



HARROW STRATEGIC PARTNERSHIP BOARD

Minutes of the Meeting held on Thursday 16 June 2005

(1) Present:

Harrow Strategic Partnership Board Members:

Councillor Navin Shah (Chair)	Leader; Strategic Overview and External Affairs PH	Harrow Council
Councillor Jean Lammiman	Conservative Representative	Harrow Council
Councillor Paddy Lyne	The Worship the Mayor, Leader of the Liberal Democrat Group	Harrow Council
Councillor Marie-Louise Nolan	Communications, Partnership and Human Resources PH	Harrow Council
Dr Karim Murji	Metropolitan Police Authority	Metropolitan Police Authority
Allen Pluck	Harrow In Business	Business Sector Representative
Mike Coker	Community Linkup	Voluntary and Community Sector Representative
Janet Smith	MIND in Harrow	Voluntary and Community Sector Representative
Raj Saujani	Stanmore College	Further Education Representative

Apologies were received from:-

Denis Lock	Kodak Limited	Business Sector Representative
Asoke Dutta	Harrow Association of Voluntary Service	Voluntary and Community Sector Representative
Kris Fryer	Harrow Citizen's Advice Bureau	Voluntary and Community Sector Representative
Professor Keith Phillips	University of Westminster	Higher Education Representative

(2) Present as Representatives of the HSP Executive:

Robert Carr	Borough Commander, Harrow Police	Metropolitan Police Service
Andrew Morgan	Chief Executive, Harrow Primary Care Trust	Health Authority Sector
Julia Smith	Chief Executive, Harrow Association of Voluntary Service	Voluntary and Community Sector

Apologies were received from:-

Joyce Markham Barbara Field	Chief Executive Principal, Harrow College	Harrow Council Further Education Sector
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(3) Also Present:-

David Craig Rachel Ellis Tom Whiting	Senior Research Executive Group Manager, Policy and Performance	MORI Social Research Institute MORI Social Research Institute Harrow Council
Bindu Arjoon	Service Manager Policy and Partnership Section	Harrow Council
Martyn Ellis	Head of Planning and Performance Management (Social Care), People First	Harrow Council
Jim Marsh	Strategic Partner Project Manager	Harrow Council
Ben Jones	Project Support Officer	Harrow Council

ACTION

1. Appointment of Chair and Vice-Chair:

AGREED: That (1) Councillor Navin Shah be appointed Chair of the Board for year 2005/06; and

(2) Geoff Rose be appointed Vice-Chair of the Board for the year 2005/06.

2. Minutes:

The minutes of the meeting held on 6 April 2005 were agreed as a correct record.

3. Matters Arising:

- (i) Minute 3 – Potential Funding for Partnership Priorities
Bindu Arjoon, Service Manager (Policy and Partnership Section), Harrow Council, gave an update on the bid for a Local Area Agreement.

The bid had been submitted and the outcome was expected to be known at the end of June. The bid had proposed a pilot under the 'Strengthening Communities' option. If the bid was successful, it was suggested that a meeting of the HSP Board may be required in early August.

All to note
All to note

All to note

4. MORI Quality of Life Survey:

Bindu Arjoon, Service Manager (Policy and Partnership Section), Harrow Council, introduced a report which set out the results of the MORI quality of life survey in the form of a marked up questionnaire. A more detailed report by MORI on the key findings of the survey was also tabled.

At the meeting, David Craig and Rachel Ellis of the MORI Social Research Institute introduced the detailed report. Mr Craig stated that, in light of the

length of the questionnaire and the tight timescale for the survey process, MORI had been pleased with the response rate, which was 29%. This compared favourably with the response rate to last year's questionnaire of 34% and had enabled analysis on the 9 key strategic areas. In light of the amount of information which the survey had produced, MORI had set up a dedicated e-mail address (harrowhsp@mori.com) to which HSP members could send requests for further information or analysis.

Mr Craig reminded the meeting that the survey dealt with residents' perceptions of different issues, not with facts, and outlined the key findings of the survey, which included the following:

- 67% of residents were satisfied with the area as a whole compared with 14% of residents who were dissatisfied;
- residents believed that the cleanliness of the streets, public transport and road and pavement repairs had improved;
- residents believed that levels of affordable housing, crime and traffic congestion had got worse;
- overall satisfaction with Harrow Council had increased;
- 62% of residents thought crime had increased over the last 3 years;
- more residents thought that health services were getting worse than thought they were getting better.

