



# GRANTS ADVISORY PANEL

## THURSDAY 20 NOVEMBER 2008

### 7.30 PM

PANEL AGENDA (ADVISORY)

COMMITTEE ROOMS 1 & 2,  
HARROW CIVIC CENTRE

**MEMBERSHIP** (Quorum 3)

**Chairman:** Councillor Chris Mote

Councillors:

Don Billson  
G Chowdhury  
Ashok Kulkarni  
Mrs Myra Michael  
Joyce Nickolay (VC)

Ms Nana Asante  
Asad Omar  
Mrs Rekha Shah  
Mrs Sasi Suresh

**Adviser:** Mike Coker, Voluntary and Community Sector Representative

Reserve Members:

1. Manji Kara  
2. Yogesh Teli  
3. Narinder Singh Mudhar  
4. Jeremy Zeid  
5. Susan Hall  
6. Julia Merison

1. Nizam Ismail  
2. David Gawn  
3. Thaya Idaikkadar  
4. Krishna James

Issued by the Democratic Services Section,  
Legal and Governance Services Department

Contact: Paul Gallagher, Democratic Services Officer  
Tel: 020 8424 1265 E-mail: paul.gallagher@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**

**GRANTS ADVISORY PANEL**

**THURSDAY 20 NOVEMBER 2008**

**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) the meeting notes at the start of the meeting at the item 'Reserves' that the Reserve Member is or will be attending as a reserve;
- (iv) if a Reserve Member whose intention to attend has been noted arrives after the commencement of the meeting, then that Reserve Member can only act as a Member from the start of the next item of business on the agenda after his/her arrival.

2. **Declarations of Interest:**

To receive declarations of personal or prejudicial interests, arising from business to be transacted at this meeting, from:

- (a) all Members of the Committee, Sub Committee, Panel or Forum;
- (b) all other Members present in any part of the room or chamber.

Enc. 3. **Minutes:** (Pages 1 - 6)

That the minutes of the meeting held on 9 June 2008 be taken as read and signed as a correct record.

4. **Public Questions:**

To receive questions (if any) from local residents or organisations under the provisions of Advisory Panel and Consultative Forum Procedure Rule 16 (Part 4E of the Constitution).

5. **Petitions:**

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Advisory Panel and Consultative Forum Procedure Rule 14 (Part 4E of the Constitution).

6. **Deputations:**

To receive deputations (if any) under the provisions of Advisory Panel and Consultative Forum Procedure Rule 15 (Part 4E of the Constitution).

[Note: The Panel's policy (Minute 60: 28.07.03) in principle is not to receive deputations relating to individual grant applications].

[Note: The Panel's policy (Minute 13: 06.07.06) is to receive deputations annually at its November meeting].

Enc. 7. **Monitoring of Grant Funding Received in 2007/08:** (Pages 7 - 82)  
Report of the Director of Community and Cultural Services.

Enc. 8. **Update on Harrow Council for Racial Equality:** (Pages 83 - 112)  
Report of the Director of Community and Cultural Services.

9. **Any Other Urgent Business:**  
Which cannot otherwise be dealt with.

10. **Date of next meeting:**  
The date of the next Grants Advisory Panel meeting is 19 January 2009.

**AGENDA - PART II - Nil**

This page is intentionally left blank

**GRANTS ADVISORY PANEL****9 JUNE 2008**

Chairman: \* Councillor Chris Mote

Councillors:	* Ms Nana Asante	* Julia Merison (6)
	* Don Billson	* Joyce Nickolay
	* Susan Hall (5)	* Asad Omar
	* Nizam Ismail (1)	* Mrs Rekha Shah
	* Ashok Kulkarni	

Adviser: † Mike Coker, Voluntary and Community Sector Representative

\* Denotes Member present

(1), (5) and (6) Denote category of Reserve Member

† Denotes apologies received

**PART I - RECOMMENDATIONS****RECOMMENDATION 1 - Grant Funding 2008/09 - Reserved Grants**

The Panel received the report of the Director of Community and Cultural Services which requested the members to recommend to the Portfolio Holder for Community and Cultural Services the allocation of the reserved grant applications which had been reserved from the Panel's meeting on 5 March 2008.

On considering the applications, it was

**Resolved to RECOMMEND:**

That (1) £2,729 be released to Harrow Bengalee Association;

(2) £1,500 be released to Harrow Youth and Community project subject to the resumption of services at Kenmore Park Hall.

**[Reason:** To finalise the allocation of grant funding to Voluntary Organisations for 2008/09].

(See also Minute 121).

**RECOMMENDATION 2 - Grant Funding 2008/09 - Grant Appeals**

The Panel received the report of the Director of Community and Cultural Services which requested the members to consider the appeals received against the recommendations made on 5 March 2008 by the Grants Advisory Panel in order to make recommendations to the Portfolio Holder for Community and Cultural Services accordingly.

**Resolved to RECOMMEND:**

That (1) funding to Harrow Association of Somali Voluntary Organisation remain the same as recommended at the meeting of the Grants Advisory Panel on 5 March 2008;

(2) funding to Harrow Pensioner's Action Association be revised from nil to £500;

(3) funding to Harrow Refugee and Minorities Forum remain the same as recommended at the meeting of the Grants Advisory Panel on 5 March 2008;

(4) funding to African Women Initiative 4 Nationwide Development remain the same as recommended at the meeting of the Grants Advisory Panel on 5 March 2008;

(5) funding to Kuwaiti Community Association remain the same as recommended at the meeting of the Grants Advisory Panel on 5 March 2008;

(6) funding to the National Council of Vanik Associations (UK) remain the same as recommended at the meeting of the Grants Advisory Panel on 5 March 2008.

**[REASON:** A number of organisations had made appeals against the decisions made by the Grants Advisory Panel at the meeting of 5 March 2008. These appeals had been made in accordance with the grant funding processes and required consideration by the Grants Advisory Panel].

[Notes: That (1) the appeal from Community Link Up was withdrawn before the meeting and was subsequently not heard by the Panel;

(2) Councillors Nana Asante, Asad Omar, Rekha Shah and Nizam Ismail wished to record as having voted against (4) and (6) above].

(See also Minutes 113 and 122).

### **RECOMMENDATION 3 - Flash Musicals - Reserved Grant 2007/08**

The Panel received the report of the Director of Community and Cultural Services which requested the members to consider the grant reserved to Flash Musicals in 2007/08 and make a recommendation to the Portfolio Holder for Community and Cultural Services to delegate authority to officers to release the amount of £1,000 on signing of the lease for their premises in Methuen Road, Edgware.

#### **Resolved to RECOMMEND:**

That authority be delegated to officers to release the amount of £1,000 on signing of the lease for the premises in Methuen Road, Edgware.

**[REASON:** To finalise the allocation of grant funding to Voluntary Organisations in 2007/08].

(See also Minute 113).

### **RECOMMENDATION 4 - Edward Harvist Trust - Reserved Grants**

The Panel received the report of the Director of Community and Cultural Services which requested the members to consider the additional information supplied by the applicants for the reserved EHT grant funding and make recommendations to the Portfolio Holder for Community and Cultural Services to authorise officers to release the reserved EHT amount of £2,470 in respect of two organisations listed in paragraph 2.1.1 on the report.

On considering the additional information supplied by the applicants, it was

#### **Resolved to RECOMMEND:**

That (1) officers be authorised to release the reserved EHT amount £2,000 to Angolan Civic Communities Alliance;

(2) officers be authorised to release the reserved EHT amount of £470 to Harrow Gingerbread.

**[REASON:** To enable the organisations listed in paragraph 2.1.1 of the report to receive their grant funding of £2,470].

### **RECOMMENDATION 5 - Applications for Community Premises 2008/09**

The Panel received the report of the Director of Community and Cultural Services which requested the members to:

- 1) consider the two applications from
  - Hindu Council Harrow;
  - Harrow Tamil Association
- 2) agree that the new allocations be effective immediately; and
- 3) delegate authority to officers to undertake a 6-monthly review (i.e. October 2008) of all accommodation to new and existing users at the Community Premises; and
- 4) make recommendations to the Portfolio Holder for Community and Cultural Services on the allocation of space at Community Premises.

On considering the applications, it was

**Resolved to RECOMMEND:**

That (1) the new allocations for use of the community premises be effective immediately; and

(2) that authority be delegated to officers to undertake a 6-monthly review (i.e. October 2008) of all accommodation to new and existing users at the Community Premises.

[**REASON:** To finalise the allocation of space at the Community Premises to enable it to become better utilised].

**PART II - MINUTES**111. **Appointment of Advisory Panel Chairman:**

**RESOLVED:** That the Panel noted the appointment of Councillor Chris Mote at the Meeting of Cabinet on 15 May 2008 as Chairman of the Panel for the Municipal Year 2008/2009.

112. **Attendance by Reserve Members:**

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

Ordinary Member

Councillor Golam Chowdhury  
Councillor Myra Michael  
Councillor Sasi Suresh

Reserve Member

Councillor Susan Hall  
Councillor Julia Merison  
Councillor Nizam Ismail

113. **Declarations of Interest:**

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

<u>Agenda Item</u>	<u>Member</u>	<u>Nature of Interest</u>
11. Grant Funding 2008/09 – Grant Appeals	Councillor Nana Asante	Councillor Nana Asante declared personal interests in HASO and the African Women Initiative 4 Nationwide Development. Accordingly, she remained in the room for the discussion of all items.
	Councillor Rekha Shah	Councillor Rekha Shah declared a personal interest in the Harrow Refugee and Minorities Forum. Accordingly, she remained in the room for the discussion of all items.
13. Flash Musicals – Reserved Grant 2007.08	Councillor Nana Asante	Councillor Nana Asanta declared a personal interest as the premises subject to the report was situated in her ward. Accordingly, she remained in the room for the discussion of all items.

114. **Arrangement of Agenda:**

**RESOLVED:** That (1) item 12 was heard before item 11;

(2) all items be considered with the press and public present.

115. **Appointment of Vice-Chairman:**

A nomination was received and seconded for Councillor Joyce Nickolay. Upon being put to the vote, it was

**RESOLVED:** That Councillor Joyce Nickolay be appointed as Vice-Chairman of the Grants Advisory Panel for the Municipal Year 2008/2009.

116. **Minutes:**

**RESOLVED:** That the minutes be agreed, subject to the following amendments:

- (1) point 3 of Recommendation 2 should read 'the current grant qualification be applied to all organisations wishing to make use of community lettering and the exception for religious activities to be retained for religious organisations using the premises';
- (2) a fourth point be added to Recommendation 2 which reads 'to increase payments to schools commensurate with income received'.

117. **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 16 (Part 4E of the Constitution).

118. **Petitions:**

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

119. **Deputations:**

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

120. **Appointment of Panel Advisor:**

**RESOLVED:** That (1) the Panel noted the appointment of Mike Coker as adviser to the Panel for the Municipal Year 2008/2009;

(2) the Chairman would consult with the advisor as to the appointment of an advisor to attend in his absence.

121. **Grant Funding 2008/09 - Reserved Grants:**

Further to Recommendation 1 above, the Deputy Head of Services, Community Development, brought to the attention of the Panel an error contained within the report. At point 2.2.1 the amount of £1,000 should have read £2,729. She added that the Grants Support Unit had received from the Harrow Bengalee Association clarification on the intended use of the reserved grant amount. With regard to the reserved grant for Harrow Youth and Community Project, the Deputy Head of Services, Community Development, reported that it had been ascertained that there had been no activity at Kenmore Park Hall since January 2008. She added that the officers had made enquiries with Adults and Housing and had been informed that activities could commence in May 2008.

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

122. **Grant Funding 2008/09 - Grant Appeals:**

Further to Recommendation 2 above, the Panel received from the Deputy Head of Service, Community Development information relating to:

Harrow Association of Somali Voluntary Organisation

The Deputy Head of Service, Community Development, reported to the Panel that the organisation was appealing on the grounds that there would be insufficient funds for their accommodation costs. A Member commented that it must be recognised that the organisation acted as an umbrella for many other Somali organisations. She added that perhaps the Drug Action Team could be approached for departmental funding, allowing the organisation to continue to operate from their premises.

Harrow Pensioners Association

The Deputy Head of Service, Community Development informed the Panel that the Grants Support Unit had received more information from the association pertaining to their membership and attendance. A Member responded that a fellow Councillor had visited one of the association's meetings and had concerns about membership as the attendance was low. She suggested that the Panel could perhaps award a lower amount and that officers could monitor the group. A Member commented that it would be unfair for the association to be judged solely on one meeting as membership does fluctuate. She added that it should be recognised that some groups do struggle to receive membership fees and that the association had completed the time consuming grants application form for a reasonably small amount. The Chairman commented that



it was known that the association had approximately £2,000 available in their reserves account. A Member responded that it was previously agreed that groups should not be penalised over such monies and that it was good practice that such groups had funds for six-months running costs available.

Further to this, a motion was put and seconded proposing that the full amount of £750 be allocated to Harrow Pensioners Association. Upon being put to a vote, the motion was not carried. A second motion was put and seconded proposing that the amount of £500 be allocated to Harrow Pensioners Association. Upon being put to a vote, the motion was carried.

#### Harrow Refugee and Minorities Forum

A Member commented that there was not enough evidence available as to the activities of the forum and suggested that officers monitor the day-to-day activities. A Member responded that the forum did indeed run many activities and acted primarily to support organisations that support refugees. She added that a loan was given in the past to the Harrow Weald Common Conservators and that such a provision should be investigated on this occasion, also. The Chairman replied that the legality of such an offer would have to be investigated and therefore could not be decided at the current meeting.

#### African Women Initiative 4 Nationwide Development

A Member commented that the appeal letter received was not consistent with the summary contained within the report, which was out of context and failed to capture and reflect the aims of the group. She added that the project represented a 'means to an end, rather than an end in itself'. The Member expressed her concern that information was sought from the Arts and Events Unit purely on the basis of the group's art based activities, and consequently not assessed on the basis of how the group might empower Africans within the borough. She added that 98% of the registered users were Harrow residents and that as there were no such provisions for African projects within the borough the lack of funding reflected a breach of equalities. She concluded by suggesting that as the group was concerned with the borough's youth and youth empowerment, why was it not referred to the Youth Development Unit. The Deputy Head of Service, Community Development, replied that it was routine for officers to make enquires to other departments for the preparation of reports. In response to a query from a Member as to why the projected costs for trainers was so high, a Member replied that the groups wished to use professionals in an aim to keep the quality of the group's work to a high standard.

Further to this, a motion was put and seconded proposing that £1,000 be allocated to African Woman Initiative 4 Nationwide Development. Upon being put to a vote, the motion was not carried.

#### Kuwaiti Community Association

A Member commented that as there had been a revised funding request it was not legally to consider as an appeal. It was agreed that the association could reapply for funding the following year.

#### National Council of Vanik Associations (UK)

The Deputy Head of Service, Community Development reported to the Panel that the association had revised their budget and were now appealing for £2,000. A Member commented that she supported the letter of appeal and informed the Panel that the Vanik community was of a considerable size. A Member commented that the NHS covered much of what the association aimed to achieve. She added that some members of the Hindu community were offering free health checks from a temple in Stanmore. A Member replied that the Grants Advisory Panel should aim to be consistent with the allocation of their funding and that an organisation which can offer free treatments is usually in such a position as the result of a previous funding allocation. The Chairman added that Primary Care Trusts in Harrow were engaged in a drive to tackle issues such as diabetes and heart disease, and questioned whether the proposed aims of the association were better encompassed by the NHS.

Further to this, a motion was put and seconded proposing that £2,000 be allocated to National Council of Vanik Associations (UK). Upon being put to a vote, the motion was not carried.

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

123. **Flash Musicals - Reserved Grant 2007/08:**  
(See Recommendation 3).

124. **Edward Harvist Trust - Reserved Grants:**  
(See Recommendation 4).
125. **Applications for Community Premises 2008/09:**  
(See Recommendation 5).
126. **Grant Funding 2008/09 - Grant Appeals:**  
**RESOLVED:** That the appeal letters were noted.
127. **Any Other Urgent Business:**

HCRE

A Member expressed their concern about the lack of briefing and information given to Members regarding an urgent press release relating to HCRE. The Chairman replied that all Leaders had been briefed prior to the release and that the purpose of the urgent release was to show that everything was above-board. He added that the HCRE had failed to meet the criteria for their grant allocation and had also suspended their chief executive. As a result all funding had been suspended. The Chairman concluded that an investigation of the HCRE would be undertaken by an outside body, and that all members would receive a briefing about the situation in due time.

Halls

The Chairman reported to the Panel that he had been in consultation with the relevant Portfolio Holder about the use of halls which fall under the jurisdiction of the Housing Department. He expressed the idea of the possibility of the revenue account being moved to the Portfolio Holder of Community and Cultural Services so that the halls could come before the Panel and potentially be put to better use.

(Note: The meeting having commenced at 7.30 pm, closed at 8.38 pm)

(Signed) COUNCILLOR CHRIS MOTE  
Chairman



Meeting:	Grants Advisory Panel
Date:	20 <sup>th</sup> November 2008
Subject:	Monitoring of Grant Funding Received in 2007/08
Key Decision: (Executive-side only)	No
Responsible Officer:	Javed Khan – Director of Community and Cultural Services
Portfolio Holder:	Chris Mote – Community and Cultural Services
Exempt:	No
Enclosures:	Appendix 1 – List of Voluntary Organisations Monitored for Services Provided in 2007/08 (Funding in excess of £5,000);  Appendix 1a – Summaries of Monitoring Reports for Voluntary Organisations listed in Appendix 1;  Appendix 2 – List of Voluntary Organisations Monitored by means of Monitoring and Assessment Form (Funding below £5,000);  Appendix 2a – Summaries of Monitoring and Assessment Forms for Voluntary Organisations listed in Appendix 2.

## SECTION 1 – SUMMARY AND RECOMMENDATIONS

This report provides an update on the individual performance of voluntary and community organisations in receipt of grant funding in 2007/08, through a process of monitoring.

### **RECOMMENDATIONS:**

Members are recommended to:

1. Note the Officers comments relating to the monitoring of all voluntary groups in receipt of funding in excess of £5,000 in 2007/08, as detailed in Appendix 1a of this report;
2. Note the summary of activities/services and achievements of voluntary and community groups in receipt of funding below £5,000 in 2007/08 through self-monitoring (using the Monitoring and Assessment Form), as detailed in Appendix 2a of this report.

### **REASON:**

To provide the Grants Advisory Panel useful background information in advance of considering new grant applications for 2009/10, and to allow them to consider any important issues arising out of the individual monitoring reports at an early stage.

## SECTION 2 - REPORT

### 2.1 **Brief Background**

The Grants Advisory Panel at its meeting on 6<sup>th</sup> July 2006 recommended that the Grants Unit produce an annual monitoring report on grant funded organisations, which will provide useful background information in advance of considering new grant applications for the following year. It will also inform Members about the services/activities delivered by funded voluntary organisations during the year.

### 2.2 **Current Situation**

- 2.2.1 Monitoring of groups funded in 2007/08 commenced in June 2008, by means of either a formal meeting with the organisations by Grant Officers, or through a self-monitoring process using a standard Monitoring and Assessment Form.
- 2.2.2 A timetable of visits was drawn up and detailed monitoring of services and activities was undertaken between June and August, and reports were subsequently produced by Grant Officers. These included those organisations on service level agreement arrangements, (funding of £10,000 and above – 13 in total), and those in receipt of funding over £5,000 and below £10,000 (15 in total). These are listed in Appendix 1a of this report. The Panel may wish to note that officers did not undertake monitoring of the services provided by Harrow Council for Racial Equality in 2007/08 due to the Council's independent investigation taking place during that period.

2.2.3 Organisations in receipt of grant funding below £5,000 are required to submit a standard Monitoring and Assessment Form (self-monitoring) to the Grants Unit on an annual basis, outlining their performance against the targets as detailed in their application, and their achievements during the year. Forms were sent to 48 funded groups in June 2008 for completion and return to the Grants Unit by 25<sup>th</sup> July. To date, 11 organisations have still not returned the form despite a reminder letter being sent to them. These are:

Groups currently funded:

- Harrow in Leaf (not applied for funding in 2009/10);
- Islamic & Cultural Society of Harrow (not applied for funding in 2009/10).

Groups not funded in 2008/09:

- Beyond Empowerment Ltd (formerly Lifestyle Development);
- Harrow Business Against Crime Partnership;
- Harrow School of Gymnastics;
- Hindu Council;
- Light & Colour Workshop UK;
- Navnat Yuva Vadil Mandal;
- Rayners Lane Islamic Welfare & Cultural Association;
- Tongues on Fire;
- Woodlands Community Association (Woodcottes Youth Club).

2.2.4 A summary of services/activities and achievements of organisations in receipt of funding below £5,000 is detailed in Appendix 2a of this report. Members should note that these organisations have not been visited by an officer of the Grants Unit, therefore the reports have been summarised on the basis of information received from these organisations through self-monitoring.

## **2.3 Options Considered**

2.3.1 There are no options to be considered, as this report is to inform Members of the individual performance of voluntary and community organisations in receipt of grant funding in 2007/08.

## **2.4 Why a change is needed**

2.4.1 No changes are required to the current process. The whole grants process is part of an overall review of Council support to the voluntary sector currently undertaken by the Overview and Scrutiny Committee, which may impact on the way that voluntary and community organisations are funded and monitored in the future.

## **2.5 Resources, costs and risks**

2.5.1 There are no cost implications associated with this report, as there are no recommendations.

2.5.2 There is a small risk that voluntary organisations in receipt of funding below £5,000 may not have delivered the required level or quality of service as outlined in their Monitoring and Assessment form (self-monitoring).

**2.6 Staffing/Workforce**

2.6.1 There are no staffing or workforce implications.

**2.7 Equalities Impact Consideration**

2.7.1 All voluntary and community organisations in receipt of grant funding in 2007/08 have been monitored using either a standard Monitoring and Assessment form and/or a standard monitoring questionnaire, Each organisation is asked to provide evidence of equal opportunities monitoring and equal opportunities policies.

**2.8 Legal Comments**

2.8.1 There are no legal implications.

**2.9 Performance Issues**

2.9.1 The provision of funding through the Main Grants Programme has the potential to contribute to the performance of the LAA target on community cohesion. Target performance against this indicator is 61%; current performance against this measure is 51%.

**SECTION 3 - STATUTORY OFFICER CLEARANCE**

<b>Name:</b> Sheela Thakrar	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
<b>Date:</b> 5 <sup>th</sup> November 2008		
<b>Name:</b> Helen White	<input checked="" type="checkbox"/>	on behalf of the Monitoring Officer
<b>Date:</b> 4 <sup>th</sup> November 2008		

**SECTION 4 - CONTACT DETAILS AND BACKGROUND PAPERS**

**Contact:** Kashmir Takhar, Interim Head of Service, Community Development (ext. 5332);  
Parveen Vasdev, Principal Grants Officer (ext. 7625);  
Charlotte Clark, Senior Grants Officer (ext. 2335)

**Background Papers:** Detailed officers monitoring reports and completed Monitoring and Assessment forms are available from the Grants Unit on the above extension numbers.

**IF APPROPRIATE, does the report include the following considerations?**

1.	Consultation	YES – copies of draft monitoring reports for those organisations (listed in Appendix 1) in receipt of funding in excess of £5,000 in 2007/08 were sent to the relevant organisations for comments before they were finalised and signed off.
2.	Corporate Priorities	YES

## Appendix 1

### LIST OF VOLUNTARY ORGANISATIONS MONITORED FOR SERVICES PROVIDED IN 2007/08 (FUNDING IN EXCESS OF £5,000):

#### Service Level Agreements (Organisations in receipt of funding in excess of £10,000):

Harrow Association of Disabled People (HAD)  
Harrow Association of Somali Voluntary Organisations (HASVO) \*  
Harrow Association of Voluntary Service (HAVS)  
Harrow Citizens Advice Bureau  
Harrow Shopmobility  
Harrow Sports Council  
Harrow Weald Common Conservators  
Harrow Women's Centre  
Hestia Housing & Support (formerly Women's Aid Harrow)  
Ignite Trust \*  
Relate London North West  
Victim Support Harrow  
Welldon Activity Group

\* Funding to these organisations fell below £10,000 in 2007/08 due to a cut in the grants budget by approximately 5%. These have been fully re-instated (plus inflation) in this current financial year 2008/09.

#### Organisations in receipt of funding over £5,000 and below £10,000:

ADHD Support Group  
Community Link Up \*  
Harrow African Caribbean Association (HACAS)  
Harrow Agenda 21 Environmental Forum \*  
Harrow Bereavement Care  
Harrow Heritage Trust  
Harrow in Europe \*  
Harrow Iranian Community Association \*  
Harrow Mencap  
Harrow Refugee Forum  
Harrow Somali Women's Action Group \*  
Home Start Harrow \*  
Kids Can Achieve  
Mind in Harrow  
Pakistan Society of Harrow

\* Although funding to these organisations fell below £5,000 in 2007/08 due to a cut in the grants budget by approximately 10%, full monitoring of their services/activities was nonetheless carried out by Grant Officers in the form of a visit. It should be noted that funding to these organisations have been fully re-instated (plus inflation) in this current financial year 2008/09.



## Appendix 1a

### **SERVICE LEVEL AGREEMENTS (ORGANISATIONS IN RECEIPT OF FUNDING IN EXCESS OF £10,000)**

**NAME OF ORGANISATION:** HARROW ASSOCIATION OF DISABLED PEOPLE

**FUNDING RECEIVED IN 2007/08:** £42,760

**DATE OF MONITORING MEETING:** Wednesday 25<sup>th</sup> June 2008

#### **BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Harrow Association of Disabled People was established in 1971 to promote equality of opportunity for disabled people through the encouragement and development of education, training, facilities for rehabilitation, recreation, employment and independent living for disabled people who reside, work or undergoing educational or vocational training within the London Borough of Harrow.

The grant of £42,760 awarded to HAD in 2007/08 was to fund 50% of the Welfare Benefits work as detailed below:

- Increase welfare benefits take-up through provision of information, presentations and outreach sessions;
- Provide welfare benefits and disability advice to any disabled person living in the London Borough of Harrow;
- Make information about welfare benefits available to disabled people who are part of the BME community;
- Train staff and volunteers working with BME and other excluded groups in basic information about accessing welfare benefits, including how to complete forms such as DLA and AA;
- Identify clients experiencing difficulty in managing money and to make appropriate referrals and signposting;
- Deliver outreach sessions in areas of the borough recognised as being impoverished.

#### **Apportioned breakdown of the grant (£42,760):**

£31,000	-	Staff costs;
£2,000	-	Running costs;
£3,925	-	Rent;
£235	-	Volunteer Expenses;
£5,600	-	Other (telephone, IT, cleaning, legal, management and support, etc).

HAD's service is available to the public 5 days per week from 9.00am to 5.00pm. They also see people by appointment in the evening. The welfare benefits service is delivered from their

offices in Headstone Drive, and is also delivered on an outreach basis, through home visits, telephone advice, talks and presentations to local organisations and professionals.

HAD collects and analyses statistics collected from client contacts on a monthly basis to assess the usage and coverage of the service. In addition, they encourage user feedback through the use of questionnaires, appreciation letters received and the low level of complaints.

