



# COMMUNITY CONSULTATIVE FORUM

**TUESDAY 12 APRIL 2005  
7.30 PM**

**PANEL AGENDA (CONSULTATIVE FORUM)**

**COMMITTEE ROOMS 1&2  
HARROW CIVIC CENTRE**

**MEMBERSHIP (Quorum 3)**

**Chair: Councillor Nana Asante**

**Councillors:**

**Currie  
Lavingia  
Omar**

**Arnold  
Janet Cowan (VC)  
Anjana Patel**

**Reserve Members:**

**1. Bluston  
2. Gate  
3. Burchell  
4. N Shah**

**1. Harriss  
2. Kara  
3. Mrs Champagnie**

**Issued by the Democratic Services Section,  
Legal Services Department**

**Contact: Laura Kell, Committee Administrator  
Tel: 020 8424 1265 E-mail: [laura.kell@harrow.gov.uk](mailto:laura.kell@harrow.gov.uk)**

***NOTE FOR THOSE ATTENDING THE MEETING:  
IF YOU WISH TO DISPOSE OF THIS AGENDA, PLEASE LEAVE IT BEHIND AFTER THE MEETING.  
IT WILL BE COLLECTED FOR RECYCLING.***

**HARROW COUNCIL**

**COMMUNITY CONSULTATIVE FORUM**

**TUESDAY 12 APRIL 2005**

**AGENDA - PART I**

1. **Attendance by Reserve Members:**

To note the attendance at this meeting of any duly appointed Reserve Members.

Reserve Members may attend meetings:-

- (i) to take the place of an ordinary Member for whom they are a reserve;
- (ii) where the ordinary Member will be absent for the whole of the meeting; and
- (iii) after notifying the Chair at the start of the meeting.

2. **Declarations of Interest:**

To receive declarations of personal or prejudicial interests, arising from business to be transacted at this meeting, from all Members present.

3. **Arrangement of Agenda:**

To consider whether any of the items listed on the agenda should be considered with the press and public excluded on the grounds that it is thought likely, in view of the nature of the business to be transacted, that there would be disclosure of confidential information in breach of an obligation of confidence or of exempt information as defined in the Local Government (Access to Information) Act 1985.

Enc. 4. **Minutes:** (Pages 1 - 6)

That the minutes of the meeting held on 26 January 2005, having been circulated, be taken as read and signed as a correct record, subject to the following amendment:

**Minute 122: Appointment of Vice-Chair**

The Chair expressed concern that this item was on the agenda again given that Councillor Currie had been appointed as Vice Chair at the previous meeting of the Forum. After being informed that a further appointment to the office would be required, one nomination was received and seconded.

**RESOLVED:** To appoint Councillor Janet Cowan as Vice-Chair of the Community Consultative Forum for the remainder of the 2004/2005 Municipal Year.

5. **Public Questions:**

To receive questions (if any) from local residents or organisations under the provisions of Committee Procedure Rule 15 (Part 4E of the Constitution).

6. **Petitions:**  
To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Committee Procedure Rule 15 (Part 4E of the Constitution).
7. **Deputations:**  
To receive deputations (if any) under the provisions of Committee Procedure Rule 16 (Part 4E of the Constitution).
8. **Presentations by Community Groups:**  
Presentations from Harrow Women's Centre and Somali Family Support Group (to be confirmed).
9. **Next Steps in the Community Engagement Strategy:**  
Verbal report of the Service Manager, Policy and Partnership (Organisational Development).
- Enc. 10. **Update in Community Strategy 2004:** (Pages 7 - 12)  
Report of the Director, Organisational Performance.
11. **Report from the Work Programme Group:**  
Presentation of the work programme developed for the Forum by the working group, by Kanti Nagda (Sangat Centre).
12. **Discussion on the Work Programme:**  
This is an opportunity for Members of the Forum to suggest items for the work programme and influence the future direction of the Forum.
13. **Community Concerns:**  
This is an opportunity for Members of the Forum to highlight issues of concern which have not already appeared on the Agenda.
14. **Any Other Business:**  
Which the Chair has decided is urgent and cannot otherwise be dealt with.