In response to suggestions from Board Members, David Craig and Rachel Ellis undertook to carry out further analysis in some areas. With regard to the results relating to crime, they undertook to do some work to look at the results from Wards that had Safer Neighbourhood teams in comparison with the results from those that did not. In light of concern that satisfaction with the area overall was lowest in South Harrow, where the roll-out of the New Harrow Project (NHP) 'clean and green' project had commenced, David Craig undertook to look at whether the results of the survey could be compared with the MORI research on satisfaction with the NHP. It was advised, however, that it was not possible to determine whether satisfaction in areas adjoining the clean and green roll-outs had dropped, which may indicate that the NHP had displaced problems such as rubbish and abandoned cars, as there were no previous figures for those areas to compare the current data against.

DC/RE

DC

Dr Karim Murji noted that the results for community cohesion, such as the extent to which residents felt that people from different backgrounds got on well together, were average, and expressed concern about the basis for the bid for a Local Area Agreement under the 'strengthening communities' option; he suggested that this should focus more on crime. It was noted, however, that the results on crime were comparable with figures for other London Boroughs, even though Harrow was one of the safest Boroughs in London, and nationally. Councillor Marie-Louise Nolan noted that activities for teenagers had been identified as a priority for improvement in several areas, and stated that she would like to see this looked at in more detail.

Councillor Shah was pleased to note that the picture was generally encouraging. He thanked Mr Craig and Ms Ellis for attending, and requested that the tabled report be circulated to all members of the Board.

BA

AGREED: That the results of the MORI survey be noted.

5. Change Up:

Julia Smith, Chief Executive, Harrow Association of Voluntary Service, introduced a report which outlined progress with implementing Change Up, a Government capacity building and infrastructure framework and funding stream for the Voluntary and Community Sector. A draft Harrow Change Up Plan was also tabled at the meeting.

Each London Borough and sub-regional council for voluntary service was required to develop an infrastructure plan for their area, and to submit a draft plan to the Government Office for London by 1 July 2005. Funding of approximately £60,000 was attached to the draft plan. The plan suggested the creation of four posts, and the PCT had already match-funded one post. There had been a lack of input from black and minority ethnic representative organisations but this was one of the areas that the Change Up plan would be seeking to address. The Board's endorsement of the draft Plan was sought.

There was some discussion about the posts which had been identified in the plan, and the proposals for the posts were endorsed. Councillor Jean Lammiman suggested that the proposal for a Network and Resource Officer be submitted to Harrow Council's Community Consultative Forum.

JS to note

AGREED: That the draft Change Up plan be endorsed.

All to note

6. Sharing a Vision for Customer Service - the Business Transformation Partnership and the Harrow Strategic Partnership:

The Board considered a report which advised of the procurement by the Council of a business transformation partner. The report set out the projects to be undertaken by the partner, how the partnership would support improved services, and the benefits for the Harrow Strategic Partnership.

It was noted that one of the first projects to be undertaken by the business transformation partner would be the First Contact project, which would involve the establishment of a Contact Centre and One-Stop Shops (OSS). Board members were concerned that members of the public may contact the Contact Centre or OSS to access services provided not by the Council but by other partner organisations, and highlighted the need for the Council to be able to share information with partners. It was also highlighted, however, that the public may have concerns about their information being shared with other organisations and about who would have access to it; the need to manage the process carefully and with sensitivity was stressed.

Officers confirmed that one of the requirements of the new systems would be a referral system to partner organisations, and that the systems would have the capability to share information. It was emphasised, however, that information kept on the system about individuals would be information that was already held by the Council in different departments: the systems would simply be joining it up. In addition, access to the information would be internally restricted to the offices concerned.

In response to detailed questions from Board members, further information was provided on a number of issues, including the efficiencies arising from the introduction of the Contact Centre and OSS, how Contact Centre/OSS staff would be able to resolve the huge range of different queries they would have to deal with, how the first three projects for the business transformation partnership had been chosen, and what would happen if the Council failed to select a business transformation partner. It was noted that it was intended to invite the successful partner to attend the next meeting of the HSP Board to enable them to get a fuller understanding of the HSP, and this was welcomed.

AGREED: That (1) the report be noted;

(2) the chosen partner attend a future meeting of the HSP Board.

JM

7. **Multi-agency Strategy for the Development of Services to Refugees and Asylum-seekers:**

The Board considered a report of the Executive Director (People First), Harrow Council, which set out the proposed Multi-Agency Strategy for the Development of Services to Refugees and Asylum-Seekers, and also outlined the process that had been undertaken to develop the Strategy. The Board was invited to formally adopt the strategy.

It was noted that the Strategy proposed the establishment of a multi-agency strategic planning group, and that it was proposed that this group be formally constituted as a Delivery Group within the Partnership framework reporting to the Regenerating Harrow Management Group. Bindu Arjoon suggested that this Delivery Group should more appropriately report to the Community Cohesion Reference Group. Julia Smith agreed, and highlighted the strength of the voluntary sector on that Reference Group.