During 2007/08, the organisation have doubled the number of people to whom they have provided benefits advice, enabling many the increased opportunity for remaining independent and maintaining a reasonable quality of life.

A total of 1,753 disabled people were supported through the welfare benefits service. Approximately 876 of these were from Harrow's Gujarati community, who otherwise were struggling to get appropriate services due to language difficulties.

<b>SERVICE</b>	<b>TARGET</b>	<b>ACTUAL *</b>
Telephone enquiries	803	<b>1974</b>
Home Visits	90	<b>141</b>
Welfare Benefits Applications	331	<b>876</b>
Tribunal & Appeals	47	<b>50</b>
Welfare Benefit Talks	3	<b>3</b>
Appointments made	473	<b>876</b>

\* These figures are half of the totals, as they have one post funded through the community care grant, therefore 50% have been allocated under this grant, and 50% under the Council's main grant (Welfare Benefits).

For non-urgent referrals there is a two-week waiting list. For urgent referrals, they can usually see within a day or two.

Other funding received by HAD in 2007/08 is listed below:

City Bridge Trust - £35,000 (for use in 2008/09);  
 Harrow Schools - £1,800;  
 Esmee Fairbairn - £19,800;  
 Fire Brigade - £11,000 (for fire safety checks);  
 Next Step - £3,000 (employment work);  
 Revenue from provision of BSL - £60,000;

Harrow Council:  
 Advocacy £37,958  
 Direct Payments – £88,000  
 Welfare Benefits – £46,800  
 Core funding - £7,804  
 £59,556 – Information and Access magazine  
 Chief Executive - £37,587.

### **COMMENTS/ISSUES:**

HAD's grant was awarded 3 years ago for provision of welfare benefits support. The organisation have stated that the grant was awarded to provide 1 x FTE post, and this was initially focussed on recruitment of a Gujarati speaking Officer. This allowed them to work with members of the community who spoke no English, although others were also allowed to use the service. The grant also allowed HAD to double the number of people to whom they were able

to provide benefits support in clinics at HAD's offices, various community settings, and in people's homes, including evening sessions. The grant was also used to provide tribunal and appeal support for many people. As a result, many disabled people have been able to attain greater independence, many have been provided with the financial support required to continue caring for loved ones. Others have been lifted from poverty. Many have been signposted to other services, in addition to the direct Welfare Benefits support.

**NAME OF ORGANISATION:** HARROW ASSOCIATION OF SOMALI VOLUNTARY ORGANISATIONS (HASVO)

**FUNDING RECEIVED IN 2007/08:** £9,500

**DATE OF MONITORING MEETING:** Thursday 31<sup>st</sup> July 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

HASVO is an umbrella group for Somali voluntary organisations based in Harrow and currently has 11 organisations as members. HASVO co-ordinates services to the Somali community in Harrow, including open surgeries at the Community Premises and the HASVO office in St. John's Road where advice and guidance on a variety of issues and practical assistance is provided with completing forms and letter writing. Often, volunteers accompany clients to various agencies to interpret for them and liaise on their behalf.

Under the terms of the Service Level Agreement, HASVO is required to distribute the funding proportionately to member organisations to provide advice and guidance to their users in respect of the following:

- Immigration;
- Social and Welfare Benefits;
- Consumer Advice;
- Debt Counselling;
- Housing;
- Practical assistance in filling in application forms, making appeals, etc.

The Organisation is required to provide the following information on an annual basis:

<b><u>SERVICE</u></b>	<b><u>TARGET</u></b>	<b><u>ACTUAL</u></b>
Number of people assisted under the categories listed above	285	967 client contacts*
Percentage of individuals helped in gaining employment	2%	15

\* This is the number of client contacts, not individuals.

HASVO has stated that the funding has been distributed to the member organisations to pay for their volunteers' expenses (total £4,016) and running costs (total £4,061) but £1,423 had been used to pay for the Council Tax at St. John's Road office.

HASVO has reported that its achievements during 2007/08 included the number of client contacts increasing (822 in the previous year) and the skills of staff and volunteers improving. Volunteers attended placements with relevant agencies, including Harrow Housing Services, Housing Advice Centre, Youth Offending Team Mentoring Project and Hillview Children's

Centre. HASVO members also conducted cultural awareness-raising sessions for housing staff, which has enabled them to better deal with the needs of Somali clients.

HASVO has stated that during 2007/08, it received funding from the Harrow Drug Action Team for the Community Intervention Against Substance Misuse for Enhanced Development and Integration Project. The services provided address the wider issue of Khat Use and substance misuse among adult and young Somali people in relation to housing problems, family conflict, low educational achievement, unemployment and social isolation. HASVO was also involved with the breastfeeding project, role models project, mentoring project for young people and the volunteering project as part of the Local Area Agreement (LAA).

Other funding received by HASVO in 2007/08 is listed below:

Harrow Drug Action Team for Substance Misuse Project	£34,760
LAA funding for Breast Feeding Project	£5,000
Role Models Project	£4,900
Trust for London	£3,500
Local Network Fund	£7,000
LAA (Volunteering)	£1,500
Music Rehearsal Team (Teacher's Centre)	£180
Research Fund	£2,600

### **COMMENTS/ISSUES:**

The monitoring visit report suggested the following action for HASVO:

- Review the rota for the open surgeries at Community Premises
- Distribute publicity on open surgeries
- Record the number of disabled service users
- Distribute feedback forms at the first point of contact and record verbal feedback received
- Add a 3<sup>rd</sup> stage to the Complaints Policy (refer to an independent agency)
- Review the current Employment Policy and Procedures
- Review the process of reimbursing volunteers' expenses and review the current Volunteer Policy
- Adopt a written Health and Safety Policy
- Take out Professional Indemnity Insurance

Officers from the Community Development Team will arrange a meeting with HASVO in January 2009 to review the service specification of the SLA for 2009/10 as it is now out-of-date.

**NAME OF ORGANISATION:** HARROW ASSOCIATION OF VOLUNTARY SERVICE

**FUNDING RECEIVED IN 2007/08:** £86,450

**DATE OF MONITORING MEETING:** Tuesday 5<sup>th</sup> August 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES AND ACHIEVEMENTS:**

HAVS is a community-based organisation, which acts as an umbrella organisation to the voluntary and community sector in Harrow, with the main aim of strengthening this sector. It provides a number of specific services as well as representation, liaison and information sharing. Services include the Trans-Age Project (an inter-generational volunteering project), the Harrow Centre for Volunteering, a Criminal Records Bureau checking service, a Small Groups Development Team and the management and administration of the Harrow Voluntary and Community Sector Consortium. HAVS also manages a number of one-off projects and arranges information sessions and meetings.

Under the terms of the Service Level Agreement, HAVS is required to use the funding for core costs and the Volunteer Bureau and is required to provide the following information:

<b>CORE SERVICES</b>	<b>TARGET</b>	<b>ACTUAL</b>
No. of groups helped with governance issues	28	50
No. of training courses/information sessions arranged/delivered	14	16
No. of briefings/newsletters issued	14	12 newsletters + regular briefings
No. of groups assisted with funding applications	38	35*
No. of external bodies liaised with	198	220+
No. of people with strokes and their carers attending Stroke Club	33	Average 20 at one time**
No. of affiliated groups	208	220
<b>VOLUNTEER CENTRE</b>		
No. of volunteers introduced to voluntary and community organisations	614	1348
No. of requests for Co-ordinator to speak to schools and places of education	19	15***
No. attending volunteers meetings and/or training events	284	240***

\* This is below target but HAVS would like to comment that this figure includes HASVO, which has 11 member organisations.

\*\*HAVS has reported that due to lack of space it is not possible for more than 20 stroke survivors and their carers to attend the meetings at any one time, however those attending do vary from week to week.

\*\*\* HAVS has reported that the post of Volunteer Centre Manager was temporarily covered on a part-time basis from January to March 2008. A permanent member of staff is now in post and HAVS anticipate that these figures will now improve.

HAVS uses the funding to cover the costs of the Volunteer Centre Manager post for four days per week. It also covers a proportion of the Chief Executive's salary and the salary of the Administration and Finance Manager. The remainder of these salaries are covered by

management fees, income generated and charges levied on other projects delivered by HAVS. The total staff costs for the organisation in 2007/08 was £112,043.

HAVS has reported that one of the main outcomes achieved with the funding provided is that the Chief Executive has delivered a strategic lead for the Voluntary and Community Sector (VCS). She has worked with Harrow Council in her capacity as Vice Chairperson of the Harrow Strategic Partnership, Chairperson of the Children's Fund and the VCS's representative on the Children and Young Person's Strategic Partnership. She has worked with Directorates delivering the Local Area Agreement (LAA), has been part of the Reference Group for IDEA, has attended regular meetings with the Chief Executive and the Leader of Harrow Council to ensure that they are kept up-to-date with issues affecting the VCS and has ensured that the Sector is kept informed about key issues from statutory partners.

HAVS states that its main achievements with the funding provided were as follows:

- Organising the Voluntary and Community Sector Summit, which helped the Sector become more coherent and increased links between the various organisations.
- Leading and co-ordinating the campaign to ensure that the cut to the Service Level Agreement funding by Harrow Council was reduced by 50%.
- In partnership with HASVO and the African Sang, HAVS carried out the volunteer mapping report to highlight the needs and numbers of volunteers in Harrow, which led to an action plan to address the LAA target (this work was funded separately by LAA funding).
- During the year the HAVS Chief Executive was the co-sponsor (together with the Director of Finance) for the Overview and Scrutiny Committee looking at the review of support to the voluntary sector by Harrow Council. The Chief Executive contributed to the Community Development Strategy and supported the launch by speaking on behalf of the Sector.
- The Volunteer Centre worked with 1348 volunteers, increasing the capacity of those organisations in Harrow receiving these volunteers and also helping to deliver one of the LAA targets.
- The Trans-Age project increased community cohesion by providing inter-generational volunteering opportunities to over 200 older and younger volunteers in Harrow.

Other funding received by HAVS in 2007/08 came to a total of £224,123 from various funding bodies including Capacity Builders, Big Lottery Fund, Bridge House Trust, Workforce Development, John Lyon Charity, West London Network, Rank Foundation.

### **COMMENTS/ISSUES:**

HAVS has a Reserves Policy, which states that reserves will be built up in order to adequately cover the running costs of the organisation for a maximum period of six months. It also states that HAVS will work towards having three months winding up costs in reserve and once the minimum level has been achieved, future reserves can be allocated for the development of HAVS. HAVS has built up a substantial level of reserve, which more than covers six month running costs and has stated that some of this will be used to cover maintenance and repair costs for the Lodge. HAVS would like to add that this is a result of very active fundraising and successful funding applications to a variety of funders from the Chief Executive.

**NAME OF ORGANISATION:** HARROW CITIZENS ADVICE BUREAU

**FUNDING RECEIVED IN 2007/08:** £95,525

**DATE OF MONITORING MEETING:** Tuesday 1<sup>st</sup> July 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Harrow Citizens Advice Bureau provides a full generalist advice service. Clients accessing the CAB services receive free, confidential, impartial and non-judgemental advice. This is provided as set out below:

- The core CAB service – Civic 5: “Drop in” advice, pre-bookable appointments, emergency appointments, telephone advice, telephone “call backs”. Access to “in-house” specialist advice on welfare benefits and debt. Honorary legal advice offered “in-house” by visiting solicitors on general law, family law and employment law. Saturday morning drop in for Harrow residents in full-time employment.

Monday: 10am - 1pm drop-in / pre-booked appointments / emergency appointments

Pre-booked appointments available in the afternoon;

Tuesday: (as Monday);

Wednesday: Pre-booked specialist advice sessions and Honorary Legal Advice sessions;

Thursday: 10am– 1.00pm and 2.pm to 3pm Dedicated telephone advice line and telephone call back service;

Friday: As Monday;

Saturday: 9.30am to 11.30am Drop in service .

- The Housing Advice Service – Civic 8: Specialist housing advice service – drop in advice, appointments, telephone advice etc. Access to honorary legal advice delivered by local housing solicitors.

Monday: Drop in 11-1pm, no appointment required;

Afternoons: Emergency appointments, telephone advice call backs and honorary legal advice appointments;

Tuesday: as Monday;

Wednesday: Emergency advice line 10am-12 noon. Pre-booked appointments and honorary legal advice appointments;

Friday: As Monday.

- The Community Advice Project (Based in Civic 8): Welfare benefits specialist service including representation at tribunals. Consultancy support offered to voluntary and statutory partners. Outreach team – Home-visiting service (including Gujarati speaking adviser) –Service offered to disabled house-bound clients.

Service available by referral.

- Money Advice Project: Specialist debt counselling service provided to Harrow Council tenants in rent arrears or at risk of falling into rent arrears – Homelessness prevention work.

Service available by referral.

- Children's Centre Outreach Project: CAB outreach service in 4 local Children's Centres – service delivered to clients with children under 5 years of age.

Appointments are available 9.00 – 12.00 noon Mondays to Thursday, 1 day each in 4 different Children Centres.

Funding of £95.525 in 2007/08 was used to pay for the core CAB service – see breakdown below:

£66,400	-	Staff costs;
£8,400	-	Running costs (postage, stationary, telephone);
£8,200	-	Rent;
£2,700	-	Volunteers expenses;
£2,700	-	Citizen's Advice charges (IT, Information systems, insurance);
£2,800	-	Audit and professional charges;
£3,800	-	IT renewal.

CAB has a service level agreement with Housing Services to run a Housing Advice Centre, which provides free and independent housing advice including advice on the prevention of homelessness. They also have a service level agreement with Adults & Housing Contracts & Brokerage to run a Community Advice Project, and to fund a Welfare Benefits Advisor.

In respect of the core CAB service, the organisation achieved the following outputs during 2007/08:

- Over 10,000 client contacts (target 12,000);
- Over 17,000 enquiries answered;
- Approx £4m of debt managed by CAB advisers (target £5m);
- Clients gain access to specialist legal advice in debt, housing, welfare benefits and employment;
- Clients able to report hate crimes at the CAB as a third party reporting site;
- 3 volunteers advisers successfully achieved the CitA General Advice work certificate;
- 4 new volunteers recruited.

The outputs above are relative to the targets negotiated in 2007/08 (due to reduction in funding).

Other funding received by CAB in 2007/08 is listed below:

- £151,864 Harrow Council – Housing Advice Centre including the Money Advice Referral Project,
- £87,884 Harrow Council – Community Advice Project;
- £25,300 Harrow Council (SureStart) Children's Centre Outreach Project;
- 9,000 – National Association of CAB (Development of Local Access Strategy).

### **COMMENTS/ISSUES:**

Although the organisation has not quite achieved the outputs against the targets set out in their service level agreement for 2007/08, the quality of their service has nevertheless been satisfactory, based on responses to the client feedback questionnaires, which were randomly inspected at the time of monitoring.



Harrow CAB have stated that they have delivered all aspects of its service in the first quarter of 2008/09 in line with Service Level Agreements – dealt with a total of 1,125 new clients and 3,941 enquiries.

Key risks: Harrow CAB Service has 3 Service Level Agreements with Harrow Council, which are renewable on 1<sup>st</sup> April 2009.

**NAME OF ORGANISATION:** HARROW SHOPMOBILITY

**FUNDING RECEIVED IN 2007/08:** £13,835

**DATE OF MONITORING MEETING:** Monday 30<sup>th</sup> June 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Harrow Shopmobility provides access to the Harrow Town Centre and surrounding areas for anyone with limited mobility (temporary or permanent), through the FREE loan for up to 6 hours of 28 battery-powered scooters, 44 wheelchairs and 4 power chairs maintained to a high standard. Also, provision of a home loan service for wheelchairs for a period of up to 3 weeks. The service operates 5 days per week, Monday to Friday, from 10.00am to 4.00pm (other times by prior arrangement) and one Saturday per month at the same times. The service will also be available every Saturday in December leading up to Christmas.

Harrow Shopmobility are accountable to the National Federation of Shopmobility, which has strict codes of practice. They also have an office in Wealdstone, which provides the same service Monday-Friday and has 4 battery-powered scooters, 2 wheelchairs and 1 power chair. The organisation is responsible for the safe storage, servicing and maintenance of the vehicles in both locations.

The Council funding of £13,835 pays for the Manager's salary 4 days per week. The Manager is the only paid member of staff and is responsible for the overall daily running of the service, the recruitment and supervision of volunteers, the safekeeping and maintenance of the equipment, keeping records of all service users, production of newsletters, raising awareness of the service and fundraising. She has been very busy this year on giving presentations on Awareness to large groups. As a result, there has been an increased awareness of Harrow Shopmobility existence and usage by new customers. The service has expanded during 2007/08 and have obtained additional storage space at St. George's for their mobility equipment. There has also been an increased number of referrals from Northwick Park Hospital and Stanmore Orthopaedic Hospital for wheelchair loans.

Approximately 2,587 people used the service of Harrow Shopmobility during 2007/08 (over 80% were Harrow residents). They do not currently operate a waiting list.

Harrow Shopmobility does a lot of fundraising including collections in public places (5 per year), collection boxes for users to take home, donation tin in the office, table sales, raffles and the sale of books, cards, videos and bookmarks.

Sponsorship of equipment raises the organisation's income and an average of £1,300 is collected per year.

Harrow Shopmobility also received £15,000 from Transport for London in 2007/08.

## **COMMENTS/ISSUES:**

The organisation have revised their constitution, and will in future be called Harrow and Wealdstone Shopmobility, once confirmed by the Charity Commission (this incorporates their satellite office in Wealdstone).

The organisation have 44 wheelchairs which are in great demand. The manager has liaised with other services (e.g. the Wheelchair Users Association, and Social Services) to assess the wheelchair situation as a whole in Harrow, as the demand is greater than they can manage.

**NAME OF ORGANISATION:** HARROW SPORTS COUNCIL

**FUNDING RECEIVED IN 2007/08:** £25,500

**DATE OF MONITORING MEETING:** Friday 25<sup>th</sup> July 2008

## **BRIEF SUMMARY OF SERVICES/ACTIVITIES AND ACHIEVEMENTS:**

Harrow Sports Council provides information on sport to voluntary groups in the Borough and provides grants to local sports clubs and individuals for sports development. It also provides a link with Harrow Council Sports Development Officers and voluntary organisations.

Under the terms of the service level agreement with the Council, the organisation's aims and objectives are to:

- Assist with the dissemination of information on sports facilities and opportunities for participation;
- Maintain an up-to-date record of sporting organisations within the Borough;
- Assist the Borough in the preparation for the London Youth Games;
- Provide a framework for networking and communication across the sector;
- Promote sports equity within the Harrow Sports Council membership and across the voluntary sports sector in Harrow.

The organisation, under the terms of the service level agreement, is required to provide the following information on an annual basis:

<b>Requirement</b>	<b>Response received from HSC</b>
The collection of equal opportunities data in respect of volunteers and management committee	Achieved
Annual user satisfaction surveys	<b>Not achieved. A form has been devised and will be sent to all groups and individuals in receipt of grants during 2007/08 in September 2008.</b>
User profile data (age, gender, ethnicity)	<b>Achieved for individuals, not for groups. Groups will be asked to complete this information on the revised grant application form, which will be used from September 2008.</b>

Volunteer records and recruitment and training records	HSC has stated that it no longer has any of its own volunteers. Volunteers who assist at events are from clubs and report to the Council's representative.
Feedback from other agencies involved in activities of the organisation	<b>Not received</b>

Also, under the terms of the service level agreement, HSC was given the following targets:

<b>Target</b>	<b>Response received from HSC</b>
Increase membership to 25	<b>Number not confirmed</b>
Produce information booklet	<b>HSC feel that the website will include all relevant information and a booklet is no longer necessary.</b>
Set up website	Achieved. <b>Information on sporting organisations has been added but much more information needs to be included. HSC needs to link this with the Council's Sports Development web pages.</b>
Participate in presentations at the AGM by organisations seeking funding	Achieved.
Grants to be awarded at 2 Executive meetings	<b>Grants were awarded at one meeting in July 2007 as HSC has been reviewing its grant making procedures following last year's monitoring meetings.</b>
Establish Harrow Sports Council Sports Awards Presentation Evening	<b>Not achieved. The Council's Senior Sports Development Officer has tried to contact HSC on a number of occasions for their support with a presentation to be held late October 2008 but has not received a response.</b>
Members of Executive Committee to attend the AGMs and other meetings of those clubs who had been successful with their grant applications	Members of HSC attended two AGMS.

HSC has stated that the funding of £25,500 for 2007/08 was used as follows:

Grants to 5 local sports clubs	£19,200
Grants to 8 individuals for coaching and development	£1,610
Website development	£587.50
Room hire/affiliation fees	£25
*Total:	£21,422.50

**\*There was an under spend of £4,077.50.**

HSC did not receive or apply for funding from any other sources in 2007/08.

### **COMMENTS/ISSUES:**

Last year, as part of the monitoring of this funding for 2006/07, officers suggested that a sub group with clear terms of reference be set up to make decisions on grant applications, rather

than dealing with them at full meetings as conflicts of interest could arise between the clubs applying for grants. HSC decided that this was unnecessary as only a small number of people attend the meetings and by allowing them all to assess the applications received it allows the process to be seen by all.

The monitoring report suggested the following action for HSC:

- Review its decision regarding setting up a smaller group to consider grant applications to ensure a more robust decision-making process is applied.
- Set grant award deadlines a year in advance to give every organisation the opportunity to apply and participate in a fair process.
- Set meeting dates a year in advance to avoid uncertainty by members not knowing when meetings are due to take place.
- Actively encourage new groups to attend HSC meetings and become members.
- Produce a simple information leaflet and distribute to various sporting/leisure venues so that groups and individuals can find out about HSC and funding available.
- Devise a declaration of interest form for use at meetings.
- Ensure that groups applying for grants have policies/procedures in place that comply with CRB requirements.

The following comments were received by the Council's Cultural Services Group in response to the monitoring report:

The HSC has provided a list of clubs and the grants they have received under 'main achievements with this grant 2007/08'. An achievement should be the number of new groups that have applied and were successful with their applications, the number of young people who have taken up activities thanks to the grant, the number of people from minority groups who now access sport, etc. The HSC should be able to provide information on the sports development benefits to the community when issuing grants and how its grants process is contributing to the Council's objective of raising participation, encouraging low user groups to access sport and building capacity within the community.

When a group receives a grant from HSC, it should be able to provide the following information:

- Number of new people to the sport
- Number from ethnic minority groups
- Coach education and lifelong learning opportunities
- Volunteer development
- Access to sustainable activity
- Links to other projects/organisations

The HSC grants process needs to be much clearer so that groups know the criteria, when decisions on applications will be made and what are the priority areas.

HSC needs to appoint a Treasurer (this is currently being undertaken by the Chairperson) and an active Secretary to ensure that meeting dates are set and agendas and minutes are sent out to groups on time.

Officers from the Community Development Team and Cultural Services Team will be arranging a meeting with the organisation in January 2009 to review the existing service level agreement before it is extended into 2009/10.

**NAME OF ORGANISATION:** HARROW WEALD COMMON CONSERVATORS

**FUNDING RECEIVED IN 2007/08:** £28,500

**DATE OF MONITORING MEETING:** Tuesday 5<sup>th</sup> August 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

In accordance with the terms of the Metropolitan Commons (Harrow Weald) Supplemental Act 1899 "Harrow Weald Common is to be regulated and managed by a body of Conservators". The Conservators have a statutory responsibility for preserving and maintaining the Common, preventing any form of encroachment or enclosure and ensuring that the by-laws to conserve and protect the area and maintain public order are adhered to.

The services provided by HWCC are as follows:

- Maintenance of Harrow Weald Common, keeping all areas free of rubbish and litter;
- Stream clearance, footpath maintenance, and clearance of undergrowth;
- Maintenance of trees and shrubs and reinforcement of perimeter hedges and fences;
- Maintenance of natural trail, footpaths and bridleway, way marking, sign-posting and notices;
- Patrol of areas including all elements of customer care towards users of the Common and Open Space;
- Enforcement of by-laws for the protection of Harrow Weald Common;

All services are currently undertaken by the Parks Division of the Public Realms Department. They have links with other green belt areas, such as Harrow Nature Conservators Forum. HWCC main achievements during 2007/08 have been Improvement of bridges, paths, etc., clearance of dangerous trees and improvement in drainage.

Funding of £28,500 in 2007/08 was used to pay the Parks department for the provision of the above services.

**COMMENTS/ISSUES:**

An informal "Friends" structure has been established in the last year. Attempts are being made to formalise this and integrate with Harrow Heritage. HWCC's accounts for 2007/08 show a surplus of £12,551 (this does not include £366 accrued as interest from the bank). The loan of £7,500 from Harrow Council has been repaid in full during the year.

**NAME OF ORGANISATION:** HARROW WOMEN'S CENTRE

**FUNDING RECEIVED IN 2007/08:** £54,050

**DATE OF MONITORING MEETING:** Wednesday 23<sup>rd</sup> July 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Harrow Women's Centre offers a safe, welcoming space in the London Borough of Harrow for women to come together and receive support, information and advice about any issue.

The organisation provides the following services:

- Drop-In, Information, support and advice service (17 hours per week) available on Monday, Wednesday and Friday between 10am and 3pm, and Saturday between 10am and 12 noon. This service covers a wide range of subjects, including relationship breakdown, welfare rights, domestic violence, housing, employment, debt and immigration. Referrals are mainly self-referrals or from the police, Harrow Council, CAB and GPs;
- Counselling service (40 hours per week). Appointments are offered Monday to Friday between 9am and 9pm, and Saturday between 9am and 12.30pm;
- Free Legal Advice Service (1 hour a week). 15-minute legal advice sessions provided by trained solicitors (Family Law) on Wednesdays between 2pm and 3pm. Relationship breakdown and child custody issues are the main problems for which women are seeking advice;
- Domestic Violence Outreach Service (3 hours per week). Drop-In service offered by Women's Aid at the Centre on Wednesdays between 12 noon and 2pm;
- Older Women's Group (2 hours per week). This Group is for women over the age of 50, and meets every Friday from 10am to 12 noon;
- Complementary Therapies (8 hours per week). Treatments of a wide range of therapies including aromatherapy, reiki, kinesiology, and Indian head massage are provided by trained therapists on Friday and Saturday from 12.30 to 4.30pm

The organisation provides the above services to women users at regular set times each week for no less than 46 weeks a year.

Funding of £54,050 received from the London Borough of Harrow Grants Committee in 2007/08 covers the Centre Manager's salary, staff training, rent and running costs of the centre. The Manager supports and supervises front line staff, provides front line support where possible and ensures the services are co-ordinated and delivered effectively in comfortable and safe surroundings.

In accordance with the requirements of the Service Level Agreement, HWC recorded the following information for the period April 2007 to March 2008:

	<u>Actual</u>	<u>Target</u>
No of times centre services accessed in person:	1130* (plus an average of 8 women attending the Older Women's Group each week and counselling attendances as below)	400

No of times centre services accessed by telephone	1442*	1500
No of counselling attendances	1177	700
No of women receiving counselling	94**	100
No of Domestic Violence enquiries	103	100
No of counselling enquiries	401	150
No of advocacy cases	105	100

\*These figures include women who have attended or called for advice, support and information, legal advice and complementary therapies, counselling assessment, domestic violence support or advocacy. Women included in these figures may have accessed more than one service or received a service more than once.