## **AGENDA - PART II**

This page is intentionally left blank

COMMUNITY CONSULTATIVE FORUM

26 JANUARY 2005

Chair: \* Councillor Nana Asante

Councillors: \* Arnold \* Harriss (1)  
\* Janet Cowan \* Lavingia  
\* Currie \* Omar

\* Denotes Member present  
(1) Denotes category of Reserve Member

[NB Attendance at this meeting by representatives of community organisations and representatives of the Local Authority is recorded at Appendix 1].

**PART I - RECOMMENDATIONS - NIL**

**PART II - MINUTES**

118. **Appointment of Chair:**

**RESOLVED:** To note the appointment of Councillor Nana Asante as the Chair of the Community Consultative Forum for the remainder of the 2004/2005 Municipal Year, as agreed at the Cabinet Meeting of 11 November 2004.

119. **Attendance by Reserve Members:**

**RESOLVED:** To note the attendance at this meeting of the following duly appointed Reserve Member:-

<u>Ordinary Member</u>	<u>Reserve Member</u>
Councillor Anjana Patel	Councillor Harriss

120. **Declarations of Interest:**

**RESOLVED:** To note that the following interests were declared:

<u>Member</u>	<u>Nature of Interest</u>
Councillor Arnold	Declared an interest arising from the fact that he is a Member of the Grants Advisory Panel.
Councillor Nana Asante	Declared an interest arising from the fact that she is a Member of the Grants Advisory Panel and a Member of the Black History Steering Group

121. **Arrangement of Agenda:**

**RESOLVED:** That all items be considered with the press and public present.

122. **Appointment of Vice-Chair:**

**RESOLVED:** To appoint Councillor Janet Cowan as Vice-Chair of the Community Consultative Forum for the remainder of the 2004/2005 Municipal Year.

123. **Minutes:**

**RESOLVED:** That the minutes of the meeting held on 28 September 2004, having been circulated, be taken as read and signed as a correct record, subject to the following amendments:

- (i) Presentation by a Community Group (Minute 105)  
To amend the final paragraph to read:

“The representative closed the presentation by informing the Forum that there would be an opportunity to make a donation to the Darfur in Sudan and the Mayor’s Charity.”

- (ii) Any Other Urgent Business (Minute 117)  
To amend the minute to reflect the nature and location of the following community event:

Community event held by the Gujurati Association of the UK at the Kadiwar Patwa Centre in Kenmore Avenue.

- (iii) Representatives of Community Organisations who Attended (Appendix 1)  
To correct the spelling of the names of the community representatives, as follows:

M Bamtefa	African SANG / IJAPA
H Ibrahim	Somali Family Support Group

124. **Public Questions:**

**RESOLVED:** To note that no public questions were received at this meeting under the provisions of Advisory Panel and Consultative Forum Procedure Rule 15 (Part 4E of the Constitution).

125. **Petitions:**

**RESOLVED:** To note that no petitions were received at this meeting under the provisions of the Advisory Panel and Consultative Forum Procedure Rule 13 (Part 4E of the Constitution).

126. **Deputations:**

**RESOLVED:** To note that no deputations were received at this meeting under the provisions of Advisory Panel and Consultative Forum Procedure Rule 14 (Part 4E of the Constitution).

127. **Tsunami Disaster:**

The Forum stood and observed a two-minute silence in remembrance of the victims of the Tsunami disaster.

128. **Presentations by Community Groups:**

The Forum received presentations from representatives of three voluntary organisations within the borough: Sewa International, Compassion in Action, and Diva Asian Women's Network (DAWN). The first two organisations had been working independently to provide relief in areas affected by the recent Tsunami disaster. Both provided the Forum with details of their immediate relief work, as well as an outline of proposed long-term projects, and expressed their sadness at the devastation and destruction caused by the disaster.

The Forum then heard from counsellors working at DAWN, a support network provided for Asian women that aimed to empower those who felt alienated by cultural, social and personal issues. The Forum was informed that the counsellors were able to give sympathetic advice and guidance in a safe and flexible environment, and understood the particular difficulties faced by Asian women living in the UK.