Mike Coker referred to the statement in paragraph 5.3 of the Strategy that targets and funding criteria for voluntary organisations needed to be sharpened to ensure that they were better able to respond to the needs of. He expressed concern that this would result in less funding for voluntary organisations, whereas he felt that greater resources were needed in order to empower voluntary organisations to meet refugees' and asylum-seekers' needs. Councillor Shah explained, however, that the Strategy was not seeking to reduce funding to voluntary sector organisations but to focus it more appropriately. He also highlighted that the Council was working proactively to identify other sources of funding for the voluntary sector.

AGREED: (1) To note that Harrow Council Cabinet at its meeting on 17 March 2005 agreed to approve the Strategy and to support its presentation for formal adoption by the Harrow Strategic Partnership;

All to note

(2) to note that the strategy has been developed in partnership with the Harrow Refugee Forum, and on the basis of extensive consultation with local refugees and asylum seekers, with local refugee community organisations, and with a full range of local statutory and independent sector agencies;

All to note

(3) to note that all the main statutory and voluntary sector partners who

All to note

responded to the final round of (formal) consultation signalled their support for and willingness to sign up to the Strategy;

(4) that the Strategy be formally adopted; and

All to note

(5) that the multi-agency strategic planning group proposed within the Strategy be formally constituted as a Delivery Group within the Partnership framework, reporting to the Community Cohesion Reference Group.

All to note

8. Harrow Strategic Partnership Annual Report May 2005:

Bindu Arjoon, Service Manager (Policy and Partnership Section), Harrow Council, introduced a report which set out the HSP Annual Report for 2005.

It was noted that Management and Reference Group Chairs had been consulted on the Annual Report and their comments had been incorporated into it. It was also noted that the report was purposefully concise and straight-forward, in recognition of the need to increase awareness and understanding of the Harrow Strategic Partnership.

AGREED: That the HSP Annual Report for 2005 be approved.

All to note

9. Harrow Strategic Partnership Summit:

The Board considered a report submitted by the Policy and Partnership Service, which set out the proposed arrangements for the HSP Summit.

It was proposed that a meeting of the HSP Board be held on the morning of the Summit, but that the afternoon sessions be interactive, with a wider group of stakeholders invited to attend in order to involve them in the work on Management Group priorities. The Board was invited to consider whether there should be any changes to the list of invited organisations.

All to note

All to note

At the meeting, Board members requested that business sector representatives, and representatives from Relate and the Citizen's Advice Bureau also be invited to the Summit. Board members were requested to inform the Policy and Partnership Unit directly of any other organisations who should be invited to attend.

With regard to the date for the Summit, it was noted that this had been arranged for Thursday 8 September 2005. Confirmation of the date was dependent on the outcome of the bid for a Local Area Agreement (LAA) and the release of ODPM guidelines on the process for the negotiation of an LAA, but it was unlikely to be changed.

All to note

AGREED: That (1) the report be noted;

(2) business sector representatives, and Relate and the Citizen's Advice Bureau be invited to attend the Summit;

BA

(3) Board members inform the Policy and Partnership Unit of any other organisations who should be invited to attend.

All to note

10. Harrow Strategic Partnership Scorecard:

Tom Whiting, Group Manager (Policy and Performance), introduced a

report which advised of the development of a performance management framework for the HSP.

It was reported that the HSP Executive meeting on 9 May 2005 had agreed that Andrew Morgan act as the champion for the development of the HSP scorecard, and that a working group comprising performance management experts from each of the partner organisations and representatives of the Management and Reference Groups be established to take this work forward. Board members were asked to identify colleagues within their organisations to take part in the working group.

Board members sought more information about the level of commitment involved in participating in the working group, the timescale for its work and the time of day that meetings would be held. Councillor Marie-Louise Nolan suggested that, since a number of Board members were not present, an e-mail be sent to all members of the Board, together with representatives from the Management and Reference Groups, setting out this information.

TW

Bob Carr advised that the Safer Harrow Management Group already had a scorecard, and suggested that other Management Groups may do too. He queried what the working group would be seeking to achieve. Councillor Shah suggested that a scoping exercise be undertaken to clarify the objectives and parameters of the working group's work. He also suggested that a small working group be established to begin with, but that the need to widen its membership be reviewed at a later date.

TW

TW

AGREED: To (1) note the proposed framework; and

All to note

(2) note that Andrew Morgan will champion the development of the HSP scorecard on behalf of the HSP Executive.

All to note

11. Date of Next Meeting:

Further to it having been reported earlier in the meeting that, if the bid for a Local Area Agreement (LAA) were successful, there may be a need for an additional meeting of the Board to take forward work on the LAA, it was

AGREED: To note that an additional meeting of the Board may be held on 4 August 2005.

All to note

[Note: The Meeting, having commenced at 6.00 pm, closed at 7.38 pm]