\*\*Space in the building restricts the number of women who can receive counselling at any one time and counselling is open ended so clients can continue for as long as they deem it to be useful. While the efficacy of the counselling relationship is constantly monitored to ensure it continues to be productive, this means it is not possible to guarantee the number of women who will receive counselling during any given period of time

***NB: The targets highlighted above relate to 2006/07. These were reduced in 2007/08 by approx 5% due to a reduction in the grants budget. Therefore, HWC have in most cases exceeded the actual targets for 2007/08.***

HWC also received the following funding in 2007/08:

£10,790	-	PCT
£11,392	-	Harrow Council
£8000	-	City Parochial
£3000	-	PCT VSC Commissioning Fund

### **COMMENTS/ISSUES:**

HWC continue to provide a broad range of support services for women in Harrow including advice and support, counselling, complementary therapies, legal advice and the Older Women's Group. Carrying out CRB checks on all staff and volunteers, the implementation of refuse collection charges in the borough are two forms of expenditure which were not envisaged when their funding was originally applied for, so they are having to find a way of absorbing these essential running costs. Also, in order to ensure the safety of keyholders who are all women, they have also contracted a keyholding company to deal with building alarm call-outs to prevent women having to come alone in the middle of the night to do so. This is therefore another unforeseen necessary running cost.

**NAME OF ORGANISATION:**  
WOMEN'S AID HARROW)

HESTIA HOUSING & SUPPORT (FORMERLY

**FUNDING RECEIVED IN 2007/08:** £28,500

**DATE OF MONITORING MEETING:** Tuesday 8<sup>th</sup> July 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES AND ACHIEVEMENTS:**

Women's Aid Harrow merged with Hestia Housing and Support on 1<sup>st</sup> April 2007. Hestia provides housing, support, protection and care services for vulnerable and socially excluded people. Hestia currently works across 17 London boroughs, including Harrow, and provides services to people with a range of vulnerabilities including adults with severe and enduring mental health needs, women and children who have experienced domestic violence, adults and children living with HIV/Aids, people with drug and alcohol issues and young men at risk of offending.

In Harrow, Hestia supports women and children experiencing the traumatic effects of domestic violence through refuge accommodation, outreach, floating support and children's services. It also supports people with HIV/Aids to continue to live independently.

The Service Level Agreement funding paid for the salary and associated costs of one Outreach Worker. The Outreach Service is a community-based service, based at Harrow Women's Centre, and is crisis-led but also provides ongoing support for women and children who are experiencing or have experienced domestic violence. Support given includes advocacy, counselling and advice on a variety of issues including housing, benefits and education. Training is also provided by the outreach service to local agencies.

Under the terms of the service level agreement the organisation is required to provide the following information:

<b>SERVICES</b>	<b>TARGET</b>	<b>ACTUAL</b>
Number of outreach sessions provided	4 session per week, 45 weeks p.a	5 per week, 48 weeks p.a.
Number of clients	450	512
Average number of volunteers	Up to 4	0*
Number of referrals	180	200

\*The volunteer target could not be met. The organisation is in the process of setting up a volunteering programme and will soon recruit a volunteer co-ordinator. Hestia does not wish to recruit volunteers until this post has been filled.

An analysis of people using the service between November 2007 and May 2008, showed that 66% were women with children, and only 6% were single women. 40% were referred to emergency refuge accommodation, thus removing them from danger of future violence. The service faced particular challenges in supporting single women fleeing domestic violence, as single women spaces in refuges are limited.

25% of women were still living with the perpetrator. These women had to consider several factors before leaving their partners including the safety and education of their children, financial support and the availability of suitable housing. In the meantime, they are supported with safety planning advice, and explained their security options through the Sanctuary scheme.



3% of the women worked with did not have permanent leave to remain in the UK, and as such did not have access to public funding, such as housing benefit. Staff had great difficulty in finding refuge spaces, as very few refuge providers are able to accommodate them because of the huge financial strain this puts on their services.

Other support needs, included 5% of women needed interpreter services, 1% had mild learning difficulties, and 2% had mobility needs.

Hestia considers its main achievements for the Outreach Service for 2007/08 were:

- The transition from Women's Aid Harrow into Hestia's systems and procedures which included the harmonisation of key working forms, creation of Hestia support workers/managers networks and improved security system of lone workers
- Harrow Supporting People renewing its funding agreement in June 2007 for the provision of a domestic violence resettlement service in Harrow
- Receiving funding from the Government of London (GOL) for the provision of an Independent Domestic Violence Advocate (IDVA) in Harrow. From January to March 2008 the IDVA's work was focused on supporting clients through the criminal justice system, referring cases to the Multi Agency Risk Assessment Conference (MARAC) as well as supporting the Outreach worker.
- Successfully organising a Harrow Project Review in January 2008, which was an internal evaluation process, giving an opportunity to assess services while involving service users and stakeholders. The Review Meeting was attended by 95% of stakeholders who gave positive feedback about the activities.
- Harrow Children's Fund approving an additional grant to support the children's service in the refuge. This enabled Hestia to modernise the Harrow refuge play shed and organise further activities for service user of all services (e.g. Trip to Legoland, Lion King at Lyceum Theatre).
- Since February 2008 monthly "coffee mornings" have been held at Hillview Children's Centre for all Harrow service users. The coffee morning is a forum where service users from all services can meet and discuss topics of their choice (e.g. housing options, personal experience, self esteem).
- The creation of a quarterly service users' newsletter, which compiles all service users' views and activity reports.

Other funding received by Hestia in respect of its Harrow services in 2007/08 is listed below:

Supporting People (refuge, floating support and resettlement service)	£172,595
Home Office (temp. additional outreach post and administrative of MAREC)	£20,000
Harrow Children's Fund (Children's Worker)	£5,500

### **COMMENTS/ISSUES:**

Women's Aid Harrow has now fully merged with Hestia Housing and Support and, as Hestia is based in Staines, no longer meets the grants qualifying condition 'the applicant must be a voluntary group based in Harrow'. Hestia's Head Office now deals with the management, employment and financial practices of the Harrow services, they are no longer dealt with at a local level. This will not effect the funding of the organisation in 2009/10 as the existing service level agreement has been extended but may disqualify the organisation from applying for future funding beyond the next financial year.

Hestia Housing and Support currently has casual use accommodation at the Community Premises in Northolt Road.

**NAME OF ORGANISATION:** IGNITE TRUST

**FUNDING RECEIVED IN 2007/08:** £9,500

**DATE OF MONITORING MEETING:** Wednesday 9<sup>th</sup> July 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES AND ACHIEVEMENTS:**

Ignite runs a number of projects for young people and aims to create a positive and supportive community in a society where community is largely broken down. It aims to achieve this through a number of different projects – Elevate Academy, Hype (open dance group), Drugs Road Shows, Club 2000 (educational package), Expression (open youth group), dance and sports workshops for schools and one-to-one mentoring for young people.

The Service Level Agreement funding is for the Compact Club (Club 2000) Schools Programme. The programme seeks to involve disaffected and disengaged young people, often with Special Educational Needs, in a nationally accredited learning programme that helps them develop a number of key skills. Through a series of assessed ‘challenges’, the young people develop skills in communication, working with others, information technology, numeracy, problem solving and improving their ability to learn. Ignite youth workers work alongside school staff and offer a number of training courses so that the programme can eventually be run directly by the schools themselves should they choose to do so. The Compact Club replaces one GCSE in the student’s curriculum and an Ignite tutor works alongside a teacher from the school to lead the programme.

Ignite also run the Compact Club project out of schools as some of the young people it works with are at risk of exclusion and find the school environment difficult. As a response to this, Ignite have been running a weekly ‘Girls Group’. During these sessions, youth workers and experienced volunteers supervise and support the Compact Club programme, with girls selected from a range of high schools in Harrow.

Under the terms of the Service Level Agreement, Ignite must provide the following information:

<b>SERVICES</b>	<b>TARGET</b>	<b>ACTUAL</b>
Number of students participating in the Project annually	Working towards 35	29 different young people attended 60 sessions
The project to be available to at least 5 High Schools in Harrow.	5	Currently working in 3 schools and the project has been offered to a further 3.
Number of students achieving nationally recognised awards annually	50% of participants	One school did not want their students to participate but Ignite are working with 5 other students who have made significant progress. A further 2 are holding back to apply for a higher award next year and they are waiting for a further 2 to sign off their work.
Number of students to be put forward for Harrow’s Youth Achievement Award.	Not specified	2

An evaluation report to be submitted at the end of each school term to Youth Service.	3 per annum	3
---	-------------	---

The funding was used to pay for the following costs relating to the Compact Club:

Staff costs	£6,600
Running costs	£1,200
Rent	£1,200
Volunteers' expenses	£500
Total:	£9,500

Ignite has stated that during 2007/08, the Compact Club has run 60 sessions, which total over 96 hours, with 29 different young people attending. It also provided 53 hours of one-to-one support to individual young people. Nine attendees have been awarded a 'Certificate of Achievement' to acknowledge that they have completed between 1 and 5 units of the ASDAN qualification. Fifteen of the young people were also awarded certificates to recognise that they had completed between 5 and 14 units. In July 2008, Ignite hopes to submit 5 folders to complete the Bronze ASDAN level. A full report on the achievements of the Compact Club in 2007/08 has been submitted.

Other funding received by Ignite in 2007/08 is listed below:

Bishop of London's Mission Fund	£25,000
John Lyon Charity	£18,000
Youth Opportunities	£7,515
Safer Harrow	£18,000
PAYP	£10,070

**COMMENTS/ISSUES:**

The monitoring visit highlighted no significant comments or issues.

**NAME OF ORGANISATION:** RELATE LONDON NORTH WEST

**FUNDING RECEIVED IN 2007/08:** £21,995

**DATE OF MONITORING MEETING:** Wednesday 2<sup>nd</sup> June 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Relate London North West provides services to people from 4 boroughs, Brent, Ealing, Harrow and Hillingdon. It provides relationship counselling and associated services to all the communities in these boroughs. Backed by training, standards and quality control of Relate Central, the national charity, Relate London North West is an autonomous charity with its own staff, trained volunteers and voluntary management committee and is responsible for its own finances and fundraising. Services are available in Harrow 9am–10pm Monday-Friday and 9am–2pm on Saturday. Services provided include:

**Relationship Counselling:** Counselling is provided for couples or individuals, whether married or not, heterosexual or same-sex, for people usually over the age of 16, experiencing separation or divorce and lays the foundations for future relationships.

**Consultation with a Counsellor:** The first contact with a Relate counsellor is a one-hour therapeutic session that can be a one-off or lead into ongoing counselling. Sometimes, clients are referred to other agencies, if more appropriate.

**Psychosexual Therapy:** Specialist help for functional sexual difficulties for couples who are in a stable, caring relationship. The treatment aims to help couples relearn more satisfying sexual behaviour and to develop a mutual sense of confidence and enjoyment in lovemaking.

**Family Mediation:** For couples that are separating or divorcing as an alternative to the court process. Couples decide, with the help of skilled mediators, their arrangements for the children, finance and property.

**Training and education programmes:** Held for the public and professionals in schools, youth clubs and family centres.

**Family Counselling:** This is a service for people who attend as a family group. Clients are seen together for sessions of varying lengths, as agreed with the counsellor, to work through issues that are affecting their family and other relationships.

**Mediation with a Counsellor:** Sessions are held for potential homeless residents and their excluders who are referred by the councils housing services.

Relate LNW services support all family members and enables people to participate freely and fully in the community. It is the only agency that offers relationship counselling and associated services to all the communities in the 4 boroughs that it serves.

Funding of £21,995 was used to partly fund the following:

Relationship counselling;  
Consultation with a counsellor;  
Psychosexual therapy.

Relate LNW has PQASSO and also the Community Legal Service Commission Quality Mark for mediation work (this service is not funded by Harrow). They also comply with the British Association for Counselling and Psychotherapy Code of Ethics.

Relate London NW produces half-yearly monitoring reports and an annual work programme clearly showing their objectives, targets, performance indicators and methods of monitoring.

Relate Central arranges for local Relate organisations to monitor each other on an annual basis.

The following statistics were recorded for 2007/08 (Harrow clients):

Conducted 259 consultations with a councillor sessions against a target of 161

Conducted 1347 on going sessions against a target of 621

Conducted 143 psychosexual therapy sessions against a target of 35

Relate LNW also received the following funding in 2007/08:

London Boroughs of Brent, Hillingdon & Ealing - £38,431;

Legal services commission - £108,282

CAFCASS - £8,000

Housing departments from 4 London Borough's - £100,000 (reducing to £80,000 in Dec 2008;

Intuition PPIS - £10,880.

## COMMENTS/ISSUES:

Relate LNW saw more people in 2007/08 than in previous years in all areas of their services despite the reduction in funding. They continued to develop all their services especially family counselling. They also introduced a new managing outcomes system which should help them to monitor their work more closely as well as identifying any training needs. However, the organisation have stated that the cut in the grant funding meant that they were unable to support as many people who are on lower incomes, and feel that this poses a constant threat to the service.

**NAME OF ORGANISATION:** VICTIM SUPPORT HARROW

**FUNDING RECEIVED IN 2007/08:** £15,315

**DATE OF MONITORING MEETING:** Friday 4<sup>th</sup> July 2008

## **BRIEF SUMMARY OF SERVICES/ACTIVITIES AND ACHIEVEMENTS:**

Victim Support Harrow provides practical and emotional support to all victims of crime in the Borough. Services are provided by specialist staff and include:

**Community Outreach service** - available to all victims of crime who live in the Borough of Harrow providing short, medium and long-term emotional and practical support.

**Specialist Children's worker** (young victims aged 5-13yrs) - support is given on an individual basis and advice/preventative measures are given in schools through workshops, assemblies.

**Court Witness Service** - this prepares victims/witnesses prior to the trial and supports them during the day of trial.

**Independent Domestic Violence Advocate** - works in partnership with the Police to provide timely contact with victims carrying out risk assessments, safety planning in order to prevent further escalation.

**Drop in Services for BME victims and Outreach at Northwick Park Hospital** - weekly sessions held to support victims either individually or in a group setting.

Under the terms of the Service Level Agreement, Victim Support is required to provide the following information:

<b>SERVICES</b>	<b>TARGET</b>	<b>ACTUAL</b>
Number of victims of crime supported	4,000-5,000	7,878
Number of witnesses supported in court	500	603
Number of Harrow victims referred to other Victim Support schemes in the UK	700-800	930
Breakdown of ethnicity profile data – number of users from BME communities	50%	52%
Number of volunteers/outreach workers retained and recruited	20	22

Victim Support Harrow has reported that the funding received was used for the costs of the administrative staff, which enabled the delivery of the core service both in the community and in the Court. In addition, the central post of administration aided and supported all services often on a daily basis to help run a smooth and integrated service. This also included collating all data from the services to provide essential performance management statistics.

The organisation has stated that the grant enabled the central core business to continue running in an efficient and timely manner. The core business includes the following:

1. Process and allocate the daily referrals of victims so that support can be given within 4 days of the crime, wherever possible.
2. Recruited, trained and accredited 2 additional volunteers.
3. Enabled the office to act as a drop in for victims either with or without an appointment.
4. Assisted towards the recruitment process of a specialist crime worker.
5. Enabled an outreach service at Northwick Park and a drop-in for BME clients (mainly domestic violence).
6. Maintain a full and diverse Management Committee.

Other funding received by Victim Support Harrow in 2007/08 is listed below (these figures are estimated as the final accounts have not yet been audited):

Home Office	£67,174
Children's Fund	£35,000
*Crime Reduction Unit	£1,250

\*The total received from the Crime Reduction Unit in 2007/08 was £15,000 for the salary of a post to run from March 2008 for 12 months.

**COMMENTS/ISSUES:**

During the year 2007/08, VSH went through the process of merging with Victim Support's new National Charity and this became effective from 1 April 2008. At the time of the monitoring visit, it was still in the process of adopting policies and procedures as it was being carried out on a phased basis. It was not clear how the organisation would be able to meet monitoring requirements in future as the local management committee will cease to operate and financial and employment practices would no longer be dealt with at a local level.

**NAME OF ORGANISATION:** WELLDON ACTIVITY GROUP

**FUNDING RECEIVED IN 2007/08:** £21,025

**DATE OF MONITORING MEETING:** Monday 7<sup>th</sup> July 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The Welldon Activity Group provides a day care service to meet the needs of the local community by providing a safe and happy environment to adults with a learning disability.

The Centre is open Monday to Friday from 9am to 3pm.

Activities include discussion groups, music therapy, arts and crafts (including painting, sewing, drawing), cooking, hand and nail care, pottery and clay making, maths, spelling, numeracy and literacy. There is a computer suite where clients can use a computer, printer and scanner and receive training from staff and volunteers.

Funding of £21,025 in 2007/08 in the form of a service level agreement, provided for a day care service for 8 clients from Harrow via Harrow Learning Disability Team for 4 days per week for 48 weeks of the year for each client. Overall, there are currently 40 clients using the service, which is open 5 days a week. Some of these clients are from residential care homes and private clients, for which fees are paid directly from the individual/carer. The organisation also has clients from other boroughs such as Brent, Hillingdon, and Barnet, as there are no other services of its kind in their particular area.

During 2007/08, the organisation achieved the following:

- Organised 3 fund raising events resulting in receipts of £950;
- A number of presentations were made to other interested parties;
- Increased staff numbers to 6;
- 4 members of staff received certificates in First Aid (valid 3 years);
- 3 staff members currently studying for level upgrades in their NVQ certificates which they should complete around mid year 2008. Staff have also attended courses in working with vulnerable adults.

Welldon Activity Group also received the following funding in 2007/08:

Day care attendance fees from residential care homes and Social Services - £61,833.

#### **COMMENTS/ISSUES:**

Welldon Activity Group was nominated as the Harrow Charity of the Year by the current Mayor, and Harrow Golf Club designated the Group as its local charity for 2008.

## ORGANISATIONS IN RECEIPT OF FUNDING OVER £5,000 AND BELOW £10,000

**NAME OF ORGANISATION:** ADHD SUPPORT GROUP HARROW

**FUNDING RECEIVED IN 2007/08:** £7,400

**DATE OF MONITORING MEETING:** Monday 7<sup>th</sup> July 2008

### **BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The ADHD Support Group aims to provide support, information, respite and parenting education to all parents, carers and sufferers of Attention Deficit Hyperactivity Disorder and related conditions within the London Borough of Harrow. A number of services are provided including:

- Twice weekly coffee mornings to allow parents/carers to meet others in similar situations and receive support, information on services available and advice.
- A lending library with books/ videos from all aspects of the condition and the related co-morbid conditions.
- Various childcare/parenting courses to help parents deal with the challenging behaviour brought on by the condition of ADHD and other co-morbid conditions.
- WhyTry Programme – a 10-week course for 12-18 year olds using music and physical activities to address peer pressure, motivation, decisions and their consequences.
- Anger management including massage and art therapy for children and parents
- Drama therapy for 5-13 year olds who are struggling with social interaction and an understanding of how to deal with their frustrations and anger.
- A weekly drop-in surgery offering advice and help with issues such as filling in forms and helping with letters regarding a child's education.
- One to one support 4 times per week by appointment for regular parents/carers established within the support group.
- A telephone helpline 4 evenings a week, run in partnership with 2 other organisations, to support parents who may need advice or strategies at what can be a very difficult time of the day.
- Evening support meetings every month for adults with ADHD or suspected ADHD.
- Monthly clinic appointments with CAMHS and Northwick Park Hospital meeting families and supporting consultants.
- Specialist ADHD/ASD Coaching – this is a newly developed service, which works with young people and adults with a diagnosis of ADHD and/or autism. The coaching helps them to establish goals and giving them ongoing support to help them achieve them.

The funding was used solely to pay for the salary (15 hours per week) of the Project Manager who co-ordinates and runs the majority of the services mentioned above.



The organisation has reported that, in 2007/08, 436 users were members of the Group. More families accessed the services but did not taken up membership. There has been a steady increase in members over the past few years with 401 in 2006/07 and 340 in 2005/06.

ADHD Support Harrow has reported that it has worked towards addressing the gap in provision for 16-24year olds, with additional training and offering additional services to address this. It has also worked towards developing support and information during transition periods i.e. transferring to high school and are currently investigating ways of developing school to college transition. The Project Manager and other members of the team have trained in the following areas:

- WhyTry Programme – 3 Facilitators
- Specialist ADHD/ASD Coaching - one Committee member (adult group) and Project Manager
- Challenging behaviour (incorporating 1-2-3 magic) accredited course - Project Manager
- Supporting the Parents of Adolescence (Trust for study of adolescence- national standard- University of Middlesex 20 points)
- Launching WhyTry with youth group through Kids can Achieve- now currently running with West Cluster group of schools due to success.
- Launch of specialist coaching and working in partnership with National Autistic Society Harrow to enable coaching to be accessible to those with a cross diagnosis.
- To continue to run successful services despite funding cuts and high demand of resources.
- More partnership working with different organisations, i.e. YISP, parent partnership, Schools.

Other funding received by the ADHD Support Group in 2007/08 is listed below:

Carers grant (Harrow Council)	£17,534
Wider Family Learning (Harrow Council)	£1,448
BBC Children in Need	£10,088
Capital Radio Help a London Child	£1,540
Primary Care Trust (held by Kids can Achieve)	£9,635
Awards for All	£9,648
North West London Community Fund	£3,160

### **COMMENTS/ISSUES:**

The monitoring visit highlighted no significant comments or issues.

**NAME OF ORGANISATION:** COMMUNITY LINK UP

**FUNDING RECEIVED IN 2007/08:** £4,500

**DATE OF MONITORING MEETING:** Wednesday 9<sup>th</sup> July 2008

### **BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Community Link Up is a local charity, set up in 1981, which supports adults and children with learning disabilities in the Borough through several different projects, i.e. education and

vocational training, Link Up clubs and activities, and friendship with volunteers. All of their projects strive to empower users to make their own choices, develop their own projects and enterprises whilst relying less on others.

Provision of Services:

- Recruit, train and support volunteers from all sectors of the community;
- Set up and support self regulating groups to provide a variety of one –to one and group friendships for people living in families, residential homes and other settings;
- Organise integrated activities such as one to one club, special dances, outings, educational and cultural activities;
- Produce recruiting and training videos, course syllabi and literature, guidelines for friends, carers and volunteers;
- Arrange exhibitions and talks to promote a greater awareness and a deeper understanding of people with a learning disability and their place in the community;
- Assist other organisations with similar aims;
- Continually strive in a variety of ways to raise the necessary funding, which provides us with the financial resources to fulfil our aims, achieve our goals and improve our service.

Funding of £4,500 in 2007/08 was used to partially fund the following:

Transitions project for clients 16-25 years old;  
Inclusions Project for educational and vocational placements;  
Volunteer Training;  
DOSTI project for ethnic minorities, refugees and asylum seekers;  
Junior 1:1 Club for children with learning disabilities.

Services were provided to over 700 people with learning disabilities through clubs, projects, training programmes and initiatives.

This is broken down as below:

Senior 1:1 club	120
Junior 1:1 Club	40
Computer Club	10
Inclusions	30
Transitions	40
Changes Night Club	120

All users are resident in Harrow.

Referrals come from HLDT, Shaftesbury School, Stanmore and Harrow College, Residential homes.

Community Link Up also received funding from the following bodies in 2007/08:

North West London Community Foundation;  
V/Gold Cap;  
Sports Relief;  
Goldsmiths;  
ACT Foundation;  
Disability Aid Fund.

## **COMMENTS/ISSUES:**

During 2007/08, Community Link Up introduced new initiatives to enhance the quality of the services they provide. The organisation launched its Media and Me project, the first Media course for people with learning disabilities which takes place at Link Up offices every Friday. The organisation also introduced the Buddy Project - introducing clients with complex needs to positive role models who travel independently on buses and London Underground. Although these projects are not funded through Harrow's main grant programme, they highlight the active role that Community Link Up plays in improving the lives and independence of people with learning disabilities in Harrow.

**NAME OF ORGANISATION:** HARROW AFRICAN CARIBBEAN ASSOCIATION

**FUNDING RECEIVED IN 2007/08:** £5,900

**DATE OF MONITORING MEETING:** Tuesday 22<sup>nd</sup> July 2008

## **BRIEF SUMMARY OF SERVICES/ACTIVITIES AND ACHIEVEMENTS:**

The aim of the Organisation is primarily to unite the African-Caribbean communities in the Borough, to actively encourage a thriving membership and to provide a meeting place. HACAS provides a weekly day centre for elderly African Caribbean residents of Harrow where activities include keep-fit, crafts, games, speakers on various issues and day trips. Lunch is also provided. In addition to the day centre, HACAS runs a weekly dance school for 5-18 year olds, hold general meetings every two months with speakers on relevant topics, social events 2-3 times per year and a drop-in service at the Community Premises for 3 hours twice a week.

The funding was used as follows:

Rent for day centre and dance school	£3,340
Volunteers' expenses (day centre cook and assistant)	£2,260
Volunteers' expenses (general)	£300
Total:	£5,900

HACAS has reported that the funding has enabled them to continue to run the day centre at a low cost of £3.50 per person for a 2-course lunch, afternoon tea and biscuits as well as keep fit classes, arts, crafts and games. The money collected from service users for activities and lunch is used to purchase ingredients for the following week's lunch and to pay the expenses of the volunteer cook and the activities organiser. HACAS recorded the following statistics for 2007/08 for the Day Centre:

Average number of users attending each session:	30
Number of new clients attracted during the year:	8
Number of day trips/outings:	4

**Other funding received by HACAS in 2007/08 is listed below:**

Age Concern to create a mini-library of past and present black historians	£150
Harrow Council for Black History Month Exhibition event	£1,000

## **COMMENTS/ISSUES:**

HACAS has a Volunteer Policy, which includes confidentiality, tasks, references and reviews. The Policy states that volunteers will receive no wage other than payment of out-of-pocket expenses. However, the Day Centre Cook is currently being paid a set weekly rate of £40. The monitoring report strongly suggested that the management committee reviewed the way in which it paid expenses to volunteers and if it wished to continue paying a set rate rather than reimbursing out-of-pocket expenses, it should consider setting up more formal arrangements with the individuals.

In addition, the monitoring report suggested that HACAS take the following action:

- Compile a written policy on Working with Vulnerable Adults and arrange CRB checks with all current volunteers
- Compile a written Complaints Procedure
- Compile a Reserves Fund Policy
- Draw up a Health & Safety Policy for all its activities

HACAS has stated that it is in the process of taking this action.

HACAS currently have designated desk accommodation at the Community Premises in Northolt Road.

**NAME OF ORGANISATION:** HARROW AGENDA 21 ENVIRONMENTAL FORUM

**FUNDING RECEIVED IN 2007/08:** £4,500

**DATE OF MONITORING MEETING:** Tuesday 22<sup>nd</sup> July 2008

## **BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Harrow Agenda 21 aims to make Harrow a more environmentally sustainable place to live, work and visit. They hope to do this by influencing Harrow Council to introduce more sustainable policies and procedures, by encouraging and informing residents to adopt more sustainable lifestyles, through direct contact, and through schools, community groups and employers.