**RESOLVED:** That the information be noted.

129. **Improving Welfare Benefit Take-Up:**

The Forum received a presentation on this matter from the Income and Payments Manager and the Group Manager, Assessment. The presentation outlined the Council's plans to develop a Welfare Benefit Strategy that would ensure that those who were eligible could receive the financial assistance and services to which they were entitled, by removing the barriers that might have prevented them from doing so. The Forum was advised that the Strategy aimed to promote benefit take-up, particularly amongst the hard-to-reach groups of Harrow and those who might be particularly disadvantaged because of personal circumstances.

The Forum was informed that a joint team of trained visiting officers had been set up, able to collect information from within the client's home and share this with the relevant agencies. The use of technology in data collection was also being explored, to ensure that a client's key data was only collected once and therefore preventing duplication of efforts. The officers stated that the Council was keen to expand the operation of the

joint team to engage with as many groups within Harrow as possible, and welcomed the comments of the voluntary and community groups present.

In response to a query regarding how user-friendly the service was, it was advised that visiting officers could communicate in all the main community languages, and that a translator could be provided if necessary. Explanatory leaflets were also being produced that covered all the main community languages. The officers informed the Forum that the joint team simplified the sometimes complicated process of completing forms, and that electronically collecting and sharing data would further simplify the process.

The role of voluntary groups within the scheme was also discussed. The Forum was advised that some clients would prefer to approach voluntary organisations rather than the Council, for example if the client had debts. It was also suggested that the Strategy would benefit from sharing the experience and information held by voluntary and community groups, but concern was expressed over the funding required to enable this. The officers agreed to meet with any interested parties to provide further information, and expressed a wish to hear from community groups of any barriers that may exist to accessing the Benefits, Cashiers and Revenues services for their members such as languages, opening times and physical accessibility. The Forum was advised that the team was keen to engage with groups that had not previously been consulted.

The officers accepted an invitation to return to the Forum to present an update on their work.

**RESOLVED:** That (1) the information be noted; and

(2) the officers liaise with the Chair concerning update reports on the progress of the Welfare Benefit Take-Up Strategy.

130. **Towards a Corporate Community Engagement Strategy:**

The Forum received a report of the Director of Organisational Performance, which detailed the development of the Council's Community Engagement Strategy. It was hoped that the strategy would improve and standardise the way in which local communities could contribute to the decision-making process. The purpose of the presentation was to involve the community groups present in a discussion on the development of the strategy.

Several areas of the report were highlighted, such as the groups the Council might wish to engage with, a Code of Engagement for both the Council and stakeholders, weaknesses in current engagement activity identified by stakeholders, and Harrow's Code of Practice on Consultation.

In the discussion that followed, the Forum was informed that the Engagement Strategy hoped to ensure effective engagement across all parts of the community, and especially those minority and under-represented groups in the borough that may not have engaged in previous consultations. In response to a comment that the community groups might be saturated by consultation, the officer stated that developing different techniques for consultation with different target groups would hopefully make the process more engaging.

The officer requested that community groups register their comments on the strategy by 11 February 2005.

**RESOLVED:** That the information be noted.

131. **Harrow Leisure Centre:**

In response to questions raised at previous meetings of the Forum, the Sports Strategy Officer for Harrow Council provided community groups with a verbal update report on the management of Harrow Leisure Centre. The respective responsibilities of the Council and Leisure Connections Plc were outlined, along with a plan of action for key areas of development and a detailed complaints procedure.

In the discussion that followed, it was advised that user forums had been established to allow the public to comment on the level of service provided. A representative of a community group who claimed that his letter of complaint had not been dealt with in the recommended timeframe was assured that the matter would be resolved. In response to a query regarding the discounted facilities available to pensioners, the Forum was

informed that a leisure card was currently available which entitled them to free swimming, and that this would hopefully be extended to other activities. The Forum was assured that the Council protected the pricing on 'core' leisure activities, whilst allowing Leisure Connections to make profits from the 'non-core' activities. Disappointment was expressed that the Council had taken so long to admit to its part in the failings of the leisure centre.

