

## PROFILE

Merstham Community Facility was established in 2009 after a number of years of planning and fundraising. Its objective is to provide a neutral venue in the heart of Merstham Estate where people are able to develop new skills and interests. The organisation's aims to:

- \* Promote digital inclusion
- \* Facilitate people into work
- \* Reduce social isolation
- \* Provide a community hub
- \* Promote greater community cohesion & involvement



**Merstham Community Facility Trust**  
*bringing people together*

## WHAT HELP THEY NEEDED

The facility required help with its business plan, marketing, the recruitment of volunteers and fundraising for a centre manager.

## HOW WE HELPED

Reigate & Banstead Voluntary Service helped by seconding its Development Officer to work on site and liaise with the local community. As part of this work, she:

- \* Established and implemented policies and procedures
- \* Identified and negotiated with providers
- \* Dealt with the facility's book keeping & managed the budget
- \* Completed several bids for funding a manager/IT Champion

With the support and input of Reigate & Banstead Volunteer Centre we:

- \* Promoted volunteer opportunities at the Facility
- \* Recruited volunteers including specialists in IT consultancy, accountancy, marketing, and business management.

## BETTER PREPARED FOR THE FUTURE?

As a result of the support from Reigate & Banstead Voluntary Service, the facility is providing an excellent service which is being widely recognized and appreciated by users and other partners. They have attracted potential new partners and have a good team of volunteers. They also have a sound business plan and are nearly covering costs.



## WHAT WOULD HAVE HAPPENED IF WE HAD NOT HELPED?

The facility would not have opened when it did and it would not be open to the public as frequently in the week. The IT drop-in could not be taking place and the Job Club would not have been started. There would have been less variety of courses and holiday activities on offer and thus less rental income. The charity would have incurred huge costs in relation to IT support and accountancy