Local residents and organisations are able to join HA21 as members and can receive information and advice on environmental issues from members who volunteer for HA21 and can get involved in projects, campaign and raise issues for the Action Groups to work on.

Current Action Groups: Waste Management and Recycling, Planning, Consumer, Education, and Transport and Air Pollution. HA21 are currently in the process of setting up an Energy Action Group.

Funding of £4,500 is used to pay volunteer expenses for Core and Action Groups, including Environmental Education newsletter, Teachers event, Ann Swain Awards, core administrative costs including membership scheme and targeted membership drive.

HA21 achieved the following in 2007/08:

- 6 schools joined the Education Group network;

- 4 new active volunteers recruited;
- 10 new members joined;
- 10 schools attended the Twilight Event at St. John Fisher School;
- Following on from the Nottingham Declaration, HA21 have been invited to be involved in the Climate Change Strategy Group;
- Supporting Energy Team, Travel Plan Officer and BAP Officer in the community;
- Developing Education Group newsletter and getting it distributed throughout Harrow to education professionals and establishments. Building the Education Action Group;
- Supporting Greener Harrow initiative (including Chair from HA21) and encouraging Council members and officers to engage in the environmental agenda;
- Recruiting new members and volunteers who will build the activities and drive campaigns as a user led organisation.

HA21 received no other funding in 2007/08, apart from small donations and money raised through fundraising (i.e. raffles, quiz nights, Under One Sky events, etc).

### **COMMENTS/ISSUES:**

HA21 have recently been allocated casual use of accommodation at the community premises in Northolt Road. As many of their members work full-time elsewhere, they require use of the meeting room after 5.30 pm in order to hold their meetings.

HA21 currently have casual use accommodation at the Community Premises in Northolt Road.

**NAME OF ORGANISATION:** HARROW BEREAVEMENT CARE

**FUNDING RECEIVED IN 2007/08:** £6,400

**DATE OF MONITORING MEETING:** Monday 21<sup>st</sup> July 2008

### **BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The aims of Harrow Bereavement Care are to relieve the suffering and distress caused by bereavement among the inhabitants of the London Borough and Deanery of Harrow and the surrounding area, in particular, but not exclusively by:

- Offering support through the process of grieving;
- Raising public awareness of the need for effective bereavement support to be available in the community;
- Training and supervising suitable volunteers in visiting and listening skills for working with the bereaved, (whether in their home or in other appropriate places);
- Co-operating and offering training to other agencies engaged in similar work.

There are currently 21 groups that operate the bereavement scheme including, Christian, Jewish and non-faith groups. Volunteers visit in the homes of the bereaved, and/or provide telephone support and a drop-in service. An annual conference is held, which focuses on a different topic each year.

The organisation received 636 referrals during 2007/08. The office is open from Monday to Friday, when either the Office Manager or the recently appointed Development Manager are available. When the office is closed, an answering machine records messages that may be

accessed from a remote location. Those requiring visits are seen at a time convenient both to them and the visitor.

The grant of £6,400 from Harrow Council was used to part-fund the salary of the part time Office Manager, (15 hours per week), rent and running costs of the office at the Lodge. Her work includes telephone contact with the bereaved requiring support, other agencies and group leaders.

The bulk of the Grant pays for the day to day running costs of the office, the provision of resources to promote the organisation, in-house training for its volunteer visitors and the production of an annual conference both for those directly involved in bereavement visiting as well as outside agencies.

Their annual conference, attended by 90 delegates (bereavement councillors and other bereavement schemes) was held in autumn 2007.

Harrow Bereavement Care also received funding of £8,217 from Emmanuel Church, Northwood – for Development Manager’s post.

The trustees have established a reserves policy whereby £3,500 is set aside in a contingency fund against debts associated with possible closure of the office.

**COMMENTS/ISSUES:**

In 2006/07, concern was raised over the fact that whilst all volunteers who visit children have enhanced CRB checks carried out, other volunteer visitors do not. The organisation was strongly advised that CRB checks should be carried out for all volunteer visitors as they are usually visiting bereaved people on a one-to-one basis in their own homes. This could make the person extremely vulnerable, especially if they have lost their spouse/partner and are now living on their own. Harrow Bereavement Care are reminded that under the terms of their grant agreement for 2008/09, the additional funding awarded to them is subject to ensuring that all volunteer visitors undergo appropriate CRB checks, and that failure to adhere to this requirement may jeopardise future funding to the organisation. Officers will follow up on this in January 2009 to establish how they are fulfilling this requirement.

**NAME OF ORGANISATION:** HARROW HERITAGE TRUST

**FUNDING RECEIVED IN 2007/08:** £8,100

**DATE OF MONITORING MEETING:** Wednesday 16<sup>th</sup> July 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES AND ACHIEVEMENTS:**

The main objectives of the Harrow Heritage Trust are to secure the protection, preservation, restoration and improvement of the character and amenities of the London Borough of Harrow for the benefit and enjoyment of the public generally and especially the inhabitants of the Borough, and to promote the preservation of land and buildings of beauty or historic interest as well as areas of ecological or other scientific or environmental importance within the Borough and to promote schemes and awards to assist the attainment of these objectives.

More specifically in 2007/08, the Trust's work included nature conservation at 9 main open spaces – Belmont Nature Trail, Bentley Old Vicarage Nature Reserve, Bentley Priory Nature Reserve, Harrow Weald Common, Newton Farm Ecology Park, Pear Wood, Roxborough Rough, Stanmore Common and Stanmore Country Park - through its sub committee, Harrow Nature Conservation Forum, erection of plaques, graffiti cleaning, supporting the Council's Tourism Officer in promoting Harrow's heritage, work with young people (liaison with schools), public works of art, heritage grants and representation on local and Council-led committees.

The funding received from the Council is used for nature conservation (costs associated with clean-up days, repairs/treatments, fuel, printing of leaflets), erection of plaques, graffiti clearance, supporting tourism of Harrow's heritage and work with young people through liaison with schools and supporting local clubs/societies. HHT provided the following breakdown of how the funding was used:

Harrow Nature Conservation Forum	£4,822
Grant to Young Archaeologists Club	£200
Plaque at Alexandra Park	£155
Graffiti cleaning materials	£102
Administration	£1,952
Insert into Harrow Visitors Guide	£235
*Total	£7,466

\* There was an under spend of £634 on Work with Young People, which will be spent in 2008/09 when HHT will be involved in a new Tudor Project with schools (key stage 2), which will commence in September 2008 at Harrow Museum and Heritage Centre. The Trust is funding the cost of re-usable Tudor outfits and real and replica Tudor artefacts and will be involved in the activities taking place.

HHT reported that, during 2007/08, Harrow Nature Conservation Forum (HNCF) continued to work in the open spaces formerly covered, with a new one added – Little Common, Stanmore. The Trust paid for the British Trust for Conservation Volunteers (BTCV) to lead on seven clean-up days and repairs and treatments were carried out where required. A programme was in place of introducing a leaflet for each open space giving detailed information. These were being placed in libraries and there had been moving exhibitions around the borough. A plaque was erected in Alexandra Park, South Harrow, graffiti was removed from buildings and utility boxes and a grant of £200 was given to the Young Archaeologists Club, Harrow.

The Chair of the HNCF has invigorated the site wardens with increased activity. The site wardens lead guided walks and organise working parties. A poster and leaflets for the different open spaces have been produced and distributed to libraries and other public buildings. A major input was made for the Borough's Biodiversity Action Plan put together by Harrow Council's Biodiversity Officer and adopted by Cabinet in May 2008.

In 2007/08, Harrow Heritage Trust also received funding of £15,000 in 2007/08 from the Council's Capital Programme, which it used to give heritage grants to local projects including historic buildings. It did not receive any funding from any other sources.

### **COMMENTS/ISSUES:**

HHT has reported that it has no means of ascertaining effectiveness, as this is dependent on public take-up and public appreciation, which is not usually conveyed. Although most sites have a volunteer warden, the Trust does not feel that it would be reasonable to ask them to collect service users' views in the limited time they are there to carry out their main duties.

The monitoring report suggested that HHT takes the following action:

- Ask site wardens to complete ethnicity monitoring forms
- Write and agree a Complaints Procedure
- Devise a Declaration of Interest form
- Write and agree a Volunteer Policy
- Arrange for site wardens to receive first aid training
- Review lone working arrangements for site wardens

HHT has stated that they will be putting these suggestions to the main executive committee and HNCF sub-committee at their next meetings for discussion and recommendation.

**NAME OF ORGANISATION:** HARROW IN EUROPE ASSOCIATION

**FUNDING RECEIVED IN 2007/08:** £4,500

**DATE OF MONITORING MEETING:** Thursday 28<sup>th</sup> August 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Harrow in Europe Association was formed in 1979 when the London Borough of Harrow twinned with the town of Douai in North Eastern France.

The aims of Harrow in Europe is to promote international twinning and understanding by all possible means involving Harrow citizens of all ages, backgrounds and religions. The organisation arranges and/or facilitates twinning visits for Schools Athletes, disabled Athletes, pensioner walking groups etc. These include Members from all ethnic groups, and facilitating access for disabled wheelchair users.

During 2007/08, Harrow in Europe organised an annual coach trip visit in July to the twin town Douai to celebrate their Fêtes de Gayant which included 4 participants on low income from the Harrow Women’s Refuge.

Funding of £4,500 in 2007/08 was used to fund all the organisation’s activities (as listed in the table below), supplemented by contributions from members and participants , fundraising activities and annual subscriptions.

Date	Hosting/Sponsoring	Organisation	Date of Trip	Details of Trip
24/4/07	Sponsoring	Marlborough F&M School	30/4-4/5/07	Paris
25/4/07	Sponsoring	St. JohnFischer F&M School	8/6/07	Boulougne/Wimereux
18/5/07	Hosting	Douai Triathletes	18/5/07	Hatch End Triathlon
15/6/07	Sponsoring	Power Chair Football	15-16/6/07	Douai
6/7/07	Annual visit	Harrow in Europe	6-9/7/07	Fetes de Gayant
22/10/07	Sponsoring	Vimy Foundation	August 2007	
19/11/07	Sponsoring	Roxeth F&M School	28/4-2/5/08	Educational – Normandy



8/12/07	Fundraising	Harrow in Europe	8/12/07	Xmas brunch
2/2/08	Fundraising	Harrow in Europe	2/2/08	Quiz Supper
10/2/08	Hosting	Douai Councillors	9-10/2/08	Civic Banquet
21/2/08	Sponsoring	Kenmore Park Middle	31/3-4/4/08	Le Havre, France
28/2/08	Hosting	School Douai Water Engineer Students	26-28/2/08	Water Engineer students
8/3/08	Hosting	Centre Social du Faubourg	7/3-8/3/08	Ladies from Douai
20/3/08	Sponsoring	Marlborough F&M School	28/4-2/5/08	Paris
31/3/08	Sponsoring	St. John Fischer F&M School	20/6/08	Boulougne/Wimereux
31/3/08	Sponsoring	Hatch End Triathletes	25/4-27/4/08	Douai Triathlon

The organisation served 537 people of whom 270 were under 18 and 274 were female.

Harrow in Europe did not receive any other funding in 2007/08, apart from small donations and money raised through fundraising (i.e. raffles, quiz nights, etc).

**COMMENTS/ISSUES:**

Harrow in Europe arranged considerable support for a team of disabled power chair footballers to visit Douai and play in a series of friendly matches in June 2007.

They invited 9 women from a Social Centre in Douai in March 2008 to come over to Harrow and speak in the International Women’s Day conference. They also arranged for these women to go to Harrow College for a beauty makeover given by the students at the college.

**NAME OF ORGANISATION:** HARROW IRANIAN COMMUNITY ASSOCIATION

**FUNDING RECEIVED IN 2007/08:** £4,500

**DATE OF MONITORING MEETING:** Tuesday 22<sup>nd</sup> July 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES AND ACHIEVEMENTS:**

Harrow Iranian Community Association (HICA) was formed with the primary objective of assisting refugees and new arrivals with respect to settlement, health, housing, education and integration into the mainstream society in Britain. During 2007/08 HICA provided the following activities and services:

- A weekly Saturday supplementary and mother tongue language school
- A drop-in advisory and assistance service, providing translation and interpretation services and assistance with completing forms and acting as a go-between for clients and the agencies they need to liaise with, e.g. housing or benefits services.
- A weekly lunchtime club for elderly people.
- ESOL classes held twice weekly at the Community Premises with a tutor from Harrow College (open to all communities and groups using the Community Premises).

- A football club for 5-16 year olds every Saturday.
- Occasional seminars on healthy living, child psychology etc, and cultural events.

The organisation operates a membership for users of the projects, i.e. Iran school. Users of the drop-in service do not have to become members but are given the option to do so. If they have an ongoing case they are asked to become members. HICA has 445 members at present, however some of these are families, and so the actual number is more.

The funding received contributes towards the running costs of running the drop-in/advice service, including volunteers' expenses. HICA has provided the following breakdown of how the grant was spent:

Running costs	£1,943.33
Volunteers' expenses	£2,150.50
Insurance	£406.17
Total:	£4,500

With the funding received, HICA has reported that it has trained 6 new volunteers (4 for Iran School and 2 for the drop-in service), 2 people attended Carer's training in association with Harrow College and 3 people attended an Interpreter's Course, stage 1. From the Iran School, 13 children passed their GCSEs, 12 with Grade A\* and 1 with Grade A. HICA recorded the following statistics for 2007/08:

Number of refugees receiving assistance:	236
Number attending Iran School:	125 per week
Number of people attending elderly club:	25-30 people per week
Number of people attending ESOL classes:	14 twice per week
Number of young people attending football club:	32 per week

HICA has also reported that, as with the previous year, the post of Co-ordinator was unfunded during 2007/08 but the post holder has continued to work the same number of hours and has kept the drop-in service running at the same times (35 hours per week).

Other funding received by HICA in 2007/08 is listed below:

Sports Relief for the Elderly Club (yoga)	£1,600
Harrow Youth Opportunity and Capital Fund (football club)	£3,000
Wider Family Learning (English and arts classes for children/families)	£1,694

### **COMMENTS/ISSUES:**

The organisation does not have a formal Volunteer Policy. Volunteers, including the teachers who run the supplementary school, have written conditions of employment, which they are asked to sign. They are paid a set rate of £15 per day (7 hours) and are asked to complete timesheets. However, they are classed as volunteers and no formal contracts are in place. The monitoring report strongly suggested that the management committee reviewed the way in which it paid expenses to volunteers and if it wished to continue paying a set rate rather than reimbursing out-of-pocket expenses, it should consider setting up more formal arrangements with the individuals.

In addition, the monitoring report suggested that HICA sends feedback questionnaires to clients receiving ongoing assistance. HICA currently have individual office accommodation at the Community Premises in Northolt Road.

**NAME OF ORGANISATION:** HARROW MENCAP

**FUNDING RECEIVED IN 2007/08:** £6,700

**DATE OF MONITORING MEETING:** Friday 18<sup>th</sup> July 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Harrow Mencap provides services for children and adults with learning disabilities, their families and carers. These include:

- Advocacy;
- Asian outreach;
- Family Support;
- Harrow Activity Day Centre;
- User Involvement – coordinates the forum for people with learning disabilities, supports the steering group, day centre committees, and represents them on the learning disabilities partnership board;
- Job Broker – supports people with LD in finding and maintaining paid employment;
- Connexion Services;
- Adult social clubs;
- After School and Holiday Clubs;
- Children's trampolining and Saturday club;
- Residential and Supported Living Services.

Grant of £6,700 in 2007/08 was used to fund After School Activities and Holiday Clubs, and contribution towards User Involvement.

**Details of Work Programme:**

- Woodlands School (After School Club) – every Wednesday during term time from 3.15 – 5.15pm;
- Woodlands School (Holiday Club) – 6 hours per day every school holiday (approximately 9 weeks in total) for 6 children with high needs, aged 8-11 years. Ratio of 1:1 staff and children;
- Shaftesbury School (After School Club) – 2 hours every Tuesday and Thursday during term time for young people aged 14 – 16 years;
- Shaftesbury School (Holiday Club) – 6 hours per day per every school holiday (approximately 9 weeks in total) for 5-6 young people aged 14 – 16 years;
- Kingsley School (previously Whittlesea School) (After School Club) 2 hours every Tuesday during term time for 6 young people aged 11 – 18 years;
- Kingsley School (Holiday Club) - 6 hours per day per every school holiday (approximately 9 weeks in total) for 6 young people with challenging behaviour, aged 11 – 18 years. Ratio 1:1 staff and young people;
- Teddies Parent, Baby and Toddler Club – 2 hours every Monday (w.e.f 4<sup>th</sup> June 2006) at Hillview Nursery.

Examples of some of the activities for the After School and Holiday Clubs include:

Day trips – Aldenham Country Park, theatre;  
Independent Living sessions;

Cooking;  
 Music Therapy;  
 Relaxation;  
 Sports;  
 Dance.

There is a charge of £3.50 per session to the user for the After School activities, and £5 for the whole day (holiday club).

In addition to the funding received from the Council's Main Grant Programme, Harrow Mencap also received funding from other organisations as listed below:

<b>SOURCE OF FUNDING</b>	<b>PURPOSE</b>	<b>AMOUNT</b>
Harrow Council	Core Support	£10,217
	Volunteer Service	£26,245
	Asian Outreach	£18,588
	Young People	£5,388
	Activity Centre	£95,964
	Schools Project	£17,900
	Play Partnership	£3,000
	Children's Counselling	£29,653
	Phool Wadi	£480
	Core Support (HLDT)	7,943
Primary Care Trust	Chief Executive	36,450
	Core Support	£10,689
	Community Team Manager	£31,275
	Advocacy	£12,500
Connexions		£35,000
Football Foundation		£9,654
RLSB	Shop	£2,331
	User Involvement	£1,500
Hatch End School	Schools Project	£2,065
Vaughan First & Middle School	Play Partnership	£2,000
BBC Children in Need	Schools Project	£2,197
Bridge House Trust	Family & Carers	£18,000
Jack Petchy	Young People	£400

### **COMMENTS/ISSUES:**

The After School and Holiday Clubs have increased the range of activities on offer. The organisation ensures that all staff undergo all statutory training and specialist training before taking up their posts. All Club Leaders have NVQs. The Steering Group is taking an active role in reviewing the Partnership Board. New members have been elected to the Steering Group and have done advocacy work with groups that were not previously attending the forum, including new communities.

**NAME OF ORGANISATION:** HARROW REFUGEE FORUM

**FUNDING RECEIVED IN 2007/08:** £5,400

**DATE OF MONITORING MEETING:** Wednesday 30<sup>th</sup> July 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Harrow Refugee Forum is a local umbrella organisation for 70 Refugee and Minority Ethnic Community affiliated member organisations of which over 50 are based in Harrow. They provide and add a unified voice for the sector at a local, sub-regional and regional levels and feeds into the national strategies through its active participation and Board membership of national policy and infra-structure organisations.

At a local and sub-regional infra-structure development the Forum provides infra-structure support and capacity building initiatives to the sector through the provision of information on new sources of funding and income generation, Organising Funding Fairs and Seminars, Funding Surgeries with Funding bodies, provision of 1-2-1 surgeries to new and emerging organisations and use established organisations to provide mentoring and coaching to emerging organisations; Training and Development on Governance, Financial Management that includes cash-flow projection, Budgeting, Bank Reconciliation, Book-keeping, Financial Reporting for Trustees; Leadership and Roles and Responsibilities of Trustees; Project Management that includes, Monitoring and Evaluation, Project Reporting, Understanding Outputs, Outcomes and Impacts and Project Forward Strategies; Events and Festivities: the Forum organises Refugee Day and Refugee week events and Black History Month and it is currently working towards marking other events that reflects its membership such as Eid, Xmas, Navrati, Diwali as discussed at the last AGM and participation in the Holocaust memorial that HaRF first launched in Harrow in 2003.

Their offices at the Lodge in Pinner Road are open from 10 am – 4 pm Tuesday – Thursday, and 10 am – 3 pm on Monday and Friday.

Funding of £5,400 in 2007/08 was used to provide a base for the planning, management and delivery of their activities and support with running costs.

During 2007/08, Harrow Refugee Forum provided the following:

- 4 Quarterly Funding News;
- 8 Management Committee Meetings;
- 1 Annual General Meeting (AGM);
- 12 Planning Meetings for both Refugee Week and Black History Month;
- 1 Refugee Week Event Hosted;
- 3/4 Local Councillors Recruited to the Board Trustees;
- 18 Representation Meetings on the Board of British Refugee Council and Westrep/Renewal;
- 15 RCOs and MECOs 1-2-1 Surgeries held;
- 10 Funding Applications Supported on behalf of the BMER member organisations;
- 4 Trainings Delivered (at the Lodge and the Community Premises);
- 5 members of staff recruited on P/T and sessional work;
- 6 new members have joined the Forum;
- 4 new membership pending.

In addition to the funding received from the Council's Main Grants Programme, Harrow Refugee Forum also received funding from the following organisations:

Home Office - £9,600;

London Councils (transitional funding) - £18,750.

### **COMMENTS/ISSUES:**

The organisation has stated that it continues to double its efforts in searching for other sources of income and other means of generating their income. As part of strengthening its strategic leadership, the Forum has welcomed an addition to its Board membership three Councillors nominated by Harrow Council and possibly another Cllr from a RCO member organisation nomination.

**NAME OF ORGANISATION:** HARROW SOMALI WOMEN'S ACTION GROUP

**FUNDING RECEIVED IN 2007/08:** £4,500

**DATE OF MONITORING MEETING:** Friday 19<sup>th</sup> September 2008

### **BRIEF SUMMARY OF SERVICES/ACTIVITIES AND ACHIEVEMENTS:**

The Harrow Somali Women Action Group, a member of HASVO, provides a range of activities and services to Somali children and their parents. It aims to address and promote the welfare of social, cultural, and development needs of the Somali community in Harrow. HASWAG's main activity is supplementary school support to provide additional help with Maths and English homework and tuition in Science, following the national curriculum, for children aged 5 to 16 years. Currently, it has 5 sessions taking place at three different venues across the Borough. The children that attend the supplementary classes are from 12 different Harrow schools.

In addition to the supplementary school support, HASWAG runs a weekly drop-in session for children under 5 years old at Hillview Children's Centre to take part in programmes for early years. Both parent and the children can attend to understand what is available for them before the child starts school and develop their English at an early stage so that they will not meet any problems when they start school. HACAS also provides an advice and information service at the Community Premises for Somali women living in the Borough.

The funding has contributed to the running of the supplementary school at the Wealdstone Centre, mainly for teachers' fees and insurance. HASWAG has provided the following breakdown:

Staff costs (payments to self-employed teachers)	£3,960
Stationery	£208
Insurance	£332
Total:	£4,500

HASWAG has reported the following achievements in 2007/08:

- An average of 33 children attended the after-school sessions at the Wealdstone Centre in 2007/08.

- An average of 55 children attended the after-school sessions at the Beacon Centre in 2007/08.
- An average of 15 children attended the after-school sessions at 333a Station Road in 2007/08 (HASWAG manages this session, the premises are supplied by Drug Action Team and teachers are paid directly by parents)
- 10 children and their mothers received support through the sessions at Hillview Children's Centre in 2007/08
- Increased the number of Schools' partners involved in the Family Learning Programme
- 25 young people participated in the LAA NEET project through HASWAG and one other Somali organisation
- 37 Somali parents at Hatch End High School have been supported through special meetings and outreach home advice to participate in the education of their children.
- Worked in partnership with the mainstream schools where children from the supplementary classes attend and built up a relationship with the schools directly, instead of through the parents
- Participated in the Somali role models project where eight young Somalis were recruited, coached and an event launched for the benefit of the community at large.
- 30 Somali parents and children attended the Special Family Learning programme, in which HASWAG was involved.
- The Co-ordinator received a Community Volunteering Award.

Other funding received by HASWAG in 2007/08 is listed below:

Local Area Agreement	£5,000
Family Learning	£2,990
Trust for London	£3,750
HASVO	£1,250

### **COMMENTS/ISSUES:**

The monitoring report suggested that HASWAG take the following action:

- Implement a written Health & Safety Policy
- Add a 3<sup>rd</sup> stage to the current Complaints Procedure (refer to an independent agency)

It needs to be noted that this monitoring meeting took place after the deadline set by officers. The reason for the delay was due to failure on the organisations part to respond effectively to deadlines set by officers to meet monitoring requirements as per grant conditions.

HASWAG currently has designated desk accommodation at the Community Premises in Northolt Road.

**NAME OF ORGANISATION:** HOMESTART HARROW

**FUNDING RECEIVED IN 2007/08:** £4,500

**DATE OF MONITORING MEETING:** Wednesday 23<sup>rd</sup> July 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Home Start Harrow is part of a national voluntary organisation committed to promoting the welfare of families with at least one child under 5 years of age. Volunteers offer regular support, friendship and practical help to young families under stress to prevent family crisis and breakdown. Help is provided by home visiting and/or means of attending groups.

**Home Visiting** - volunteers support families under stress with at least one child under 5 for up to 3 hours per week.

**Tuesday** PAFT Group for parents & Children 10 am – 12.30 pm

**Wednesday** Group for Parents & Children 10 am – 12 noon

First Time Mothers 12 noon - 2.30 pm

Massage available to mothers

Baby massage available three times a year

**Thursday** Group for young Parents & Toddlers 11am -1.30 pm

All services take place throughout the year except during the Summer Holiday when the morning groups are replaced by the Summer Scheme.

The Home Visiting Service and attendance at the Groups listed above benefit 49 mothers and 17 children.

Funding of £4,500 awarded to Homestart Harrow in 2007/08 was used towards costs associated with the running of the First Time Mothers Group.

The organisation also received the following funding in 2007/08:

Children's Centre funding for Home Visiting service	£75,000
Charles Hayward Foundation	£ 6,000
Garfield Weston	£ 5,000
John Lyon Charity for group work	£22,000 - Oct 07 –Sept 08

**COMMENTS/ISSUES:**

During the past year the group has seen several changes. In December 2007 the day, time and venue changed. They now meet at the Wealdstone Centre on a Wednesday from 12- 2.30pm. Initially they were uncertain that a lunchtime slot would suit the needs of the mothers. However, it has proved to be very successful and their numbers have been consistently higher since the move. They encourage mothers to bring a snack and to give their babies lunch whilst at the group. This provides an opportunity to discuss both the need for adequate nutrition for mothers and weaning for babies.



The group dynamic has changed in that it is often not possible to have a whole group discussion when the group is bigger. However, it is noted that smaller groups continue to discuss any concerns within the context of the bigger group, with the group leader and deputy moving around to facilitate this.

In the past year friendships have formed within the group and they are aware of mothers meeting outside the group. They are also aware of mothers continuing to meet when they have left the group. Some mothers organised a pamper evening and invited the aroma therapist to provide massage for them, a clear sign of how much they enjoy the massage when they attend the group.