**RESOLVED:** That the information be noted.

132. **Feedback from the Black History Month Evaluation Meeting:**

In her capacity as a member of the steering group for Black History Month (BHM), the Forum received an oral report from the Chair, which detailed the proceedings at the BHM Evaluation Meeting, held on 19 January 2005. She informed the Forum that a joint report by HACAS and The African SANG was presented to the steering group with a recommendation that an Independent Review of Black History Month 2004 should be held as soon as possible so that the report could inform development of Black History Month 2005.

The aims of the evaluation were to establish the purpose and focus of BHM, and to evaluate how best to engage the community, including schools, colleges, community groups and local businesses in the proceedings. Through the evaluation, it was hoped that recommendations would be made to assist the planning for next year's event, and that the pressures felt this year by a few key organisers would be reduced. Publicity was identified as a key weakness of the project, whilst using a theme was seen to help focus the proceedings. The Forum was encouraged to write to the steering group with their thoughts on BHM, and to advise them on how best to engage the community and to support the call for an independent review.

The Forum was then invited to attend an event organised by Harrow Bengalee Association on Sunday 13 February at Harrow Arts Centre on Uxbridge Road on the Migration theme "How Bengalees Came to Britain", which formed part of the Black History Month programme.

**RESOLVED:** That the information be noted.

133. **Open Forum:**

**RESOLVED:** To note that there were no suggestions of topics for discussion at future meetings.

134. **Any Other Business:**

The Chair requested volunteers from the Community and Voluntary sectors to form an informal sub-group that would develop a community-led work programme for the forthcoming meetings of the Forum. Nominations were received from:

Varsha Bavishi	Harrow Mencap
Alex da Costa	Harrow Refugee Forum
Kanti Nagda	Sangat Centre
Niru Matin	Harrow Bengalee Association

**RESOLVED:** That (1) the formation of the informal sub-group be noted; and

(2) the responsible officers liaise with the sub-group to arrange its first meeting.

[Note: Following the meeting, the Chair received an additional nomination from Mohammad Rizvi of the Pakistan Society of Harrow, which she accepted].

(Note: The meeting having commenced at 7.35 pm, closed at 9.35 pm)

(Signed) COUNCILLOR NANA ASANTE  
Chair



## APPENDIX 1

**COMMUNITY CONSULTATIVE FORUM – 26 JANUARY 2005****(1) Representatives of Community Organisations who Attended**

V Bavishi	Harrow Mencap
M Rizvi	Pakistan Association of Harrow
N Eid	Harrow Kuwati Community Association
A da Costa	Angolan Civic Community Alliance
	Harrow Refugee Forum
G Ali	Pakistan Society of Harrow
K Nagda	Sangat Centre
A Omar	Harrow Islamic Society
V Kapashi	Mahavir Foundation
B Sharma	HARA
P Mewta	Mahavir Foundation
T Chisolm	HACAS
Amrit Shah	DAWN
Bally Basra	
N Matin	Harrow Bengalee Association
A Ali	Harrow Mosque
C Rabbahi	Harrow Mosque
L Gorasia	Hindu Council (Harrow)
	Kutch Madhapar Karyalay (UK)

**(2) Officers who Attended**

Mark Buckingham	Income and Payments Manager
Michael Carney	Group Manager, Assessment
Patsy Headlam	Policy and Partnership Officer
Clifton Jackson	Sports Strategy Officer

This page is intentionally left blank



Meeting:	Community Consultative Forum
Date:	12 April 2005
Subject:	Update on the Community Strategy
Responsible Officer:	Paul Najsarek, Director of Organisational Performance
Contact Officer:	Bindu Arjoon
Portfolio Holder:	Cllr Marie Louise Nolan
Key Decision:	No
Status:	Public

### **Section 1: Summary**

#### **Decision Required**

The Community Consultative Forum is requested to note:

- The development of the HSP Management and Reference Groups
- The reporting and communication links between the Harrow Strategic Partnership Reference Groups and the Executive
- The monitoring of the 2004 Community Strategy that has been completed so far by the Management Groups.

