs. If the requested amount were granted in all Areas, this contribution would be approximately £2,645.66 (depending on actual rather than estimated costs).
- 9.6 Financial costs involved in running the Emmaus Suffolk project are monitored regularly and reviewed at the quarterly Board meetings. The long-term intention is to generate enough income through the social enterprises to cover the costs of volunteers travel and food without grant funding.
- 9.7 There is sufficient budgetary provision in 2019/20 to fund the £2,419.35 cost that is being requested from the North West Area Committee

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## **10. Legal Considerations**

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- 10.1 The Council has the power to make grants to community projects through the Area Committees. The Area Committees have delegated Executive powers and devolved budgets.
- 10.2 Area Committees have the power to award grants in accordance with part 3, section 2 of the Council's Constitution i.e. the Area Committee terms of reference.
- 10.3 Emmaus Suffolk is a registered charity (No 1128051) and has its own bank account with named signatories, a constitution, a named committee and officers, annual accounts and a business plan (2017-2021) as required by the Area Committee Funding Guidelines.

- 10.4 The Funding Guidelines requirement of a 10% funding contribution (or greater) from other sources is met by the award from the Rope Trust and from the Emmaus Suffolk unrestricted reserves.

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## **11. Performance Monitoring**

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- 11.1 Regular feedback and evaluation conducted by Emmaus Suffolk informs internal performance monitoring. This evidence will inform the monitoring report to the Area Committee after one year.
- 11.2 Officers from the Community Engagement team and Ward Councillors will be kept informed of the numbers of volunteers using the Dales hub.
- 11.3 The charity uses management system that captures the interventions and outcomes for the volunteers, including information on the types of interventions required. For example; issues with housing, employment, mental health, and money.
- 11.4 Each volunteer starts by offering four hours of their time per week. As each person builds their self-confidence and self-esteem, they build up additional hours within the organisation. The number of volunteer hours will be included in the monitoring report.

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## **12. Conclusions**

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- 12.1 The Emmaus Suffolk project provides an affordable source of household items and furniture and a valuable opportunity for volunteers experiencing hardship and barriers to social inclusion.
- 12.2 The financial support requested would cover the costs of supporting vulnerable individuals whilst engaged in the services and ensuring they can participate fully and to the best of their ability.
- 12.3 The proposed funding allocation would allow the organisation to continue to offer opportunities for vulnerable individuals from all areas of Ipswich and help the charity towards achieving long-term financial sustainability.

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## **13. Recommendations**

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- 13.1 That the North West Area Committee considers the options set out in Section 4 and determines the merit of allocating funding to Emmaus Suffolk for the costs of volunteer travel and food.**

Reason:

- To reduce barriers to inclusion and employment for people affected by long-term unemployment.

- To support vulnerable adults with facilities that boost an increase in confidence, skills and self-worth.