The numbers attending the group continue to grow. This may be a temporary trend, but if it continues, Homestart will have to decide how this will be managed.

**NAME OF ORGANISATION:** KIDS CAN ACHIEVE

**FUNDING RECEIVED IN 2007/08:** £5,400

**DATE OF MONITORING MEETING:** Monday 14<sup>th</sup> July 2008

**BRIEF SUMMARY OF SERVICES/ACTIVITIES AND ACHIEVEMENTS:**

Kids Can Achieve is a charity that supports and provides services for children and young people with special needs and their carers and families. The young people have a range of emotional, social, behavioural and learning difficulties including Autism, and ADHD. KCA's objectives are to develop the self-esteem, social skills and education of children and young people and prepare them for integration into mainstream activities and independent young adulthood as far as possible. KCA provides for those currently unable to find the support they need and work with them towards achievement of their goals. KCA supports the whole family in their recovery and reintegration - assessing each as individuals and offering services appropriate to their needs. KCA works with carers on a range of learning activities eg parenting, anger/behaviour management and increased understanding of their child's condition. It also help carers navigate the professional agencies they may need to deal with, including health, education and social services. Services include:

- Term-time education inclusion setting
- After school and holiday clubs/activities
- Art and complementary therapies for children and carers
- Respite breaks for carers
- Outreach support in homes and schools
- Youth group
- Information and support to parents/carers, social services, health and education professionals.
- Counselling and mentoring

The grant pays for part of the Youth Group Co-ordinator's salary to manage, plan and implement the weekly activities for the youth group in consultation with the members of the group. The group meets weekly during term time (3 hours per week, 39 weeks p.a.) and provides 26 places for 12-19 year olds. In 2007/08 38 young people were supported through the group. The group works on developing social skills and self-esteem at an early stage and provides activities and education to help children with learning difficulties avoid pitfalls including

self-harming, anxiety disorders, depression and committing offences, which these children are more vulnerable to. The Youth Group works with them on communication and behaviour so that they can express themselves more effectively and appropriately.

During 2007/08, the young people from the Youth Group successfully applied for a Jack Petchey award, which gives a small amount of funding several times per annum. Each time one young person from the group chooses how to use the money. So far, Life Skills Workshops have been held and a Self Defence Course is pending, funded by this award and chosen by an individual young person.

Kids Can Achieve had an inspection from Ofsted during 2007/08 and the report graded the inspection as 'good'. This was an improvement on the previous inspection, which was given a 'fair' grade.

Other funding received by KCA in 2007/08 is listed below:

*Harrow Council	£159,601
Big Lottery (after school activities)	£7,000
Marchday Trust (core costs)	£7,000
Primary Care Trust	£50,000
Connexions (holiday respite)	£6,400
John Lyon Charity (holiday respite)	£20,000
Other sources (including donations)	£11,926

\* This is the total received from Harrow Council (excluding this grant) for advocacy, after-school activities, respite day care for children temporarily out of school, youth activities and holiday play schemes.

### **COMMENTS/ISSUES:**

The monitoring visit highlighted no significant concerns or issues.

**NAME OF ORGANISATION:** MIND IN HARROW

**FUNDING RECEIVED IN 2007/08:** £6,900

**DATE OF MONITORING MEETING:** Friday 25<sup>th</sup> July 2008

### **BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Mind in Harrow aims to promote the preservation of mental health and to assist in relieving and rehabilitating persons suffering from mental disorder or conditions of emotional distress requiring advice or treatment in the London Borough of Harrow.

Mind in Harrow provide opportunities for mental health service users to engage in mainstream activities, perhaps for the first time ever and frequently for the first time for many years – education opportunities, sporting activities, befriending support; involvement in service planning and influencing improvement and change in service delivery.

Their health outcome measures demonstrate that people gain improved self-esteem and self confidence, improved mood and sense of well-being, new skills and knowledge and an

increased ability to engage in their local community, as well as being able to return to full or part-time employment.

Funding of £6,900 in 2007/08 was used as a contribution towards the following:

1. Befriending Outings Group worker salary £4,000
2. Stepping Stones courses – £ 2,222
3. Publicity material £1,500

Befriending Outings Group - The Group Worker is employed one day per week and supports 20 people per year. Users attend an outing fortnightly, to a wide range of places – varying from coffee locally to trips to London, the cinema, Kew Gardens etc. in the intervening week the worker maintains contact with the users to check they are managing and to ascertain their choices for future trips.

Stepping Stones Courses - With the increased government focus on healthy lifestyles and keeping fit, Stepping Stones is supporting these initiatives with support for mental health users, who are among the most unfit members of society. The funding paid for back-up systems and support for users to attend sporting activities – taxis to David Lloyd Club for Swimming; walking equipment for people on the walk for Health course run in partnership with the PCT; healthy refreshments after each activity. 60 service users have benefited from these activities; 40 walkers and 20 swimmers.

Publicity material - This has paid for the cost of the Stepping Stones brochures for the three terms.

In addition to the funding from the Council's Main Grants Programme, Mind in Harrow also received the following:

Primary Care Trust	178892
Local Authority	181498
National government	30457
Grantmaking Trusts	51400
Fundraising & Donations	500
CNWL Mental Health Trust	2500
Lottery	5000
Social Work Student Fees	2800
Other Income (incl Subs)	1600
Bank Interest	6150
<b>TOTAL</b>	<b>460796</b>

They were also successful in their funding bids to the following in 2007/08:

Trust	Amount	For
Home Office – Challenge Fund	£10,500	Continuation funding for Refugee Advocacy project
Awards for All	£5,000	Asian Women's Forum and "Challenging Perspectives" photography exhibition
CAF Consultancy Fund	£9,700	Consultancy and to cover staff time involved

CNWL MH Charitable Fund	£2,000	Patients' Council
CSIP CEP Older Asian People	£20,000	Research project
King's Fund	£150,000	3 year grant for Somali Advocacy project
Kodak Fund	£500	Asian Women's Forum and "Challenging Perspectives" photography exhibition
Mind (LMA Fund)	£4,500	User Bursaries for Drama Group training project.
National Mind: Moving People project (BIG lottery & Comic Relief)	£123,500	3 year project, Moving People Stepping Stones physical activity project
Swan Mountain Foundation	£900	Asian Women's Forum and "Challenging Perspectives" photography exhibition
<b>TOTAL</b>	<b>£326,600</b>	

### **COMMENTS/ISSUES:**

Specific achievements with the grant from Harrow Council have been improvements in the first 6 months of 2007/08 to the lives of 50 service users – giving them opportunities to socialise, engage in sport, gain new skills and reduce isolation. Users have learned to manage their anxiety better, learned to manage travel, gained skills in relating appropriately to their peers, and improved their mental health.

Mind in Harrow have also achieved match funding of £40,906 per annum for two years for the Stepping Stones Project, through a National Mind partnership bid to Comic Relief, which will help the long term sustainability of the work.

**NAME OF ORGANISATION:** PAKISTAN SOCIETY OF HARROW

**FUNDING RECEIVED IN 2007/08:** £5,900

**DATE OF MONITORING MEETING:** Friday 1<sup>st</sup> August 2008

### **BRIEF SUMMARY OF SERVICES/ACTIVITIES AND ACHIEVEMENTS:**

The PSH's objectives are:

- To look after the interests of the Pakistani Community living in the London Borough of Harrow.
- To cater for the cultural, social and educational needs of the Pakistani Youth.
- To either provide full facilities for holding Urdu classes or to co-operate with other organisations that are dealing with this.
- To advance the education of the public and particularly of the Pakistani Community in all aspects of the Pakistani culture, history, language, literature, art and music.
- To promote cordial and effective relations with the host community through education, cultural exchanges and other shared activities.
- To promote the elimination of discrimination on grounds of gender, disability, religion, race or age.

- To cooperate fully with Muslim organisations in Harrow and adjoining areas and provide assistance as required.
- To hold cultural and social functions.
- To provide free guidance to members on financial, legal, medical and accounting matters.
- To publish and issues a regular newsletter.

The organisation has some 300 members (families are counted as one), who are asked to pay an annual subscription. They receive a monthly newsletter and can then access activities and functions, although functions are also open to others by invitation.

The grant contributes to the Co-ordinator's salary (£5,400) and a small amount to the running costs (£500) of the organisation. The Co-ordinator works 20 hours per week and organises activities and social functions.

During 2007/08, activities held included sewing classes, first aid workshops (with St. John Ambulance) and English classes, as well as 6 main social events/functions including a Family Fun Day with a cricket match against the Hindu Council, Pakistan Independence Day celebrations, Pakistan Day celebrations and Allama Iqbal Day celebrations. Some of the activities such as sewing and English classes are not taking place at the moment as the organisation is looking for larger premises to hold them, and some are being held in members' homes with small groups of 4-5 people at a time.

During the year members attended computer classes organised by Carramea at the Community Premises and refresher courses for these were provided by an Executive member of PSH - a computer professional - at his residence. Four sewing classes took place with three sewing machines at the residence of another member. Due to lack of accommodation these classes have had to be discontinued - pro tem- until the PSH is able to get appropriate premises. Health Awareness classes were held with detailed discussion on female cancers. Also, beginners classes in English were held for elderly ladies at a private residence and these were on average attended by six ladies. The three main National day functions, had, on average, an attendance of about 230 not including the VIP guests which consist of the Mayor, the two M.Ps, Councillors and Diplomatic staff from the Pakistan High Commission.

The organisation did not apply for or receive funding from any other sources in 2007/08.

### **COMMENTS/ISSUES:**

The monitoring report suggested that the organisation take the following action:

1. Compile a written Complaints Procedure
2. Compile a Recruitment Policy and Procedure
3. Draw up a Health & Safety Policy for all its activities and introduce an Accident Book
4. Arrange an induction and supervisory sessions for the new Co-ordinator when appointed.
5. Introduce feedback forms for its activities.

Pakistan Society of Harrow currently have designated desk accommodation at the Community Premises in Northolt Road.

## Appendix 2

### LIST OF VOLUNTARY ORGANISATIONS MONITORED BY MEANS OF MONITORING AND ASSESSMENT FORM (FUNDING BELOW £5,000):

Afghan Association  
Angolan Civic Communities Alliance  
ASHIANA  
Asian Elderly Group  
Association Of Senior Muslim Citizens  
Bentley Priory Nature Reserve  
CARRAMEA  
Edo State Women's Association  
Emerald Circle Club  
Girlguiding North West Middlesex  
Harrow Anti-Racist Alliance (Hara)  
Harrow Bangladeshi Association  
Harrow Bengalee Association  
Harrow Community Transport  
Harrow Gingerbread  
Harrow In Leaf – monitoring form not returned  
Harrow Pensioners' Action Group  
Harrow Pre-School Learning Alliance  
Harrow Public Transport Users Assoc.  
Harrow School Of Gymnastics – monitoring form not returned  
Harrow Tamil Association  
Harrow Tamil School Association  
Harrow Youth & Community Project  
HAVS Trans-Age Project  
Islamic & Cultural Society Of Harrow  
K.S.I.M. Senior Citizens Association  
London Kalibari  
Middlesex Association for the Blind  
Multiple Sclerosis Society- Harrow Branch  
National Autistic Society-Harrow Branch  
Pakistan Women's Association  
Parkinson's Disease Society  
Persian Senior Citizens Club  
Russian Immigrants Association  
Sangat Advice Centre  
Special Connection  
U. K. Asian Women's Conference  
Wealdstone Active Community  
Whittlesea Life Skills Association  
Wish Centre (The)

## APPENDIX 2a

**NAME OF ORGANISATION:** AFGHAN ASSOCIATION OF LONDON

**FUNDING RECEIVED IN 2007/08:** £1,350

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The Afghan Association was set up in 1995 to provide an advice and information service to members of the Afghan community, which includes immigration, benefits, education, training and employment issues, health issues, and housing advice. The organisation also provides mother tongue and English classes as well as after school activities, and a summer holiday scheme for Afghan youth.

Funding of £1,350 was used for running mother tongue classes for approximately 80 Afghan children at Rooks Heath School (£160.20 - running costs, £603 - rent, £414.43 – volunteers expenses, £173 - paper and white board pens).

During 2007/08, the organisation have stated that more than 8,000 people benefited from their services, of which 39.5% were Harrow residents (grant applications for 2007/08 and 2008/09 clearly states that 80% of the beneficiaries are from Harrow).

Accounts or financial statement for 2007/08 showing how the grant was used, has not been submitted by the Organisation.

The Afghan Association has not applied for funding in 2009/10.

**NAME OF ORGANISATION:** ANGOLAN CIVIC COMMUNITIES ALLIANCE (ACCA)

**FUNDING RECEIVED IN 2007/08:** £2,700

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

ACCA provides advice and advocacy to Angolan and the wider Portuguese-speaking communities on matters such as housing, welfare rights and benefits, health, education, immigration and asylum, employment and training, children and families, youth, sports and recreation and elderly services.

ACCA have stated that funding of £2,700 was used for matters relating to immigration and asylum, welfare rights, running costs and hiring of venues (full breakdown provided below):

- Running costs (postage, printing, stationary, travel, etc.) - £787.00;
- Insurances - ££1,350;
- Rent (storage, venue & halls) - £487.00;
- Volunteers expenses - £113.00.

In 2007/08, the Organisation have stated that the following outcomes were achieved:

- Became fully accredited by the Office of Immigration Services Commission (OISC);
- Full member of Advice UK;
- Full member of Immigration Law Practitioners' Association (ILPA);

- Training for the Immigration Appeal Courts Representation and in process of seeking accreditation;
- Successful launch of Saturday supplementary schools and summer camp;
- Increased telephone enquiries from 312 to 416 through volunteering;
- Increased drop-in enquiries from 260 to 364 through volunteering.

ACCA currently have individual office accommodation at the Community Premises in Northolt Road.

**NAME OF ORGANISATION:** ASHIANA

**FUNDING RECEIVED IN 2007/08:** £3,060

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Ashiana is a local voluntary organisation, which supports children and adults from the Asian communities who have learning or physical disabilities and their carers. The organisation aims to provide regular social activities for people (including outings), Asian arts and culture, singing and dancing. Ashiana currently holds a monthly entertainment leisure evening (except July and August) in a local school for service users and carers. During the year, the organisation organised approx 11 activities for their users, ranging from ten pin bowling, Navratri and Christmas celebrations, Valentines Day celebration, Film Show, picnics, etc. The Organisation have around 75 members on their register.

Ashiana have stated that the grant of £3,060 was used mainly for staff costs, venue hire and general expenses such as printing and postage. They have also stated that on average, about 25 members, 40 carers and 10 volunteers attend the monthly events. During Navratri and Christmas celebrations, around 40 members, 70 carers and 20 volunteers attend.

**NAME OF ORGANISATION:** ASIAN ELDERLY GROUP (HARROW)

**FUNDING RECEIVED IN 2007/08:** £3,500

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The organisation was set up in 1975 to promote the interests of elderly and disabled Asians in Harrow, to socialise, share information, participate in activities for better physical and mental health and spend time in company, rather than alone, for a better quality of life. The group meets Monday-Friday between 1 and 4 pm in different venues across the borough (Gateway House Hall, Belmont Community Hall and St. Lawrence Church Hall in Canons Park). Activities include card games, light physical exercises, lectures on health issues, help with translations, filling out forms, advice on social services, entertainment programmes, and outings.

Funding of £3,500 enabled the organisation to continue to hire Gateway House hall (£1,987) and to pay for insurance and administration costs. Due to reduction in funding in 2007/08 they were not able to employ the part-time Development Officer.

The Asian Elderly Group have stated that their membership have increased to 446 compared to 389 in the previous year (119 male and 327 female members).



**NAME OF ORGANISATION:** ASSOCIATION OF SENIOR MUSLIM CITIZENS

**FUNDING RECEIVED IN 2007/08:** £1,800

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The organisation was established in 2003 with the aim of improving the lives of senior Muslims in Harrow and surrounding areas by informing them of benefits, services and facilities that are available to them, including specific training and advice in health awareness, and home and health care visits (including hospital visits).

The Association has stated that funding of £1,800 was used to pay for volunteers' expenses, the hire of venues for 5-6 health-related seminars, postage, stationery, and telephone costs. It also contributed towards the cost of social events and summer outings, supplemented by donations. They have held around 10-12 "get-togethers" during 2007/08, which they have stated has had a considerable positive impact on their health.

The organisation has stated that they provided services to around 120-150 service users during 2007/08.

Association of Senior Muslim Citizens currently have designated desk accommodation at the Community Premises in Northolt Road.

**NAME OF ORGANISATION:** BENTLEY PRIORY NATURE RESERVE

**FUNDING RECEIVED IN 2007/08:** £2,200

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Bentley Priory Nature Reserve is a site of 'outstanding metropolitan importance' and includes 3 acres of special scientific interest within its boundaries. The funding contributes to fulfilling the Bentley Priory Nature Reserve management plan to bring the Site of Specific Scientific Interest up to an acceptable standard and keep the site as a whole in an acceptable state. British Conservation Trust volunteers are used to carry out environmental work such as scrub clearance and coppicing. Some money is used for other major work by specialist conservation firms. A small amount of the grant is devoted to working with local schools to support BPNR and extend the environmental knowledge of young people and their commitment to environmental matters.

The site is visited not only by Harrow residents but also people from surrounding boroughs. Schools also use this site on a regular basis for education and field trips.

BPNR works closely with Natural England, who ensure that the SSSI is maintained to a high standard and advise on environmental matters. During 2007/08, they have used machinery for flailing in addition to the BCTV volunteers to clear the grassland. Although this method is more expensive, it has proved very efficient and has allowed BPNR to make a lot of progress.

They continue to liaise with the local Safer Neighbourhood (Police) Team to help combat small scale anti-social behaviour in BPNR.

The organisation have been informed that they must submit an up to date copy of their constitution as a matter of urgency. Failure to deal with this matter may result in BPNR not being funded in 2009/10.

**NAME OF ORGANISATION:** CONSORTIUM OF ANTI-RACIST, REFUGEE, AND MINORITY ETHNIC ASSOCIATIONS (CARRAMEA)

**FUNDING RECEIVED IN 2007/08:** £2,100

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

CARRAMEA was set up in 1999 by 5 groups based at the Community Premises to consolidate the services they provide and to develop additional services. The organisation currently has 9 full member associations. CARRAMEA provides training and capacity building to individuals and groups, primarily those based at the Community Premises.

During 2007/08, CARRAMEA have stated that ten I.T. workshops were held per week (term time only) for a total of 65 trainees at the Community Premises. The workshops covered word-processing, databases, desk-top publishing, emailing, internet research and computerised accounts courses. These workshops are aimed primarily at volunteers, workers and job-seekers from the voluntary groups based at the Community , but are also available to external groups and people doing ESOL classes at the Premises. CARRAMEA changed from 2-hour courses to one-hour courses during 2007/08 because some trainees felt that 2 hours was too long for a session. Of the 65 trainees:

- 58 started their first computer course;
- 48 did a Beginner's Course;
- 6 did a revision course;
- 4 completed a short DTP course;
- 3 got jobs;
- 5 got work experience placements at the Community Premises;
- A welcoming and confidence-building environment was provided in which 75% of the trainees progressed from one stage to the next;
- In addition, 5 volunteer workshop facilitators, 2 volunteer administrators, and 1 IT facilitator gained work experience.

The funding of £2,100 was used to pay for the workshops including maintenance of I.T. systems, training materials/printing, stationery and administrative costs, insurance and volunteers expenses.

During the year, CARRAMEA was successful in securing Edward Harvist Trust funding of £257 for a printer in Room 10 at the Community Premises, and £1,500 from the London Development Agency for a Fair Trade Food Festival in Harrow..

**NAME OF ORGANISATION:** EDO STATE WOMEN'S ASSOCIATION

**FUNDING RECEIVED IN 2007/08:** £900

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Edo State Women's Association (ESWA) was set up in December 1991 to provide support services and facilities for advancement of education and recreation in the interest of social welfare and improving the quality of life for all. Their aim is to instil positive values and community awareness in young people and steer them away from drugs, crime and anti-social behaviour.

ESWA's activities include Youth football, workshops and African dance, aerobics, planning and developing weekly football games, career/personal development, leadership and citizenship workshops during half-term and summer holidays. These activities are aimed at motivating and encouraging a holistic approach to create a healthy lifestyle.

Football practice for under 15 is held every Saturday morning during term time at Goals Ruislip. After school activities, which include African dance and aerobic classes take place every Saturday evening during term time at Victoria Hall in Harrow. Other activities include occasional trips to theme parks and places of interest, and workshops on various topics.

The grant of £900 was used as a contribution towards the overall cost of all the activities as outlined above.

Edo State Women's Association did not apply for funding in this current financial year, and they have not submitted a grant application for funding in 2009/10.

**NAME OF ORGANISATION:** EMERALD CIRCLE CLUB

**FUNDING RECEIVED IN 2007/08:** £450

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

This organisation was established in 2002, it is run for and by Irish pensioners in the borough of Harrow, and provides social activities one afternoon per week (Friday 2-4 pm), based at St Joseph's Church, Salvatorian College in Wealdstone. Activities include bingo, keep fit, trips to stately homes/seaside, yearly dance, and Christmas lunch. There are 44 current members/users.

Funding of £450 was used mainly for keep fit classes for members, which are held every other week at a cost of £50 per month.

Emerald Circle Club has not applied for funding in 2009/10.

**NAME OF ORGANISATION:** GIRLGUIDING – MIDDLESEX NORTH WEST

**FUNDING RECEIVED IN 2007/08:** £1,800

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Girlguiding Middlesex North West is an autonomous part of Girlguiding UK. The organisation, working in small groups and with commitment to a common standard, provides a varied programme of activities which teaches values, life-long skills, self-confidence and the opportunity for young girls aged 7 – 12 years to reach their full potential and be aware of their local community and the wider world. Activities are provided in a safe environment at Willow Tree Centre. Approximately 7,500 young people used the Centre in 2007/08, of which 3,200 were from Harrow. These included their own membership of young girls in Harrow, plus other youth organisations such as Kids Can Achieve and Special Schools.

During 2007/08, the archery activity has increased in popularity and used several evenings a week and at weekends. More groups have used the facilities at Willow Tree Centre, especially camping from non-guiding membership. This is due to the site being safe and secure. The organisation has managed to keep the Centre in excellent condition with the grounds fully maintained 7 days a week.

Funding of £1,800 was spent in maintaining the grounds and facilities at Willow Tree, which enabled the Centre to open 7 days a week.

**NAME OF ORGANISATION:** HARROW ANTI-RACIST ALLIANCE

**FUNDING RECEIVED IN 2007/08:** £2,700

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The Harrow Anti-Racist Alliance (HARA) was set up in 1993 with the principle objective of supporting people subject to racial discrimination and harassment.

**Details of Work Programme:**

- Casework on racial harassment/discrimination and crime reduction – 2 sessions per week (term time) held at the Community Premises on Tuesdays and Thursdays 09.30 – 2.30 pm;
- Drama – 1 session per week mainly during term time at the Community Premises and Harrow Arts Centre on Tuesdays 7 pm – 9 pm;
- Work Experience – 5 days per week from 9 am – 4 pm largely during term time at the Community Premises.

Funding of £2,700 in 2007/08 was used for running costs and casework support to people and families experiencing social exclusion/racial harassment/racial attacks.

During 2007/08, HARA provided support to Harrow residents in 105 cases comprising:

- Racial harassment/assault/discrimination 5%
- Family issues 7%

- Health 4%
- Housing 12%
- Benefits 8%
- Employment 10%
- Services 40%
- Travel 7%
- Education 7%

HARA have successfully completed the self-assessment for the P'QASSO Quality Mark. HARA is also intending to apply for a Community Legal Services Quality Mark for their casework service.

From the funding of £2,700, £1,973 was used for casework consultancy and the balance used to pay for insurance, stationery and postage, and telecommunications.

HARA currently have individual office accommodation at the Community Premises in Northolt Road.

**NAME OF ORGANISATION:** HARROW BANGLADESHI ASSOCIATION

**FUNDING RECEIVED IN 2007/08:** £1,900

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The organisation was set up in 2004 to provide Bangladeshi cultural, intellectual and social welfare to young people of Harrow and promote goodwill and understanding of Bangladeshi culture to people of all ethnic origins.

During 2007/08, two classes were held every Sunday at Whitmore High School. The classes teach children between the ages of 6 and 16 years the Bengali language, culture and good behaviour. The classes have 2 paid and 4 unpaid members of staff. 46 children attended the classes in 2007/08

From the funding of £1,860, £1,155 was used for classroom hire, £245 for materials and £460 for staff costs.

**NAME OF ORGANISATION:** HARROW BENGALEE ASSOCIATION

**FUNDING RECEIVED IN 2007/08:** £2,400

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The organisation was set up in 1989 to provide a common platform for the Bengalee residents in and around Harrow to share their views, experience, and concerns, and maintain their rich cultural heritage.

The Association provides Mother tongue classes, singing classes, supplementary educational classes, cultural and social activities, outdoor activities, and health awareness sessions for both children and parents.

The Association also provides information sessions to their service users at the Community Premises and direct them to appropriate agencies regarding issues relating to housing, income support, debt management, and health issues.

Funding of £2,400 was used as a contribution to the payment of staff for classes, volunteer expenses, and premises hire.

Harrow Bengalee Association currently have designated desk accommodation at the Community Premises in Northolt Road.

**NAME OF ORGANISATION:** HARROW COMMUNITY TRANSPORT

**FUNDING RECEIVED IN 2007/08:** £3,500

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Harrow Community Transport provides a community transport service for the residents of Harrow who are in need of such a service because of age, sickness or disability, or because of their inability to use public passenger transport

The provision of the service is a combination of one contract driver and volunteer drivers. The services provided by Harrow Community Transport enable individuals and voluntary groups to access a range of services and life opportunities, e.g. lunch clubs and social gatherings, which they would otherwise be excluded from. There is currently a 'shopping run' every Thursday where residents of six local sheltered homes are collected in a wheelchair access bus, taken to a local supermarket and driven back home again. Number of community car lifts arranged during 2007/08 was 1,352.

Funding of £3,500 was used as a contribution towards expansion and improved administration of the Harrow Community Car service. The organisation also received the following funding in 2007/08:

Harrow PCT - £38,000  
City Bridge Trust - £30,000  
Awards for All – £9,500  
Edward Harvist Trust - £2,000.

**NAME OF ORGANISATION:** HARROW GINGERBREAD

**FUNDING RECEIVED IN 2007/08:** £500

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Harrow Gingerbread provides activities and support for lone parent families, including outings and subsidised holidays. Members meet monthly at Pinner Youth Centre from 2.30 pm to 4.30 pm. 40 families currently use Harrow Gingerbread.

The funding of £570 was used as a contribution towards the cost of day trips and volunteers expenses. The organisation also received £2,200 from Jack Petchy Fund for young persons activities and trips, and £4,765 from Team Extreme (Harrow Council) for holidays for young people.

**NAME OF ORGANISATION:** HARROW IN LEAF

**FUNDING RECEIVED IN 2007/08:** £900

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Harrow in Leaf have not submitted their Monitoring and Assessment form for 2007/08. They have also not applied for grant funding in 2009/10.