#### **Reason for report**

This report informs the Community Consultative Forum of the development of the HSP Management and Reference Groups. The report also outlines the progress of Management and Reference Groups on the Monitoring of the 2004 Community Strategy and the development of the refresh of the Community Strategy.

#### **Benefits**

The information contained within this report will form the basis of the 2004-05 annual report of the Harrow Strategic Partnership (HSP). That report will outline to the community how the partnership works with the community and the overall achievements of the HSP.

This information will be presented at the annual HSP Summit to be held on 18 May 2005.

## Cost of Proposals

There is no associated cost with the noting of this report. However, it should be noted that the Policy and Partnership Service has sought a one off allocation of £200,000 funding from Harrow Council in the 2005-06 budget to support the work of the HSP. If successful in gaining this funding bid, the HSP will allocate this money to Management Groups for the achievement of future initiatives which are identified in the action plans (currently under development) for 2005 and onwards.

## Risks

If the Community Consultative Forum does not note this report, it will not be informed of the progress made in the implementation of the Community Strategy.

## Implications if recommendations rejected

The monitoring of the 2004 Community Strategy is planned for public release at the HSP Summit to be held on 18 May 2005. If the timeline for approval is extended the report may not be ready for release at the Summit. This would cause embarrassment to Harrow Council and the HSP.

## Section 2: Report

### 2.1 Brief History

The Community Strategy for Harrow was launched by the HSP in May 2004. The Community Strategy identifies a vision for Harrow to be  
*'A borough that is safe, clean, healthy and prosperous, with equal life opportunities for all - a friendly and vibrant place to be.'*

The over-riding objective of the Community Strategy for Harrow and the HSP is to ensure the fulfilment of this vision. The Community Strategy for Harrow explains broadly how agencies in the borough from the public, private and community and voluntary sector are working to address issues related to the quality of life of the people who live, work and visit Harrow.

The Community Strategy was developed by the HSP with the local community. Local agencies, stakeholders and residents were involved in identifying the priorities in the Community Strategy.

The Strategy is being delivered through the HSP as its aim is to work to make a measurable improvement to the quality of life of the people of Harrow through robust and inclusive partnership working. Ultimately the Strategy can only be delivered through the active participation of local stakeholders.

## 2.2 Options considered

### Update on the development and activities of the HSP Management and Reference Groups

As of March 2005, there are two reference groups and six management groups established as part of the Harrow Strategic Partnership (HSP) structure. These groups are listed below together with a brief indicator of their current status and activities:

- Safer Harrow Management Group (chaired by Bob Carr, Borough Commander): This management group has held regular meetings since the inception of the HSP, with its most recent meeting on 9 February. At this meeting the development timetable for the refresh of the Community Strategy was noted. The next meeting of this Group is likely to occur in late April.
- Regenerating Harrow Management Group (now incorporating Greener Harrow Management Group) (chaired by Anna Robinson, Director of Strategy, Urban Living, Harrow Council): These groups have now been amalgamated to serve as one management group. Two meetings of this group have occurred to date. A further meeting of this group has been scheduled to take place prior to the HSP Summit on 18 May 2005.
- Healthy Harrow Management Group (chaired by Andrew Morgan, Chief Executive of the Harrow PCT): A meeting of this group has occurred on 21 March 2005. This meeting was conducted as a working meeting where the action and monitoring plans required for the refresh of the Community Strategy were discussed in detail.
- Children and Young People Management Group (chaired by Paul Clark, Director of Children's Services): Met on 28 January and will meet again on 22 April. At the 28 January meeting it was agreed that members of the group would work out of session to produce the monitoring and action plans required for the refresh of the Community Strategy.
- Learning for All Management Group (chaired by Javed Khan, Director of Learning and Community Development, Harrow Council): A meeting of this group has been scheduled to take place prior to the HSP Summit on 18 May 2005.
- ICT Management Group (chaired by Nick Bell, Executive Director of Business Connections, Harrow Council). This group held its most recent meeting on 15 March. This meeting was conducted as a working meeting to produce the action plans required for the refresh of the Community Strategy.
- Older Persons Reference Group (chaired by Cllr Anne Groves): The Partnership With Older People Steering Group has now taken on the

role of the OPRG. This group met on 8 March 2005. The group raised concerns regarding the timing of the refresh of the Community Strategy and the inadequacy that the timetable for the development of the strategy has to the scheduled meetings of the group. The group has developed sub groups concentrating on safety, health, housing and transport. The group also considered the draft Community Engagement Strategy. The group welcomed the document and is happy to provide input into it. However, the group was concerned at how the strategy would address growing tiredness within the community on consultation. The next meeting of the group is scheduled for 10 May 2005.