**NAME OF ORGANISATION:** HARROW PENSIONERS ACTION GROUP

**FUNDING RECEIVED IN 2007/08:** £650

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The group has been established since 1975. It aims to facilitate people who are over 60 years of age to meet, discuss any difficulties they may have and to jointly seek possible solutions. The group organise meetings on a monthly basis and usually have a guest speaker. They also arrange outings to places of interest and social activities. In 2007/08, 60 Harrow residents were paid up members of the organisation.

The funding of £750 was used for hall hire and administrative costs. They raised approximately £290 from subscriptions and donations from members.

**NAME OF ORGANISATION:** HARROW PRE-SCHOOL LEARNING ALLIANCE

**FUNDING RECEIVED IN 2007/08:** £3,800

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The Alliance aims to enhance the development of education of children primarily under statutory school age, by providing support to pre-school playgroups and toddler groups that are members of the Harrow Pre-School Learning Alliance within the borough.

The Alliance visit and support 71 Early Years settings in Harrow at least once a term, and 40 toddler groups annually. Extra visits and support are offered to any settings with additional needs. This could include crisis support. The service is available to all toddler groups in the Borough including those within Harrow's Children's Centres.

A service level agreement for £67,998 is in place with Early Years, Childcare and Parenting Services and funds 5 development workers salaries. Funding of £3,800 from the main grants programme is a contribution towards the salaries of the Administrator and the Finance Officer, rent, and running costs.

**NAME OF ORGANISATION:** HARROW PUBLIC TRANSPORT USERS' ASSOCIATION

**FUNDING RECEIVED IN 2007/08:** £270

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The HPTUA is a voluntary association based in and covering only this Borough. The chair has been an advisor to the Traffic and Road Safety Advisory Panel and its predecessor bodies for many years, and now also chairs the quarterly member-level public transport liaison meetings.

The Association's main aims are:

- To act as a public transport user group for the Borough
- To chair (and help organise) the Borough's Rail Liaison Group and Bus & Highway Group, to protect and campaign and enhance the services provided to the public on bus and rail
- To act as an adviser to the Traffic & Road Safety Panel and Council generally on public transport issues.

During 2007/08, HPTUA held 5 public meetings, campaigned for new services and improvements to existing services. They hold regular meetings with bus and rail managers.

The grant was used as a contribution towards running costs, including postage, stationery and holding 5 public meetings.

**NAME OF ORGANISATION:** HARROW SCHOOL OF GYMNASTICS

**FUNDING RECEIVED IN 2007/08:** £2,500

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Monitoring & Assessment form not returned.

This organisation is not currently funded, and has also not applied for funding in 2009/10.

**NAME OF ORGANISATION:** HARROW TAMIL ASSOCIATION

**FUNDING RECEIVED IN 2007/08:** £2,000

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The aims of Harrow Tamil Association are to relieve need, hardship and distress of the Tamil people, particularly newly arrived refugees, through provision of a translation service and advice regarding matters such as immigration, social and welfare rights, housing, community integration, education, training and employment.

The organisation currently runs a day centre, luncheon and Senior Citizens Club for the elderly at the Pavilion Tea Room at Roxeth Recreation Park for 4 hours a day for 4 days. The



organisation organises regular lectures and seminars on healthy eating and health issues, keep fit and yoga. There are currently 50-55 members participating in the above activities.

Funding of £2,000 was used as a contribution towards rent at the Pavilion and general running costs. It should be noted that the annual rent of £2,250 for use of the Pavilion Tea Room is paid to Harrow Council.

Harrow Tamil Association currently has casual use accommodation at the Community Premises in Northolt Road.

**NAME OF ORGANISATION:** HARROW TAMIL SCHOOL ASSOCIATION

**FUNDING RECEIVED IN 2007/08:** £4,000

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The Association was set up in 1987 to promote Tamil language, South Indian Fine Arts and related performing arts, to meet the social and welfare needs of the members and to provide leisure and sports activities, such as football, netball and athletics to children, and yoga classes for adults. The Association also provides a platform for children to perform drama, dance, vocal and playing musical instruments on stage in front of large audiences.

Activities are held at Whitmore High School on Saturdays during term time between 12.30 pm and 4.30 pm.

Funding of £4,000 was used towards staff costs (£1,200), rent (£2,000), and running costs of yoga classes and sports activities. Harrow Tamil School Association currently receives 50% concession towards their let at Whitmore High School. During 2007/08, the Association also received £3,000 from North West London Community Foundation.

The Association have stated that the funding has enabled the Tamil children in Harrow to achieve high standard in Tamil language and Fine Arts subjects, and the confidence given by these achievements have helped these children to achieve very high grades in their academic subjects as well.

In total, 250 children and adults benefit from the activities organised by the Association.

Harrow Tamil School Association did not apply for funding in this current financial year 2008/09, but have submitted an application for funding in 2009/10.

**NAME OF ORGANISATION:** HARROW YOUTH & COMMUNITY PROJECT

**FUNDING RECEIVED IN 2007/08:** £2,000

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The Harrow Youth & Community Project was set up in 2002 to provide services for the local community, mostly in and around the Kenmore Park Estate area (Kenton). The services were primarily aimed at young people, but the organisation is now also running services for the elderly.

Work Programme:

Youth Club (11-12 year old) – every Thursday from 7-9pm at Kenmore Park Hall;  
Youth Club (13-17 year old) – every Wednesday from 7-9pm at Kenmore Park Hall;  
Older People’s Club – every Thursday from 1-3pm and every Wednesday from 5-6pm at Kenmore Park Hall.

The Youth Club is supported by the Youth and Connexions Service, which has 2 Professional Youth Workers who attend the sessions on Thursday evenings.

The grant of £2,000 was used mainly for equipment and materials for the youth club activities and for travel and refreshments for organised trips, i.e. bowling. The grant also paid for insurance and accountancy. The services benefit approximately 45 young and older people around the Kenmore Park Estate.

It should be noted that there have been no activities at Kenmore Park Hall since the beginning of January 2008 due to extensive repair and maintenance work to the roof. Funding in 2008/09 has been withheld pending completion of all work and resumption of their activities.

Harrow Youth & Community Project currently have casual use accommodation at the Community Premises in Northolt Road.

It should also be noted that Harrow Youth & Community Project have not applied for funding in 2009/10.

**NAME OF ORGANISATION:** HARROW ASSOCIATION OF VOLUNTARY SERVICE (HAVS) – TRANS-AGE PROJECT

**FUNDING RECEIVED IN 2007/08:** £2,000

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Tran-Age’s aim is to break down barriers between the generations by creating opportunities for the different generations to meet, thus promoting greater understanding between older and younger people outside of the family circle. They do this by developing ways of valuing and utilising the skills and experience of older people for the benefit of the community in which they live.

This organisation has set up a network of volunteers from both the younger and older communities. Older people work with young people in 47 schools in Harrow during school hours, giving them support and extra help in areas such as English and other community languages. The Project involves approximately 118 older people and approximately 86 young people volunteering in this intergenerational project.

Young people volunteer to visit older people in residential homes, day care centres, Shopmobility, and other voluntary organisations, including holiday schemes. For young people this experience can be used for accreditation with the Duke of Edinburgh Award Scheme. Relevant training is provided by the organisation.

The organisation have stated that one of the key achievements during 2007/08 is the increased inter-generational understanding, which is one of the key indicator of the level of community cohesion within a community, thereby addressing one of the LAA targets.

The grant of £2,000 was used as a contribution towards the overall activities undertaken by Trans-Age.

Other funding received in 2007/08:

£2,500	-	City Parochial;
£4,000	-	Prevention Grant;
£7,500	-	Rank Foundation;
£7,000	-	LNF;
£833	-	Awards for All;
£3,750	-	Waterside Trust;
£14,167	-	John Lyon.

HAVS Trans-Age Project has not applied for funding in 2009/10.

**NAME OF ORGANISATION:** ISLAMIC & CULTURAL SOCIETY OF HARROW

**FUNDING RECEIVED IN 2007/08:** £900

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Islamic and Cultural Society of Harrow have not submitted their Monitoring and Assessment form for 2007/08, and have not applied for funding in 2009/10.

**NAME OF ORGANISATION:** KSIM SENIOR CITIZENS ASSOCIATION

**FUNDING RECEIVED IN 2007/08:** £2,000

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

This Organisation was set up in 1988 to provide a weekly drop-in/day service for elderly, disabled or isolated members of the Shia Muslim community. Housebound members are supported at home or visited whilst in hospital. Health promotion speakers regularly visit the centre, covering topics such as Diabetes, Arthritis, and Nutrition. Classes in English are also offered to members. Several outings are arranged during the summer.

During 2007/08 the organisation have stated that they provided their services to approximately 160 members, which included home visits, hospital visits, welfare services, and English classes to relieve isolation and improve accessibility to services within the Borough. They also arranged day trips and outings to places of interest.

Funding of £2,000 was used to provide transport facilities to members, transport costs, and subsidising meals for their elderly members at the weekly gathering.

**NAME OF ORGANISATION:** LONDON KALIBARI

**FUNDING RECEIVED IN 2007/08:** £1,500

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The objective of London Kalibari as stated by the organization, is to establish a permanent community centre for the benefit of Hindu Bengalees in Harrow and surrounding areas to meet the social, cultural and spiritual needs of the community. Members meet regularly to raise funds for the community centre by holding music, dance, play and historical talks, senior citizens club, Bengalee language tuition, yoga, and bereavement services. These activities currently take place at various locations, i.e. Harrow Civic Centre, Sri Aurobindo Centre in Eastcote Lane, and Harrow Arts Centre. The activities outlined benefit approximately 230 people of Hindu Bengalee origin in Harrow.

Funding of £1,500 is a contribution towards running costs (£500), rent for hire of various venues (£500), volunteers' expenses (£200), and artists expenses, refreshments and transport (£300).

Their balance sheet for year end 31<sup>st</sup> March 2008 show that the organization have accumulated £64,220 towards their building fund for a permanent community centre. It should be noted that their constitution and accounts indicate that there is a religious element to the activities provided by London Kalibari. Expenditure listed in their accounts state purchase of religious prayer items and hire of a priest.

**NAME OF ORGANISATION:** MIDDLESEX ASSOCIATION FOR THE BLIND

**FUNDING RECEIVED IN 2007/08:** £4,200

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Harrow Association for the Blind (HAB) is part of the Middlesex Association for the Blind (MAB), a locally based organisation that offers support, information, equipment and advice for people who are partially sighted, blind or deaf-blind. MAB also works in eight other local authorities. Their services/activities include:

- Home Visiting Service – weekly across Harrow (average 45 per week, 2,250 per annum). Supported 56 clients during 2007/08. Many of these clients also have carers who are not included in these figures (15);
- Computer training – weekly at Bentley Day Centre (average 3 people per week – these are 1:1 sessions taking an average of 8 weeks to train a service user). MAB have recently re-structured the training and thus the numbers are lower than usual due to re-installing software and training volunteers/staff on the new programmes. Therefore, only 23 people were trained in 2007/08, normally there are between 40-50 people;
- Resource Equipment Centre – weekly at Bentley Day Centre;
- Rehabilitation Services – daily across Harrow;
- Transcription Service – on demand;
- Advice and information – daily across Harrow (average 15 queries per week, 780 per annum answered over the phone);
- Sensory Garden – Harrow Recreation Ground;
- Braille classes – weekly at Bentley Day Centre (3 clients taught in 2007/08).

The organisation has a Resource Centre, which provides information, demonstrations and training in the use of specialised equipment. The funding of £4,200 was used as a contribution towards staff costs for the Resource Centre.

During 2007/08, MAB provided the following services to Harrow residents:

- Number of Home Visits; - average 45 per week, 2250 visits per annum. (supported 56 clients this year). Many of these clients also have carers who are not included in these figures (15);
- Number of people trained in IT skills; - average 3 people per week (These are 1-1 sessions taking an average of 8 weeks to train a service user). However, MAB have recently re-structured the training and thus the numbers are lower than usual due to re-installing software and training volunteers / staff on the new programmes. Therefore, only 23 people trained, normally there are between 40 –50 people;
- Number of queries answered over the phone; - average 15 per week, 780 queries per annum;
- Braille - 3 clients have been taught at Bentley Day Centre
- Number of volunteers recruited and retained; - 25 current volunteers over 1 year, newly recruited – 15, total 40. MAB also have three part time staff who support those who are most vulnerable primarily those who are Deafblind - currently supporting 10 people;
- Number of people receiving advice and support via Hospital Information desks or at Bentley Day Centre:

144 - Bentley Day Centre Equipment, Information, Demonstrations, Magnifiers advice and assistance to purchase correct magnifiers (with trained Optometrist);

Hospital Info Desk (Northwick Park ) - 30 people per week x 48 weeks per annum = 1440

(However, often these can be people returning to the Hospital for follow up appointments or carers, friends etc so these figures are not 100% accurate.

MAB also do on average 5 assessments per week for the Council's Sensory Services Team, which are measured against Harrows Performance Indicators by the Vision and Hearing Officer, and another 4-5 assessments per week through the Rehabilitation Officer.

MAB have recently set up an employment service and have assisted one Visually Impaired Person into work and are currently working with another 5 in Harrow getting them ready for employment.

The organisation have stated that they hope to set up assistance to help people with form filling etc, which has been identified not only by service users but also the Sensory Services Team, and believe that once set up, they will be able to support on average 3 people per week.

**NAME OF ORGANISATION:**  
DISTRICT BRANCH

MULTIPLE SCLEROSIS SOCIETY – HARROW AND

**FUNDING RECEIVED IN 2007/08:** £900

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The Harrow Branch of the MS Society was established in 1963, and is part of the National MS organisation. The main aim of the group is to promote awareness of people with MS and to offer information and support for people with MS and their carers. The current Branch membership is approximately 113 people (although their remit from National MS requires them to provide a service to other people with MS in Harrow, current estimates suggest at least another 150 people).

The grant of £900 was used towards the printing and circulation costs of a bi-monthly newsletter, which is their primary means of communication to all their members. The newsletter gives information on the activities run by MS Society and advice sections. The Society actively encourages feedback and regularly surveys their members as to the effectiveness of their newsletter. The newsletter was distributed to 113 members and 50 other interested parties including GP surgeries, consultants, and libraries.

**NAME OF ORGANISATION:**

NATIONAL AUTISTIC SOCIETY HARROW BRANCH  
(NASH)

**FUNDING RECEIVED IN 2007/08:** £1,450

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

NASH provides information, training, support and practical help to families, carers of children and adults with autistic spectrum disorder (ASD). They also offer respite to families by supporting children with ASD through playschemes, Saturday morning music and drama sessions and special events such as day trips and Christmas party. NASH currently provides:

- Family counselling service in partnership with Kids Can Achieve;
- Saturday morning respite group at Hillview Nursery;
- Training programme for parents and carers called SCATT/HELP at Hillview Nursery;
- Free phone helpline;
- A 2-week summer playscheme from St. Peter's Church (first week benefiting 24 children aged 4-12 who have complex needs, dual diagnosis, and second week benefiting 18 young people aged 8-17 who have higher functioning Autism or Asperger Syndrome);
- Adult Asperger Social Group;
- Coffee mornings twice a week during term time;
- Quarterly newsletter;
- Telephone/face to face and/or email support to families and professionals with specific enquiries.

Funding of £1,450 was used for children's activities (£1,000) and running costs of the NASH office (£450). This grant part-funded 4 different outings for children on the playscheme and covered some equipment costs for the various children's activities on the playscheme.

NASH have submitted a draft financial statement for 2007/08. Their full accounts will be finalised around 30<sup>th</sup> October 2008.

**NAME OF ORGANISATION:** PAKISTAN WOMEN'S ASSOCIATION

**FUNDING RECEIVED IN 2007/08:** £900

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Pakistan Women's Association was set up in 1984 to help raise the standard and image of isolated Pakistani women in the Borough. Their aims are:

- To cater for the religious, cultural, social and educational needs of Pakistani women and girls;
- To develop good relations between the Pakistani community and the host community;
- To provide information on health issues for women over the age of 50;
- To provide advice and counselling to women who have suffered domestic violence or matrimonial problems;
- Reduce fear of perceived crime and develop awareness of personal safety;
- To organise social, cultural and national functions in order to promote the image of Pakistan, so that British born children know their history, language, literature, art and music.

The organisation's main activity is the lunch club for the over 50's. This usually takes place at Euro Hotel in Pinner Road, various restaurants in and around Harrow, or at the chairperson's private home. They organise social gatherings about 6 times a year at Harrow Teacher's Centre. They also organise various outings throughout the year, usually the seaside.

Funding of £900 to Pakistan Women's Association in 2007/08 was used towards the costs of running the lunch club for women over the age of 50. The organisation have stated that on average, 75 women attend the lunch club once a month on Wednesdays between 11 am to 1 pm at Euro Hotel in Harrow.

The organisation has not submitted their accounts or a financial statement for 2007/08.

Pakistan Women's Association did not receive funding in 2008/09, and they have not submitted an application for funding in 2009/10.

**NAME OF ORGANISATION:** PARKINSON'S DISEASE SOCIETY HARROW BRANCH

**FUNDING RECEIVED IN 2007/08:** £2,150

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The Parkinson's Disease Society Harrow Branch was set up in 1972 to help people with this illness and their carers, family and friends with the problems arising from Parkinson's Disease; to collect and share information on PD; to encourage and provide funds for research into PD.

Services provided by the organisation are as listed below:

- Monthly Branch meetings at the Methodist Church in Wealdstone;
- Bi-Monthly newsletters;
- Monthly yoga classes at Edgware Day Hospital;
- Monthly carers support meetings at Edgware Day Hospital or in Pinner;

- Booklets and leaflets;
- Services of a Community Support Worker as and when required (contract is 10 hours per week);
- Public awareness raising sessions – 3 sessions during 2007/08 at NPH, Wealdstone Centre and St. Ann's Shopping Centre;
- Quarterly social outings – last one was in July 2007 to Woburn Safari Park.

Funding of £2,150 is a contribution towards the salary of the Community Support Worker, who provides advice, information and support to all existing and newly diagnosed people affected by Parkinson's Disease, their families and carers. Practical and emotional support is given as well as information on other support services.

In 2007/08, the Community Support Worker dealt with the following:

- Total number of people receiving telephone support – 386;
- Total number of people receiving support by email/letter – 429;
- Number of face to face contacts – 53;
- Number of contacts with other agencies – 87.

The Branch provided support to 22 newly diagnosed people with PD.

**NAME OF ORGANISATION:** PERSIAN SENIOR CITIZENS CLUB

**FUNDING RECEIVED IN 2007/08:** £450

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

This organisation was established in May 2004 to support older people of Iranian origin who entered Britain as refugees/asylum seekers. It aims to preserve, promote and celebrate the Iranian cultural heritage, and reduce isolation within the Iranian community. The group meets once a week at the Victoria Hall, Sheepcote Road. The organisation supports around 45-65 people, majority of whom reside in Harrow.

Grant of £450 was used towards rent of Victoria Hall in Sheepcote Road for their weekly meetings (Thursdays 11am to 4pm). The organisation provides advice, guidance, and basic lessons in English, health awareness sessions and translations. They also organise various cultural events throughout the year such as the Iranian New Year.

Persian Senior Citizens Club have not submitted their accounts for 2007/08, but have submitted copies of invoices for the hire of Victoria Hall as evidence.

The organisation have not applied for grant funding in 2009/10.



**NAME OF ORGANISATION:**

RUSSIAN IMMIGRANTS ASSOCIATION

**FUNDING RECEIVED IN 2007/08:**

£1,350

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The Association was set up in April 1999 to address the needs of London's large Russian-speaking community, which is not served by any other organisation. The main aims of the organisation are:

- To support community involvement, particularly among Russian-speaking people who are at greatest disadvantage and fully excluded, such as minority ethnic minority community, asylum seekers, refugees, people on low income, unemployed people and lone parents;
- To provide services for Russian-speaking refugees and asylum seekers;
- To provide information about British law, culture, traditions, health service, and education system among Russian-speaking people.

The Russian Immigrants Association provides the following services:

- Basic for life in UK (English language, job seekers club, counselling, training in IT, volunteering) – service provided to 114 people in 2007/08;
- Information service (publishing and distributing information, newsletter, fliers, leaflets, etc.) – service provided to 1,520 people in 2007/08 (422 Harrow residents);
- Advice service (legal and general advice support, family and children advice) – service provided to 521 in 2007/08 (165 Harrow residents);
- Public activity for integration (sport club, children's music studio, environmental activities, festivals, etc.) – service provided to 317 people in 2007/08.

Most of the clients have problems in adaptation in the UK, as the main problem is lack of knowledge of the English language. The Association provides translation and interpreting services for such clients, and distribute all official translated materials from the Home Office.

Grant of £1,350 was spent on expenses for volunteers and general running costs for the Information and Advice service.

The Russian Immigrants Association currently have individual office accommodation at the Community Premises in Northolt Road.

**NAME OF ORGANISATION:**

SANGAT ADVICE CENTRE

**FUNDING RECEIVED IN 2007/08:**

£900

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The Sangat Centre was set up in 1996 to provide free legal advice and case work on welfare benefits, housing, debt, matrimonial, immigration, community care, etc., and represents clients at the Welfare Benefits, Housing and Immigration Tribunals. The organisation also provides IT training and Citizenship classes; reaches out to BME carers and assist them, and Children's Empowerment workshops in schools. The Centre is a company limited by guarantee, and was the first BME organisation to be awarded the Community Legal Services Quality Mark. It has

also attained accreditation in Investors in People and Matrix, and is authorised by the Office of the Immigration Services Commissioner to practice immigration work.

The Centre is open from 9am to 5pm, Monday to Friday. During 2007/08 they assisted 2,182 clients in the provision of the services as outlined below:

<u>Service</u>	<u>Harrow Residents</u>
Computer & ESOL classes	208
Carers Project	187
Disabled Children's Project	32
Children's Empowering Project	186
Advice & Case work	1,569

Grant of £900 was used as a contribution towards the organisation's overall services.

**NAME OF ORGANISATION:** SPECIAL CONNECTION

**FUNDING RECEIVED IN 2007/08:** £900

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Special Connection is a registered charity whose primary aim is to break down the preconceived perceptions of disability through the opportunity to work in an integrated environment on equal terms.

Funding of £900 in 2007/08 enabled the organisation to run 1 x 2-days drama workshop for 9-12 year old, and 1 x 3-days drama workshop for 13-18 year olds in Travellers Studio at the Arts Centre. These workshops benefited 160 young people (50% of whom will have special needs, and 50% from mainstream education). The aim is to create greater understanding of each other's capabilities and enabling understanding and friendship across the barrier.

Special Connection also held 2 x 1 day special sensory drama workshops for those with profound and multiple difficulties. These are held at Woodlands and Kingsley schools.

**NAME OF ORGANISATION:** UK ASIAN WOMEN'S CONFERENCE

**FUNDING RECEIVED IN 2007/08:** £2,400

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The "SEWA" drop-in service provides information, advice and support to Asian women of all ages. Their activities include health programmes, seminars, educational and entertainment programmes. They also organise occasional outings. This gives women who are lonely and isolated at home the opportunity to mix with the community, exchange ideas, share experiences and gain confidence. The main purpose of the project is to strengthen the community and help improve health and general well being.

In addition to the drop-in service, the project also runs regular yoga and relaxation classes every Tuesday. Their other activities and achievements are as follows:

- Organised a health seminar on blood pressure and heart disease at Harrow High School on 21<sup>st</sup> April 2007 (220 people attended and took part in discussions);
- Organised a sports day for people with disabilities and special needs at the Brember Centre in June 2007 (in total 110 people attended with 60 people participating);
- Trip to Isle of Wight from 21<sup>st</sup> to 23<sup>rd</sup> Sept 2007 (30 women participated, mainly elderly);
- Various cultural functions (including Navratri festival) for elderly women, people with disabilities and those with special needs (total of 90 people participated).

Funding of £2,400 was used to pay rent of a room at the Vaughan Centre. It should be noted that due to the closure of Vaughan Centre in May 2007, UKAWC had to re-locate temporarily to the Brember Centre and their services resumed in June 2007. Accommodation at the Brember Centre was provided free of charge to the organisation. The take-up of their various activities reduced significantly due to transport problems, therefore funding was used to hire North Harrow Methodist Church Hall in Pinner.

**NAME OF ORGANISATION:** WEALDSTONE ACTIVE COMMUNITY

**FUNDING RECEIVED IN 2007/08:** £900

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

Wealdstone Active Community (WAC) was set up in 2000 and supports local people and businesses by building a sense of community, aids communication and enhances community safety through police contact and liaison with other services from the public and voluntary sector. Members are active on Safer Neighbourhood Committees and Panel for Older People and monitor planning applications and anything that could be detrimental to the community and environment of Wealdstone. Members of the organisation are active in public consultations with the Council.

During 2007/08, the organisation held 3 community participation events - Blooming Wealdstone, St. George's Day celebrations and Children in Need. There have also been a number of meetings with Harrow Council to address various issues affecting the community and the environment of Wealdstone, e.g. crime, graffiti, fly posting and tipping etc. These meetings are well attended by representatives of church organisations, residents associations, police and individuals.

The grant of £900 in 2007/08 was used as a contribution towards the running and associated costs of organising the open meetings and 3 events.

**NAME OF ORGANISATION:** WHITTLESEA LIFE SKILLS ASSOCIATION

**FUNDING RECEIVED IN 2007/08:** £2,950

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The Whittlesea Life Skills Association (WLSA) was established as a charitable company in 1985. The Parent Teachers Association initiated the project originally in 1982. WLSA provides and maintains a chalet style bungalow known as the Whittlesea Lodge (or The Lodge), in the grounds of Shaftesbury High School in Headstone Lane, Harrow. The Lodge enables Harrow students, up to the age of 19 with moderate, severe and complex learning difficulties, to receive life skills education in a home-like environment. The objective is that students should be better

able to integrate into the life of the general community and better able to look after themselves when their formal education ends. Use of the Lodge is shared between participating schools – Kingsley High, Shaftesbury High and Woodlands First & Middle school. Membership of the WLSA is open to parents and guardians of students at the participating schools, staff of these schools and any other people interested in the education of young people with learning difficulties.

The total number of young people benefiting from the services of Whittlesea Life Skills Association is 240: Shaftesbury High School (109), Kingsley High School (61), and Woodlands First & Middle School (70).

Funding of £2950 received in 2007/08 was used to cover the general running costs of The Lodge (gas, electricity, telephone, alarms, insurance etc.), routine and ad hoc maintenance.

**NAME OF ORGANISATION:** WISH CENTRE (Women's Integrated Services Harrow)

**FUNDING RECEIVED IN 2007/08:** £1,800

**BRIEF SUMMARY OF SERVICES/ACTIVITIES:**

The aim of the WISH Centre is to relieve the distress and suffering of youth, women and children who have been victims of abuse, violence and neglect and of those who self harm by providing support services, advice, information and counselling.

The organisation provides the following services:

- Weekly support programme for women and their children who are survivors of domestic violence – every Wednesday from 4-6 pm;
- Targeted counselling service for young people aged 10-19 years who are self harming or survivors of abuse, neglect or violence. Counselling sessions take place at the WISH Centre and various schools throughout Harrow. This service is available daily between 9 am to 7 pm – 250 sessions in 2007/08;
- Peer support group for schoolgirl self-harmers – meet every Monday from 4-6 pm at the WISH Centre for 50 weeks a year;
- Support group for young men aged 13-19 years who are self-harmers. On-line website support service available, drop-ins at Nower Hill High School and Connexions, weekly at the WISH Centre every Thursday between 5-7 pm for 50 weeks a year;
- Holiday programmes of sport, creativity, drama and film making for young people in Harrow at risk of offending or anti-social behaviour;
- Harrow Women's Forum – network of 500 women working in Harrow who meets quarterly to share information on services and identify gaps in local provision;
- Youth at Risk Development Scheme – working with local youth ages 12-19 who are excluded, refusing school, or at risk of mental health issues or offending behaviour to provide them with training, work experience, volunteering etc to build their confidence, skills and get them back into education and/or work;

Other work done by WISH includes making training and campaigning DVDs and working on the Steering Group of Harrow Domestic Violence Forum, MARAC, and leading on issues such as Honour Killings. Funding of £1,800 in 2007/08 was used to service the Harrow Women's Forum, which involves 4-6 meetings plus on-line information. Also, to update, develop and maintain their website Directory of Services.

WISH also received other funding during 2007/08 as follows:

- £40,000 – Harrow Children’s Fund (to deliver STARS programme for children aged 5-13 who are survivors of family violence);
- £5,000 – Connexions Harrow;
- £8,000 – PAYP Harrow;
- £20,000 – Comic Relief;
- £30,000 – Children in Need

WISH Centre did not apply for funding in this current financial year 2007/08, but have submitted a grant application for 2009/10.

This page is intentionally left blank



Meeting:	Grants Advisory Panel
Date:	20 <sup>th</sup> November 2008
Subject:	Update on Harrow Council for Racial Equality
Key Decision: (Executive-side only)	No
Responsible Officer:	Javed Khan – Director of Community and Cultural Services
Portfolio Holder:	Chris Mote – Community and Cultural Services
Exempt:	No
Enclosures:	Appendix 1: Harrow Council for Racial Equality Independent Investigation Report

## SECTION 1 – SUMMARY AND RECOMMENDATIONS

This report provides an update on the independent investigation of Harrow Council for Racial Equality (HCRE).

### **RECOMMENDATIONS:**

Members are recommended to:

1. To note the report and recommendations of the independent investigation of HCRE.
2. To recommend to the Portfolio Holder that the remaining grant of £49,942.74 is released to Harrow Association of Voluntary Service (HAVS) to provide interim management support of HCRE staff and resources pending the development of a new equalities organisation in the event that HCRE votes to dissolve.

### **REASON:**

To provide the Grants Advisory Panel with an update on the current situation regarding HCRE and the recommended way forward for the organisation.

## SECTION 2 - REPORT

### 2.1 **Brief Background**

- 2.1.1 Harrow Council for Racial Equality (HCRE) was formed in 1973 (formerly known as Harrow Community Relations Council). Since its inception Harrow Council has been one of the organisation's main funders along with the Commission for Racial Equality.
- 2.1.2 The stated aims of the organisation are "The elimination of racial discrimination, the promotion of equality of opportunity and good relations between persons of different racial groups."
- 2.1.3 In August 2007 the Executive Committee suspended the Director, Prem Pawar pending investigation into allegations of bullying, falsifying financial records and failure to implement contractual grant requirements.
- 2.1.4 HCRE failed to inform the Council of the actions it had taken regarding the suspension of the Director and its subsequent investigation in to the allegations, thereby breaching the terms and conditions of the Service Level Agreement (SLA).
- 2.1.5 Officers met with Trustees in January 2008 to request information relating to the suspension of the Director and discuss the potential impact of this on the organisations ability to continue delivering against the current SLA.
- 2.1.6 Following a number of meetings with HCRE trustees and requests for information, officers alerted senior management of their concerns regarding HCRE's potential breaches of SLA terms and conditions and the organisation's ability to meet current SLA



requirements. A report was presented to the Council's Corporate Strategic Board on 4<sup>th</sup> June 2008. The Board in conjunction with the Portfolio Holder for Community and Cultural Services and the Leader of the Council agreed to commission an independent investigation into Harrow Council for Racial Equality.

- 2.1.7 Dr Khurshid Ahmed CBE was requested to undertake the independent investigation, which commenced on the 17<sup>th</sup> June 2008. The scope of the investigation included; staffing and employment practices, financial management, breaches of service level agreement and overall organisational effectiveness.

## **2.2 Current Situation**

- 2.2.1 Dr Ahmed concluded his investigation in September 2008 (final report attached as Appendix 1). The report concluded that Harrow Council was wholly justified in taking the action to suspend the 2008-09 community grant to HCRE and commission an independent investigation in to its affairs.

## **2.3 Report recommendations**

- 2.3.1 The report concluded that there are significant weaknesses in the current structure and management of the organisation and continued funding to preserve the 'status quo' is not an option. The report makes the following recommendations on the way forward:

(1) HCRE should be invited to agree to dissolve the current organisation.

(2) The Council to facilitate the establishment of a 'Transition Board'. The Board to have a (limited) representation of elected Members alongside a similar number of current HCRE Trustees, with the option to co-opt appropriate additional members if required.

(3) Current HCRE resources, reserves and staff to transfer to the Council on an interim basis, to be overseen by the Transition Board.

(4) The Board to explore future options in detail and oversee the establishment of a new independent organisation within 6 months, making best use of internal/external support as necessary.

- 2.3.2 The recommendations have been discussed with representatives of HCRE and Harrow Association of Voluntary Service (HAVS), who are currently providing some part-time interim management support. Following consideration of the views put forward, both parties have agreed that HCRE resources, reserves and staff should transfer to the interim management and control of HAVS on full dissolution of HCRE. This option would ensure that existing staff and resources are properly managed and accounted for until a new organisation is established.

- 2.3.3 HCRE held an Executive Committee meeting on Thursday 23<sup>rd</sup> October and agreed to recommend to their full council meeting on the 27<sup>th</sup> November full dissolution of the organisation.

- 2.3.4 The setting up of a steering group enables the Council and partners to consider the best way forward to establish a new equalities body for Harrow that is in line with national developments in this area. This option would facilitate the development of an independent equalities body.

## **2.4 Why a change is needed**

- 2.4.1 The report highlighted a number of weaknesses in the current structure and management of HCRE that casts doubt on the organisation's ability to continue operating effectively and meet its obligations under the current SLA.
- 2.4.2 Despite the difficulties faced by the organisation there is a strong case and strong local demand for an 'inclusive' race and equalities body in Harrow to help strengthen the Borough's identity as a strong, diverse and integrated community.
- 2.4.3 The interim management arrangements agreed with HAVS and the formation of a transition board supported by the Council would facilitate the emergence of such a body.

## **2.5 Resources, costs and risks**

- 2.5.1 There are no additional costs associated with these recommendations. HAVS have provided assurance that they have the capacity to manage these resources, except for any exceptional, historical debt.
- 2.5.2 There is a potential risk that HCRE's full council meeting do not agree to dissolve the organisation at their meeting on the 27<sup>th</sup> November 2008. If this is the case the grant to the organisation would remain suspended until further negotiations are agreed on the way forward.

## **2.6 Staffing/Workforce**

- 2.6.1 There are no staffing or workforce implications for the Council, however if the grant remains suspended there will be implications for the continued employment of HCRE staff.

## **2.7 Equalities Impact Consideration**

- 2.7.1 The report highlighted national developments in the field of equality and human rights and the need for a local organisation that could respond more effectively to the new agenda and emerging needs, especially in relation to the formation of the Equalities and Human Rights Commission.

## 2.8 Legal Comments

2.8.1 There are legal implications for both HCRE and HAVS in moving forward with the new arrangements and both organisations have been advised to seek independent legal advice including on issues related to staff and legal obligations under the relevant TUPE regulations.

## 2.9 Performance Issues

2.9.1 The development of a new local equalities body that takes account of current developments in this field will help improve the council's performance on equalities issues.

## SECTION 3 - STATUTORY OFFICER CLEARANCE

<b>Name:</b> Sheela Thakrar	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
<b>Date:</b> 7 <sup>th</sup> November 2008		
<b>Name:</b> Hugh Peart	<input checked="" type="checkbox"/>	on behalf of the Monitoring Officer
<b>Date:</b> 10 <sup>th</sup> November 2008		

## SECTION 4 - CONTACT DETAILS AND BACKGROUND PAPERS

**Contact:** Javed Khan, Director of Community and Cultural Services (ext. 2365)  
Kashmir Takhar, Deputy Head of Service, Community Development (ext. 5332);

**Background Papers:** Appendix 1: HCRE independent investigation final report

**IF APPROPRIATE, does the report include the following considerations?**

1.	Consultation	YES – the investigation included interviews with a range of stakeholders including HCRE trustees and staff, Councillors, GAP panel members, Council officers and community members.
2.	Corporate Priorities	YES

This page is intentionally left blank

## Appendix 1

# **HARROW COUNCIL FOR RACIAL EQUALITY** **(HCRE)**

## **INDEPENDENT INVESTIGATION**

### **REPORT**

**Dr. Khurshid Ahmed CBE**  
**September 2008**

**This report is the property of Harrow Council, London and cannot be reproduced or circulated without the written permission of Harrow Council.**

# CONTENTS

	PAGE
<b>SUMMARY</b>	
Introduction	3
Scope of the Investigation	3
Background	4
Investigation Approach	4
Main Findings and Conclusions	5
<b>REPORT</b>	
Overview of Events	10
Staffing and Employment Practices	10
Financial Management	13
Breaches of Service Level Agreement Conditions	15
Overall Organisational Effectiveness	16
Options for Future Funding and Best Practice	18
General Observations	19
Conclusions	20
Way forward	20
APPENDIX 1 - Chronology of Events	21
APPENDIX 2 - List of Interviewees	22

## **SUMMARY**

### **INTRODUCTION**

This investigation and report was commissioned by the London Borough of Harrow following concerns raised about the management of Harrow Council for Racial Equality (HCRE). The London Borough of Harrow has been the major funder of HCRE, and is in addition the accountable body for other funds, such as the Children's Fund, received by HCRE.

In addition two elected members of Harrow Council sit on the HCRE Executive Committee.

In June 2008 Harrow Council suspended funding to HCRE. The suspension of funding was triggered by allegations about the conduct of the Director of HCRE made in late August 2007 and concerns about the conduct of the Executive Committee of HCRE in conducting the investigation into the allegations.

### **SCOPE OF THE INVESTIGATION**

The scope of the investigation into the current issues facing HCRE falls into four main areas:

#### Staffing and Employment Practices – in particular

- Investigation into the circumstances surrounding the suspension of the Director.
- Examination of the process and scope of the investigation undertaken by trustees into allegations of gross misconduct.
- Examination of executive committee management and decision - making in relation to the investigation.
- Investigation into the organisation's management of employment practices including handling of staff contracts and payroll.

#### Financial Management

- Investigation into allegations of financial mismanagement
- Investigation into the use of Council grant funding with regard to Council expectations.

#### Breaches of Service Level Agreement Conditions.

- Investigation and assessment of breaches of Service Level Agreement terms and conditions.

#### Overall Organisational Effectiveness

- Investigation into the overall effectiveness of the management committee with particular examination of its effectiveness and ability to manage.

The final report to include recommendations regarding Council options for future funding and monitoring as well as an assessment of general organisational effectiveness and potential for future sustainability.

Conclusions on the way forward should take account of best practice from across the country.

For the purpose of the investigation the investigation was overseen by the Director of Community and Cultural Services, Harrow London Borough Council.

## **BACKGROUND**

Harrow Community Relations Council was formed in 1973 and changed its name in 1989 to Harrow Council for Racial Equality. The organisation describes itself as an umbrella organisation for local communities in the London Borough of Harrow, which maintains an overview of policy and procedures in relation to the Race Relations Act.

Affiliates of HCRE are drawn from voluntary and statutory organisations involved in the promotion of equality of opportunity and good race relations between all sections of the community. Representatives of affiliated organisations and individuals are elected annually to the Executive Committee. The Executive Committee in turn elect the Honorary Officers – Chair, two Vice Chairs, Treasurer and Vice-Treasurer. The Director acts as Company Secretary.

Two elected member of Harrow Council are nominated to the Executive Committee.

Major funding of the organisation's core costs has traditionally come from the London Borough of Harrow and the Commission for Race Equality.

The HCRE also manages a number of other services and projects which are funded through other sources, such as the Commission for Equality and Human Rights, Primary Care Trust, Connexions and Children's Fund.

HCRE is a registered charity and company limited by guarantee.

## **INVESTIGATION APPROACH**

The investigation has taken verbal and written evidence from HCRE executive and staff members, Harrow Council staff members, representatives of affiliated members, successive Chairs, Vice Chairs, Treasurers and Auditor, in order to determine the effectiveness of the management processes.

In addition project files have been inspected to establish the effectiveness and robustness of financial record keeping and performance management.



## **MAIN FINDINGS AND CONCLUSIONS**

The council was wholly justified in taking the action to suspend the 2008/9 community grant to HCRE and conduct an investigation into its affairs.

### **STAFFING AND EMPLOYMENT PRACTICES**

#### Circumstances Surrounding the Suspension of the Director

Members of staff requested the meeting with Honorary Officers while the Director was on annual leave. This was prompted by the recent loss of contracts and a fear for existing and future contracts and staff's own future and stability.

The allegations made against the Director were serious enough to warrant suspension. The Chair did have the authority to suspend the Director and did so with the agreement of other Honorary Officers.

However having suspended the Director there was a lack of urgency in investigating the allegations.

Although the letter suspending the Director met the published procedures in that the nature of the allegations were disclosed, at no time subsequent to that, were any specific or detailed allegations given to the Director to which he could respond.

The appointment of two trustees to conduct the investigation failed to appreciate the possible conflict of interest that might arise or the fact that staff may not be confident in giving evidence to trustees.

The decision to interview all HCRE members could be construed as a "fishing trip" to gather further allegations against the Director. However the meeting with the Honorary Officers was instigated by the staff and it was believed all had complaints against the Director.

#### Examination of the process and scope of the investigation by the Trustees

The investigation by the two Trustees should have been a preliminary investigation to establish whether there was any substance to the allegations.

The Trustees failed to identify any specific or detailed allegations that could be evidenced and put to the Director.

The investigation was compromised by the Chair offering to meet the Director prior to him being interviewed by the investigating officers.

The two Executive Committee Members who undertook the investigation provided a written report in January 2008. They found that the allegations could not be proven.

Given the opportunity to provide evidence, no member of staff submitted any formal grievances, or provided any information upon which the Executive Committee could act.

Faced with a report largely exonerating the Director, the Executive Committee failed to make a decision.

Given the seriousness of the allegations against HCRE's most senior employee and the potential danger to the reputation of the organisation, consideration should have been given to appointing an independent person who could establish thoroughly and quickly whether there was substance to the allegations and presented evidence to the Executive Committee with recommendations on how to proceed.

#### Examination of the Executive Committees Management and Decision Making in Relation to the Investigation.

Although the suspension of the Director took place on 28<sup>th</sup> August 2007, no action was taken until the Executive Committee Meeting on 20<sup>th</sup> September 2007.

Confusion arose following the expiry of the 4 week medical certificate submitted by the Director in November 2007. While the Director failed to notify the organisation that he was fit for work, the Chair failed to contact the Director to clarify his fitness to return to work after the medical certificate expired.

It should be noted that HCRE has no effective Sickness Absence Management Procedures laid down which spell out the responsibilities of both staff and managers.

In January 2008 the two investigating officers from the Executive Committee reported that none of the allegations could be proven. Despite this no decision was taken.

The Chair advised members of HCRE staff in January 2008 that there was no evidence to support the allegations against the Director. This information was not communicated to the Director who remained suspended.

Members of HCRE staff were told in April 2008 that the likely outcome was that the Director would be re-instated. This was not communicated to the Director.

Advising staff members of the result of the investigation without notifying the Director undermines the duty the Executive Committee had to the Director in terms of confidentiality and decision making.

HCRE staff appear to have been present at Executive Committee Meetings when the Director's continued suspension was discussed. Such discussions should have been held in private in order to protect the Directors reputation and confidentiality.

HCRE procedures were not followed in dealing with the Grievance from the Director. The first stage of the Grievance Procedure was omitted and consequently the Director was unable to submit his detailed Grievance to the Panel in advance of the meeting.

No decision regarding the outcome of the Grievance Hearing was communicated to the Director.

#### Investigation into the organisation's management of employment practices.

Staff do not have valid contracts of employment.

Staff complain that salaries are not paid in time for cheques to clear by the end of each month and that amounts paid can vary from month to month. However no member of staff has raised this formally in writing with the Director and no one has used the grievance procedures to raise this as an issue.

There appears to be no competent payroll officer employed by the organisation.

Performance and personal development reviews have not been carried out by the Chair in respect of the Director. There is a lack of both control and support in ensuring the Director performs his duties in a satisfactory manner.

The Executive Committee failed to follow its own procedures in respect of the investigation in ensuring that a preliminary investigation was conducted promptly to establish whether there was any substance to the allegations or to present evidence that could have been put to the Director.

The Executive Committee has failed to make any decision in respect of the investigation.

The Executive Committee failed to follow its own procedures in respect of the Grievance submitted by the Director. No decision has been communicated to the Director in relation to the Hearing that was held.

There are no Sickness Absence Management Procedures which set out the roles and responsibilities of staff and managers.

The Director resigned effective from 16<sup>th</sup> August 2008 and a Compromise Agreement was reached.

## **FINANCIAL MANAGEMENT**

### Investigation into allegations of financial mismanagement

Financial management is not sufficiently robust to provide confidence to funders and the public at large that funds have been used effectively in the delivery of objectives set out in various service level agreements and contracts.

It is not clear how core costs such as accommodation, heating and lighting and telecommunications etc are apportioned between project funding. While to some extent this is an issue for how much individual funders will bear, it is not transparent and leads to suspicion and question.

A Contingency Fund has been established using primarily funds contributed from project delivery towards "contributions for overheads". It is debateable whether this is truly "unrestricted" income since it was granted to support the delivery of specific projects.

An accounting convention in the Annual Accounts does not record income from all sources of grant funding. While this might be an acceptable accounting convention, it does not provide the transparency required for an organisation which is funded for the most part by public funds.

Record of income and expenditure is maintained on monthly spreadsheets using SAGE. Whilst this is adequate, it does not provide information on a cumulative basis and does not fully record allocated expenditure to particular projects.

In respect of the allegations that invoices were falsely created to support claims, there was no evidence found of any invoices being falsely created.

### Investigation into the use of Council Grant funding

The current Service Level Agreement was negotiated and agreed with HCRE in 2006. There are weaknesses in the Service Level Agreement (SLA) for the main grant from Harrow Council that make robust monitoring difficult:

- It contains entirely quantitative performance targets which may not be fully within the control of HCRE.
- No qualitative targets are included which might measure the quality of service e.g. customer satisfaction ratings (although this is included as part of the monitoring).
- No figure is set against the two members of staff and accommodation costs included in the funding.
- There is a fairly extensive list of services to be provided for it is suggested that funding is granted within the SLA.

The grant is paid automatically every quarter by BACS transfer. No 'in-year' monitoring is undertaken of the grant and a detailed breakdown of expenditure is not required. Whilst a balance is to be struck between over monitoring which becomes onerous and distracts from delivery, it is not unreasonable to expect organisations to submit photocopied evidence of expenditure and provide a brief summary of performance against the SLA before drawing the

next quarter's funds. Grant payments are made automatically and grant monitoring is retrospective; there is no process for making claims against actual expenditure.

#### Breaches of the Service Level Agreement Conditions

HCRE failed to notify Harrow Council about the investigation into the allegations against the Director. However since the Director was suspended and he was the person with overall control of the Service Level Agreement, Honorary Officers and Executive Board members may not have been aware of this condition in the SLA issued by Harrow Council

Funding was not used exclusively for the employment of two staff members, namely the Racial Harassment Incidents Officer and Administrative Officer. However the post of Racial Harassment Incidents Officer does not exist in that name and some or all of the duties are covered by the Racial Equality Case Worker. It had become custom and practice to set other staff costs, namely the Director's, who would no doubt argue that he also has a role in monitoring racial incidents, against this post. This apportionment of costs across a number of posts had been identified in previous annual monitoring reports. The Monitoring Officer found visits with HCRE were often cancelled or postponed and were extremely difficult when they took place, for example information was not prepared in advance of the meeting, information was promised but often not received within the timescales set. Due to lack of capacity within the Grants Team issues identified through monitoring were left unresolved.

Furthermore the SLA in Schedule 1, Section 3 Services/Activities a fairly comprehensive list of services are listed under the heading "The organisation will provide the following service/activities for which funding is provided under this agreement." The implication is that the funding from Harrow Council should contribute to all the services listed which range from casework and advocacy to advice to employers and free legal advice. This is at odds with the specification to fund only two posts and accommodation costs. The setting up of the Service Level Agreement and the council's monitoring process is an opportunity for a two-way dialogue and both parties should have identified these issues at an earlier stage.

In addition with regard to outcomes and quantifiable outputs, the monitoring report, which is completed jointly between HCRE and the Council Officer, lists all the projects and activities undertaken by HCRE including those funded by other funding streams. No dialogue appears to have taken place about the very low outputs and outcomes which fell short of the target.

Furthermore, the monitoring process was prolonged. It began with a Monitoring Meeting on 15<sup>th</sup> May 2007, and took until early August to complete due to HCRE's failure to provide information as requested

Some members of the Council's Grants Advisory Panel seemed fairly ambivalent about their role in relation to funding HCRE having little or no understanding of the role the Council's funding played in furthering race equality within the Borough. This suggests lack of adequate induction or training of elected members in performing their public duties effectively.

In respect of the Children's Fund for which Harrow Council is the accountable Body, the monitoring process was more robust. At meetings in November 2006 at which both the Director and Project Officer were both present it was agreed that only 6% of general bills could be attributed to the project. In addition it was noted that cleaning costs had been charged as travelling expenses and a claim for capital expenses could not be substantiated.

Given this clear direction from the funding body, it should have been relatively straight forward to submit acceptable claims. It is also not credible that the Project Officer did not understand the need to keep records of expenditure attributed to the project as she was at the meetings.

In respect of the allegations made that invoices were created to support claims, there is no evidence of any invoices being falsely created. Indeed the evidence is that HCRE could not provide sufficient supporting documents to substantiate the amounts given on claim forms.

In respect of funding from the Children's Fund for which Harrow Council is the Accountable Body, the failure to provide evidence of expenditure, despite guidance as to what would be

acceptable, is a clear breach of the Service Level Agreement and the decision to discontinue funding was fully justified.

## **OVERALL ORGANISATIONAL EFFECTIVENESS**

### Investigation into the overall effectiveness of the Management Committee.

There is some confusion about where responsibility for governance lies. The use of the term Trustee appears interchangeable with the term Executive Committee. Under charity law the term Trustee is used to refer to those who have responsibility for the administration and management of the charity, including ensuring compliance with the law and regulations. Charities incorporated as a company limited by guarantee, such as HCRE, often refer to Trustees as Directors, who as Company Directors assume the same responsibilities as charity trustees for good governance a compliance with the law. The confusion arises in that the Trustees are recorded with the Charity Commission as Mr Zia Sayeed Baig, Mr Ajay Kumar Aggarwal and Mr Trevor Chisholm. The Directors registered with Companies House, as at September 2007 are Mr Ajay Kumar Aggarwal, Mr Asad Omar and Mr Subhash Vanraj Sampat. It is therefore not correct that all members of the Executive Committee are Trustees or Directors of the organisation. It appears that only the Honorary Members are normally nominated as Company Directors. The issue is important because Trustees and Directors have the legal responsibility for the organisation and could be liable if things go wrong.

The Executive Committee is made up of 25 members elected from affiliated organisations. The Executive Committee elects the Honorary Members (Chair, Vice Chairs, Treasurer) Attendance at Executive Committee Meetings tends to range between 10-15 regular members. The Executive Committee is too large to facilitate effective decision making and effectively there are members who never attend after election.

The Executive Committee appears stymied and unable to make any decisions to resolve the current situation and which takes the organisation forward.

Notwithstanding the issues around the position of the Director, in the appointment of the Acting Head, there was a clear opportunity for the Executive Committee to set out clear objectives to rectify systems weaknesses and give confidence to funders. This has not happened and the organisation has effectively simply "marked time" and the inherent weaknesses in procedures have continued without any modification.

Evidence has been provided of a number of ill - tempered e-mails between one Honorary Officer and a staff member. There appears to be friction between certain parties at all levels in the organisation which causes unprofessional behaviour to a rise to the surface.

HCRE staff complain of losing faith with the Executive Committee and their ability to provide the level of support they need and which the organisation needs to move forward.

With regard to the Director, given the circumstances and the passage of time it is likely that the position of trust between the Executive Committee and Director has been broken. A compromise agreement has been reached and the Director resigned effective from 16<sup>th</sup> August 2008.

# REPORT

## Staffing and Employment Practices

### Overview of Events

Members of staff met with Honorary Officers on 23<sup>rd</sup> August 2007. This was prompted by the recent loss of contracts and a fear for existing and future contracts and staff's own future and stability. Allegations made against the Director, involved bullying, falsifying financial records and failure to implement contractual grant requirements. These were serious enough to warrant suspension.

The HCRE Manual gives authority to the Chair to suspend members of staff. This he did with the agreement of other Honorary Members.

The letter given to Mr Parwar on the day of his suspension did set out the broad allegations made against him and the letter was adequate at that time. However it should have been the purpose of the investigation to determine whether the allegations could be substantiated. If there was evidence to support the allegations, this specific evidence should have been given to Mr Pawar for his response.

The Director, Mr Prem Pawar was suspended on 28<sup>th</sup> August 2007. But the Executive Committee did not commence an investigation into the allegations until 20<sup>th</sup> September 2007.

The Chair, Mr Ajay Aggarwal resigned on 27<sup>th</sup> September 2007 over comments made by another Executive Committee member, and Councillor Asad Omar replaced him.

Two Executive Committee members were appointed as investigating officers and in their written report January 2008, they concluded that none of the allegations were proven.

No decision was made on the findings of the investigation and the Director remained suspended.

The Director submitted a Grievance on 25<sup>th</sup> February 2008 and a Hearing was held on 25<sup>th</sup> March 2008. No decision was communicated to Mr Parwar.

The Director remained suspended until his resignation in August 2008 following a Compromise Agreement.

23<sup>rd</sup> January Harrow Council instigated meetings with HCRE trustees to get an update on the situation regarding the Director.

In response to concerns raised Harrow Council suspended funding in June 2008 and commissioned an independent investigation.

### Examination of the process and scope of the investigation by the Trustees

The investigation by the two Trustees should have been a preliminary investigation to establish whether there was any substance to the allegations. However, the Trustees failed to identify any specific or detailed allegations that could be evidenced and put to the Director.