- Community Cohesion Reference Group (chaired by Julia Smith (formally Mayo), Harrow Association of Voluntary Service): is holding it's next meeting on 6 April 2005. The agenda will cover the Community Engagement Strategy, how the group will input into the development of the Community Strategy, council funded worker to work at HAVS on faith issues and two compact codes on how the council will interact with black, minority ethnic and refugee groups.

#### Links Between the HSP Reference Groups and the HSP Board and Executive

Since their relatively recent establishment of the management and reference groups, there has been ad hoc communication between the reference groups and the rest of the HSP. To address this issue a paper was presented to the HSP Executive at its meeting on 22 March 2005 that outlined mechanisms to allow for more effective communication between the various constituent parts of the HSP. The proposals in this paper were endorsed and the changes shall be written into the Constitution of the HSP at the May 2005 Summit.

#### Refresh of the 2004 Community Strategy

When the HSP Board launched the Community Strategy 2004, the Board undertook to ensure that monitoring of the Strategy was completed and reported to the 2005 Summit.

In late 2004, the HSP Board also agreed to a 'refresh' of the Community Strategy in 2005. It was agreed that this refresh would include action plans with detailed initiatives for the delivery of the themes in the 2004 Community Strategy.

#### *Monitoring of the 2004 Community Strategy*

To facilitate the drafting of the annual report of the HSP, Management Group Chairs were asked by Policy and Partnership Services in January 2005 to complete a template for their respective chapters. Given the varying levels of organisation of the Management Groups, there is a corresponding variance in the level of monitoring that has been completed.

At the time of drafting this report, the Policy and Partnership Service is working with all Management Groups to further develop the content of the monitoring exercise. It is anticipated that this work will be significantly progressed for the HSP Boards consideration of all monitoring plans at its next meeting on 6 April 2005.

### *Action Plans*

To facilitate the drafting of the refresh of the Community Strategy, Management Group Chairs in January 2005 were asked to produce an Action Plan outlining key actions for the 2005 refresh by 23 March 2005.

To date, liaison with Management Group Chairs suggests that the majority of groups will be in a position to deliver a first draft of their action plans by the requested date. The Policy and Partnership Service anticipates that further intensive work will have to be done in partnership with Management Group Chairs in the week following 23 March to ensure that the action plans give clear direction as to how the work of the partnership will progress over the next 3 years. Drafts of the action plans will be distributed for public comment on 27 April 2005. The action plans will form the basis of discussion at the HSP Summit on 18 May 2005.

## 2.3 Consultation

Consultation on the information contained within this report and on the development of the 2005 refresh of the Community Strategy has been through the Management Group and Reference Group structures.

## 2.4 Financial Implications

This report is not seeking additional financial resources. This programme of work will be delivered within the 2005-06 budget provision recently approved by Council.

## 2.5 Legal Implications

None.

## 2.6 Equalities Impact

The Community Strategy:

- Seeks to engage the local community and reflects their needs and aspirations
- Co-ordinates the actions of agencies in the HSP to meet community needs
- Aims to develop and support cohesive communities
- Aims to achieve improvements which are sustainable.

All of these underlying principles work together to promote greater equality within Harrow.

Both the monitoring of the Community Strategy 2004 and the 2005 refresh of the Community Strategy will seek to outline how these principles have been achieved and how they will be advanced in the future.

### **Section 3: Supporting Information/ Background Documents**

There are no appendices to this report.

Background papers that are available on request:

- 2004 Community Strategy for Harrow