In September 2007 the Chair resigned and was replaced by a member of the Executive Committee who was also an elected member of Harrow Council and a member of the Grants Advisory Panel. Given that the nature of the allegations involved misuse of Harrow Council funds, and the potential for a conflict of interest, it was ill advised for the Councillor to have accepted the Chair at that time. Despite this, and given that there were two elected members on the Executive Committee representing the Council; it failed to take action until June 2008. This must bring into serious question the role and the responsibilities of such representatives, especially where public funds are involved.

The investigation was compromised by the Chair offering to meet the Director prior to him being interviewed by the investigating officers.

The two Executive Committee Members who undertook the investigation provided a written report in January 2008. They found that in respect of the allegation of bullying, there was no evidence to substantiate the allegations. Similarly in respect of allegations of falsifying financial records, there was no evidence to substantiate the allegations. In respect of the allegation of failure to implement contractual grant requirements, the investigators concluded that there was a collective responsibility of all officers concerned to respond effectively to the funders requirements and that any blame could not be laid entirely on the Director. There is no reason to question the integrity of the investigating officers, who were faced with vague, unsubstantiated claims and unwillingness by staff to follow through on their claims when given the opportunity to do so. Indeed some of the evidence collected contradicted the original allegations i.e. that the Director could be very supportive and that some staff members could also be aggressive and abusive. However faced with a report largely exonerating the Director, the Executive Committee failed to make a decision.

It is claimed that certain members of staff threatened to resign or instigate legal action against the HCRE or Executive Committee. This may have influenced some members, however given the opportunity to provide evidence, no member of staff (other than Mr Parwar) submitted any formal grievances, or provided any information upon which the Executive Committee could act. It is unacceptable that the Executive Committee failed to act on the outcome of its own investigation.

Given the seriousness of the allegations against HCRE's most senior employee and the potential danger to the reputation of the organisation, consideration should have been given to appointing an independent person who could establish thoroughly and quickly whether there was substance to the allegations and presented evidence to the Executive Committee with recommendations on how to proceed.

#### Disciplinary Procedures

Staffing and Employment Practices for HCRE are set out in a Manual which covers various aspects of working for HCRE including Mission Statement, Equal Opportunities Policy, Recruitment Procedures, and Financial Procedures etc. and in the Employee Handbook.

The HCRE's published Disciplinary Procedures are as follows:

In cases of minor misconduct or unacceptable performance or behaviour, managers should exhaust all other means of achieving the required standards before formal disciplinary action is taken. This will include setting clearly defined objectives and standards of monitoring them over a reasonable time period and providing additional coaching or training. In some cases this may also include reference to other appropriate sources of counselling and assistance.

No disciplinary action will be taken until a case has been thoroughly investigated. When commencing an investigation into an allegation of misconduct there shall be no assumption that disciplinary action will automatically follow.

At every stage of the procedure, workers will be advised of the nature of the complaint against them and will be given the opportunity to state their case before any decision is made.

The level of management required to authorise suspension is Director or Chairperson. This is set out in the Manual.

HCRE's procedures emphasise that matters must be investigated in a systematic and thorough manner by gathering information promptly, establishing relevant facts and taking into account statements of witnesses if appropriate.

Following the investigation the worker should, without unavoidable delay, be given a written statement of the allegation and advised of the intention to hold a disciplinary hearing. This will state her/his rights under the procedure, including the right to be accompanied by a trade union representative or work colleague. At the same time the worker will be provided with copies of all documentation and supporting evidence to be presented at the hearing.

#### In the case of the suspension of Mr Pawar

A meeting was held between staff members and Honorary Officers including the Chair, Vice Chairs and Treasurer on 23<sup>rd</sup> August 2003. The Mentoring & Advocacy Project Officer with the backing of other staff members initiated this meeting.

The allegations put the Honorary Members at that meeting were of a very serious nature and if substantiated could be construed as Gross Misconduct. The authority to suspend a member of staff lies with the Chair. As a consequence Mr Pawar was suspended on his return from Annual Leave on 28<sup>th</sup> August 2007, and was given written confirmation of the suspension by the Chair.

The Memorandum and Articles of Association allows the Chair to call an extra-ordinary meeting of the Executive Committee less than 7 days notice. Given the serious circumstances prevailing, it would have been reasonable to call an extra-ordinary meeting of the Executive Committee within a few days of the suspension of the Director.

The Personnel Sub Committee and the Finance and General Purpose Committee met on 5<sup>th</sup> September 2007. Both committees were advised of the suspension of the Director and were re-assured that processes were in hand.

However the Executive Committee did not meet until their scheduled meeting on 20<sup>th</sup> September 2007. The minutes of the meeting make no reference to the suspension and in fact note that the Director is on annual leave. It is reported that there was reluctance by most members to act as investigating officers. Two Executive Members did agree to investigate the complaints.

HCRE staff were interviewed between 21<sup>st</sup> September 2007 and 7<sup>th</sup> November 2007.

Without the knowledge of the Investigating Officers, Mr Pawar was invited to meet Honorary Officers on 6<sup>th</sup> November 2006 to discuss an exit strategy. Mr Parwar declined to attend. This approach had the potential to compromise the investigation and demonstrated the lack of cohesion amongst Executive Committee members.

The Investigating Officers informally reported a lack of evidence to the Executive Committee on 26<sup>th</sup> November 2007.

An Extra-Ordinary Meeting of the Executive Committee was held on 17<sup>th</sup> December 2007.

Mr Pawar heard nothing more, despite writing to the Chair on a number of occasions. He wrote again on 18 February 2008 asking for an update. The Chair's response was "In the first instance you must appreciate that as our work is voluntary there are difficulties in devoting ourselves full time to any investigation". This is an inadequate response to the very serious allegations made and the delay in concluding the investigation. As an Honorary Officer and a member of the Executive Committee, there was a duty on the Chair to ensure that the investigation was progressed with all urgency and a conclusion reached. It also suggests that Trustees were not fully aware of their roles and responsibilities as Trustees.

In addition reference is made to the 4 week medical certificate. Mr Pawar submitted a 4 week medical certificate in November 2007, when the medical certificate expired; Mr Pawar failed to notify the Chair that he was fit for work. However, by the same token the Chair also failed to contact Mr Pawar to enquire about his status. To raise the matter in February, two months after the medical certificate had expired, as an excuse for inaction is inadequate.



Dissatisfied with the reply, the Director submitted a formal grievance on 25<sup>th</sup> February 2008. The grievance was submitted to a member of the Executive Committee rather than to the Chair of the Personnel Sub Committee (PSC) as stipulated in the Grievance Procedure. Given that part of the grievance was against some members of the PCS this is understandable. However there were some members of the PCS who were not named in the Grievance who might have been a more appropriate person to lodge the Grievance with.

As Stage 1 of the Grievance Procedure, the person receiving the Grievance should have met Mr Pawar to discuss his Grievance and make a decision, with reasons for the decision, within the timeframe set out, and inform Mr Pawar in writing. If Mr Pawar remained dissatisfied he had the right to proceed to Stage 2 which would be a formal Hearing.

Stage 1 was missed out altogether and the Executive Committee convened a Hearing held on 25<sup>th</sup> March 2008. Mr Pawar complains that he was allowed to submit his written evidence. This should have been collected at Stage 1 and presented to the Hearing in advance. The Grievance Hearing appears to have become confused with issues of discipline and the allegations, which was not the purpose of the Grievance Procedure. It is reported during the Hearing Mr Pawar was advised that there were grounds for disciplinary action against him, although no formal decision had been communicated to Mr Pawar. It is also reported that at the end of the grievance Hearing reference was made to a compromise agreement. This was never followed up. The Hearing Panel should have notified Mr Pawar of their decision, in writing, within 10 days of the Hearing. No decision has been communicated to Mr Pawar.

Honorary Officers are reported to have informed HCRE staff members of the outcome of investigation and the likely consequence before any such decision was communicated to Mr Pawar. This is a serious error of judgement and undermines the duty the Executive Committee had to Mr Pawar.

HCRE staff appear to have been present at Executive Committee Meetings when the Director's continued suspension was discussed. Such discussions should have been held in private in order to protect the Directors reputation and confidentiality.

A Compromise Agreement has been reached and Mr Pawar has resigned effective from 16<sup>th</sup> August 2008.

## **Financial Management**

A search of Companies House shows that company accounts were filed on 28 July 2007. However a search of the Charity Commission shows that no returns have been made since November 2004 and consequently returns for 2004/05, 2005/06, 2006/07 and 2007/08 are overdue.

As part of investigation HCRE was asked to provide details for all funding for the four years 2004/2005, 2005/2006, 2006/2007, and 2007/2008 with a view to reconciling funds applied for with service level agreements and evidence of expenditure and outcomes and outputs.

Project files produced were generally inadequate to be able to conduct any meaningful investigation. Documents were not filed in date order and there was generally little or no evidence to support the quarterly invoices submitted for each project. Often invoices were very brief with a sum attributed to salaries costs and a sum attributed to a contribution to overheads including travelling. No notes accompanied the invoice to explain how the amount had been arrived at.

It should be said that this method of invoicing appears to have been acceptable to many funders. But for the sake of transparency and clarity an explanation about apportionment of costs associated with the project should have been recorded.

Files of BACS vouchers and invoices were provided but these were not necessarily attributed to any project or linked to the project file.

Regarding the Annual Accounts published annually in the Annual Report and widely made available, there is a convention not to record all sources of grant funding by name under the heading Incoming Resources. Instead the line Project Management Fees shows the funds obtained as “contribution to overheads” as part of project delivery. There is nothing particularly wrong with this accounting convention. However this does not assist the transparency and openness that might be expected of a largely publicly funded organisation.

Furthermore these are not strictly speaking “Management Fees”. They are contributions to the overheads incurred by the organisation in order to facilitate a particular project. It is the inability to show a logical apportionment of overheads such as rent, utilities, core staff salaries etc that has caused concern recently.

It is also debateable whether they are truly “unrestricted” funds as they were granted to assist in the delivery of a specific project as an apportionment of the total overheads incurred by the organisation.

The “under spend” on these “management fees” or overhead contributions results in what is effectively an operating profit, a proportion of which is transferred into a contingency fund.

The Contingency Fund was created at the end of March 2005 as a result of concern about the level of future funding, particularly from the Commission for Racial Equality. As a result £41,438 was transferred from the Appropriation Account to the new Contingency Fund Account. The combination of Debts no longer payable and surpluses from the unrestricted funds enabled a further £22,193 to be transferred at the end of March 2006. However these surpluses have become more modest in recent years and only £3,136 was transferred in March 2007 and £5,380 in March 2008. The total held in the Contingency Fund at 31<sup>st</sup> March 2008 is £72,616.

Notes to the Financial Accounts for 2005/2006 do give some clue to the success of HCRE in attracting funds, from sources in addition to Harrow Council and Commission for Racial Equality. For example of the total grants received from Connexions, City & Parochial Foundation, Sports England, Harrow Sports Council, Harrow Children's Fund, Harrow Primary Care Trust the total amounts to £166,748.

However Notes to Financial Accounts for 2006/07 are not so comprehensive and it is not possible to identify all the HCRE funders for that year, purely from the accounts.

Many community and voluntary organisations face ongoing concern about funding, and this is a particular issue for specialist organisations like HCRE where funds are likely to be available from a limited pool of resources. It is not unreasonable that contingency funds be established to offer some security against shortfalls in funding. However it is essential that such a process is transparent and is based on truly unrestricted donations and grants given for general purposes, or from earned income from the provision of expertise and knowledge through services such as consultancy or training etc.

HCRE staff report that they are unaware of how their particular service or project is funded and they have no individualised budget for each project and have no authority to commit expenditure within a given budget or in order to meet project delivery. It is reported that the Director maintained overall control of all funding.

However there is evidence in the project files of Project Officers sending memos to the Honorary Treasurer asking to purchase stamps or request permissions for the purchase of materials for their project. This is not consistent with the role of an Honorary Treasurer, and there should be clear management lines for such requests.

During the course of this investigation the Part-Time Finance Assistant was absent on Annual Leave for five weeks. During that time nobody covered her work and invoices were passed to

the Treasurer for payment without being logged on the SAGE computerised financial information system.

In respect of the allegations that invoices were created to support claims, there is no evidence of any invoices being falsely created. Indeed the evidence is that HCRE could not provide sufficient supporting documents to substantiate the amounts given on claim forms.

## **Breaches of Service Level Agreement Conditions**

### Harrow Council Community Grant

Harrow Council has been a major contributor to the HCRE over many years. In 2007/08 the grant from the Council was for £54,695.

The SLA with Harrow Council sets out under Section 26 regarding investigations into Misconduct and Whistle blowing, "The organisation shall provide a report to the Authorised Officer of the Council on the outcome of the investigation within 30 days or such other period as the parties may agree. HCRE failed to notify Harrow Council about the investigation into the allegations against the Director.

Funding was not used exclusively for the employment of two staff members, namely the Racial Harassment Incidents Officer and Administrative Officer. However the post of Racial Harassment Incidents Officer does not exist in name and some or all of the duties are covered by the Racial Equality Case Worker. It had become custom and practice to set other staff costs, namely the Directors, who would no doubt argue that he also has a role in monitoring racial incidents, against this post.

Furthermore the SLA in Schedule 1, Section 3 Services/Activities a fairly comprehensive list of services are listed under the heading "The organisation will provide the following service/activities for which funding is provided under this agreement." The implication is that the funding from Harrow Council should contribute to all the services listed which range from casework and advocacy to advice top employers and free legal advice. This is at odds with the specification to fund only two posts and accommodation costs.

Although an Annual Monitoring return was completed for 2006/2007 it does not appear that any challenge was made to the expenditure item Volunteers Expenses of £2,400 or Other costs of £1,483 and no explanation was sought for the breakdown of staff costs of £39,032. Indeed further on in the Monitoring Report under the Part 5 Services, in answer to the question "Which services outlined does Harrow Council fund?" the response is simply recorded as Staff Costs 67.78%. No reference is made to which posts are funded.

In addition with regard to outcomes and quantifiable outputs, the monitoring report lists all the projects and activities undertaken by HCRE including those funded by other funding streams. No challenge or dialogue appears to have taken place about the very low statistics presented in the Monitoring Report i.e. 130 people assisted against a target of 490, or 34 referrals to the Police against a target of 150 referrals to statutory or voluntary agencies.

Furthermore, although the monitoring meeting was on the 15<sup>th</sup> May 2007, the process does not appear to have been completed until early August 2007 due to HCRE failure to provide information as requested. Since payments were made quarterly in advance, there appears to have been no real incentive for the organisation to respond to queries or sign off the monitoring report within a reasonable time.

## Children's Fund – Activity for Young Refugee & Asylum Seekers

Harrow Children's Fund Management Group for which Harrow Council was the accountable body granted funding.

The file was in poor order with documents not filed in date order and consequently it was difficult to follow.

At meetings on 14<sup>th</sup> and 26<sup>th</sup> November 2006 at which both the Director and Project Officer was present it was agreed that only 6% of general bills could be attributed to the project. This was calculated on the percentage of full time staff equivalents of staff employed on the project in relation to all staff employed by HCRE. A more generous calculation would have allowed 6.25%, but nevertheless the basis for the calculation is sound. In addition it was noted that cleaning costs had been charged as travelling expenses and a claim for capital expenses could not be substantiated.

Given this clear direction from the funding body it is puzzling why claims continued to be made in 2007 that clearly could not be substantiated, as a clear formula for apportionment had been agreed. It is also not credible that the Project Officer did not understand the need to keep records of expenditure attributed to the project as she was at the meetings.

On 9<sup>th</sup> August 2007 the Chair of the Children's Fund Management Group write to the Director, HCRE, copied the Chair of HCRE discontinuing the project. The letter read "We believe that HCRE has been given numerous opportunities and support over the last 8 months to provide the outstanding financial evidence that has been requested (see attached chronology of events) Despite this we have not received satisfactory evidence to substantiate your expenditure during the 2 periods in question "

In respect of funding from the Children's Fund for which Harrow Council is the Accountable Body, the failure to provide evidence of expenditure, despite guidance as to what would be acceptable, is a clear breach of the Service Level Agreement and the decision to discontinue funding was fully justified.

### **Overall Organisational Effectiveness**

There are individual aspects of the work of HCRE which are good. Letters of thanks and praise appear in some of the project files. However this is more likely to be attributed to the personal endeavours of individual project officers rather than to the organisation as a whole. The organisation appears fractious and staff complain of not being aware of the whole picture and are in some respects siloed in their own area of work. This is not good for the overall development of the organisation and the staff concerned.

Despite this, staff appear capable, enthusiastic, committed to their work and have vision for where HCRE should be and what needs to be done to get there.

On the issue of monitoring and casework, in the first quarter (April to June 2008), 60 enquiries related to harassment and discrimination were received and there are currently 47 open cases. In addition in the next few months the number of reporting centres will be increased and a new awareness campaign is to be launched.

If HCRE did not exist it is not clear who would take up the advice and monitoring role.

However, staff do not have valid contracts of employment. There is also a concern that salaries do not relate to the funds paid by funders for particular posts or projects. Staff also complain that salaries are not paid on time and that the amount paid can vary from month to month with no clear understanding of how deductions for income tax, national insurance, pension are arrived at.

Overall there is no meaningful professional control or guidance to staff and the organisation is failing in its duty of care to staff. Evidence has been provided of ill-tempered e-mail exchanges between at least one Honorary Member and a member of staff, which is unacceptable and unprofessional.

The Council's monitoring of the grant for 2006/2007 noted that the Director had not had any performance and personal development reviews with the Chair. Such reviews are essential to ensuring that the Director understands his role in delivering the business of HCRE in an effective manner and is supported in doing so.

HCRE have been aware of developments in the field of equality and human rights and commissioned a report which was presented to the Executive Committee on 13<sup>th</sup> November 2007. The report noted that since HCRE's formation in 1972 the agenda had changed and there was a need to respond more effectively to the new agenda and emerging needs, especially with the formation of the Equalities and Human Rights Commission. The report to the Executive Committee highlighted that HCRE was out of step with the prevailing ethos and political agenda, that HCRE had weak systems and processes and that standards of accountability, transparency and professionalism were not sufficiently high to meet the standards expected of future funding bodies.

However no decisions were made at the meeting and HCRE appears stymied by the suspension of the Director and lack of vision and direction from the Executive Committee.

Notwithstanding the issues around the position of the Director, in the appointment of the Acting Head, there was a clear opportunity for the Executive Committee to set out clear objectives to rectify systems weaknesses and give confidence to funders. This has not happened and the organisation has effectively simply "marked time" and the inherent weaknesses in procedures have continued with out any modification.

There is a lack of effective leadership from the Executive Committee. There is a desperate need for "new blood" to revitalise the management of HCRE and make it more representative of the communities served and more able to respond to the task in hand.

HCRE staff complain of losing faith with the Executive Committee and their ability to provide the level of support they need and which the organisation needs to move forward.

With regard to the Director, given the circumstances and the passage of time it is inevitable that the position of trust between the Executive Committee and Director has been broken. A Compromise Agreement was reached in August 2008 whereby a payment was made to the Director to facilitate his resignation with effect from 16<sup>th</sup> August 2008.

The Council's nominated representatives onto the HCRE Committee have not been clear about their role on behalf of the Council. These nominees could have reported HCRE's problems in its operational challenges and ineffective practices back to the Council. In fact it could be argued that it was part of their obligation to the Council, and as elected guardians of public funds they should have taken action.

## Options for Future Funding and Best Practice

The Equality and Human Rights Commission came into being on 1<sup>st</sup> October 2007, bringing together the three previous equality commissions, the Equal Opportunities Commission, Commission for Racial Equality and Disability Rights Commission.

The new Commission also takes responsibility for other aspects of equality: age, sexual orientation and religion or belief, as well as human rights.

The Commission has a number of key areas of work which include:

- Enforcing the law
- Influencing the development of law and policy
- Promoting good practice
- Campaigns, events and communications
- Fostering better relations
- Developing understanding and evidence

Most Race Equality bodies throughout the country have restructured to reflect the new national developments. Some have closed down and re-opened as new “Equality” and/or “Diversity” organisations. Where this has not been possible the existing structure has been closed down completely. HCRE have yet to grasp this reality and have failed to plan for future sustainability.

There is a need to ensure Harrow as a Borough moves with this new agenda and that there is an organisation or number of organisations which mirror the role of the Commission for Equality and Human Rights at a local level.

The creation of a new Equalities organisation in Harrow would impact on existing voluntary sector organisations which currently exist and provide an advocacy role in the areas of disability, age, and sexual orientation. These groups however may not see their function as one of supporting employment tribunal claims, monitoring reporting procedures etc in quite the same way that HCRE does or an Equality Council might do.

There is a strong view that a role still remains for an organisation that focuses clearly on issues of race equality.

There is a role however for a “critical friend”, to advice statutory organisations such as the local authority on issues of equality. Such a role requires trust and diplomacy and there is a fine line between being a “critical friend” and a “thorn in the side”. It needs to be able to strongly challenge – yet also constructively support.

It should be remembered that Harrow Council for Racial Equality is an independent organisation and cannot be closed down without the consent of the members. However if the present conditions continue it is likely that the organisation will lose support from its sponsors and therefore lose the legitimacy by which it exists.

The HCRE has sufficient reserves to survive for some months and therefore could maintain its current services during an interim period while changes are implemented. However the present management arrangements are ineffective.

Although HCRE is financially viable, a substantial Compromise Agreement and lack of continuation funding or new grants and contracts will diminish this reserve rapidly.

## **General Observations**

Although with considerable past achievements to its credit, there appears to be a clear consensus amongst all those interviewed that the HCRE in its present state has become stagnant and lacking strategic direction. This includes HCRE's own Management Committee members.

However, there is strong demand for an "inclusive" race and equalities body in Harrow. Even those opposed to and excluded from the current body support this view.

There is implicit agreement also amongst all political parties of the desire to support an equalities body that would help to strengthen the Borough's identity as a strong and diverse, but an integrated community.

Any new structure would need to build on the successes of HCRE to establish and sustain a clear lead on issues of equality and diversity and synergise with the Borough's existing and proposed structures and strategies. It must not only attempt to reflect the diversity within the community and the equality strands but be able to proactively engage in providing strategic lead in policy development and be a critical but constructive support in policy implementation and monitoring.

## **Conclusions**

The council was wholly justified in taking the action to suspend the 2008/9 community grant to HCRE and conduct an independent investigation into its affairs.

Continued funding to preserve the “status quo” is clearly not an option.

I therefore recommend that the following 3 alternative options be explored further:

- 1 Re-structure the current HCRE to include the wider equality strands to reflect the developments at national level.
- 2 Establish a new independent Equality and Diversity Partnership, with race and equality stakeholders represented at strategic management level, reinforced by a community based support structure to provide a two-way consultation and monitoring mechanism. The Partnership would be focused on research and policy development, and not service delivery.
- 3 Establish a semi-independent Equalities Unit within the Council with representation from all race and equality strands to provide strategic direction, but day to day management to be provided by the Council.

## **Way forward**

1. HCRE should be invited to agree to dissolve the current organisation.
2. The Council to facilitate the establishment of a ‘Transition Board’. The Board to have a (limited) representation of elected Members alongside a similar number of current HCRE Trustees, with the option to co-opt appropriate additional members if required.
3. Current HCRE resources, reserves and staff to transfer to the Council on an interim basis, to be overseen by the Transition Board.
4. The Board to explore future options in detail and oversee the establishment of a new independent organisation within 6 months, making best use of internal/external support as necessary.

**Dr. Khurshid Ahmed CBE**  
**September, 2008**



## APPENDIX 1

### CHRONOLOGY OF EVENTS

23 August 2008	Meeting between HCRE staff and Honorary Officers
28 August 2007	Letter of suspension handed to Mr Pawar by the Chair.
5 September 2007	Meeting of Personnel Sub Committee and Finance and General Purpose Committee. Members advised of Directors suspension.
20 September 2007	Meeting of Executive Committee and appointment of two trustees as investigating officers.
21 September 2007 to 7 November 2007	Investigating Officers interview staff members.
5 November 2007	Offer to Mr Parwar to meet to discuss way forward
7 November 2007	Investigatory Meeting with Mr Parwar
16 January 2008	Chair and Vice Chair advised HCRE staff that allegations were unfounded.
18 February 2008	Mr Pawar wrote to Chair for update
25 February 2008	Chair reply to Mr Pawar, suggesting files were missing.
27 February 2008	Formal Grievance submitted by Mr Pawar.
25 March 2008	Grievance Hearing
22 April 2008	Acting Chair and Treasurer met HCRE staff and told them that the Director was likely to be re-instated.
7 June 2008	Harrow Council inform HCRE of investigation
9 June 2007	Press Release by Harrow Council referring to suspension of funds.
30 June 2008	Letter to Harrow LBC Portfolio Holder, Community & Cultural Services from Acting Chair HCRE requesting clarification regarding suspension of funds.
16 August 2008	Director resigns following Compromise Agreement.

**LIST OF PEOPLE CONSULTED**

- Javed Khan- Community & Cultural Services
- Kashmir Takhar- Community Resources
- Cllr Asad Omar- Labour
- Deven Pillay- Community Development
- Ms Charlotte Clark- Senior Grants Officer
- Tom Whiting- Policy
- Cllr Chris Mote- Cabinet Member
- Cllr David Ashton- Council Leader
- Ms Audrey Salmon- Children’s Fund Programme Manager
- Saeed Ahmed- Acting Head HCRE
- HCRE Staff Davinder- Caseworker, Shamina-Immigration advisor, Hanna-admin officer, Asia-Carers project co-ordinator
- Cllr Navin Shah- Labour & GLA Member
- Rob Lewis-HCRE Executive Member
- Jon Turner- HR Manager
- Ms Julia Smith- HAVS
- Grants Advisory Panel- Conservative Group- Cllr Ashok Kulkarni, Cllr Joyce Nickolay, Cllr Gholam Chowdhury
- Asoke Dutta-Chair HCRE
- Paul Najsarek- Adults & Housing
- Hiten Shah-HCRE Executive
- Ms Poorna Shah- Finance Assistant Book Keeper- HCRE
- Grants Advisory Panel- Labour Group- Cllr Asad Omar, Cllr Sashi Suresh, Cllr Nana Asante, Cllr Rekha Shah
- Cllr Chris Noyce-Liberal Democrat Leader

- Mike Howes and Ms Vijay Malik- Equalities
- Prem Pauer- Director HCRE
- Ms Janice Wright
- Paul Clark- Children's Services
- Community Groups- Kanti Nagda-Sangat Centre, Baldev Sharma-Anti Racist Alliance, Angela Dias-Harrow Association of Disabled People, Somali Group Representatives, Alex D'Costa- Harrow Refugee Forum, Arpita Dutta-Hate Crime Forum
- Zia Beg-HCRE Executive
- HCRE Staff Meeting- Saeed ,Shamina, Davinder, Hanna,Asia, Apologies Poorna.
- Digi Jadeja- HCRE Executive
- Ms Phiroza Gan- Interfaith Council
- Community Premises- Tony O'Hara, Mohammed Rizvi, Dr M Rahim, Mr Abdi
- Subhash Sampat- HCRE Treasurer and Ms Seema Siddiqui-HCRE Auditor

This page is intentionally left blank