

APPENDIX B - Service Update

Name of funding department

Community, Health & Wellbeing (Main Grants Programme)

Organisation Name

9th Kenton Scout Group

Name of funded project/ activity

Providing Scouting activities for children aged 6 - 14 years in the Kenton, Harrow and Stanmore area

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

With the help of this grant we have been able to continue with providing affordable, structured, high quality Scouting to girls and boys aged 6 - 14 years from the Kenton, Harrow and Stanmore area. The grant has helped fund the hire of our local school hall which is the base for our meetings. By providing a stable base for our section meetings it has enabled us to help the young people learn new skills, build their confidence, experience outdoor activities (camping, hiking, survival skills expeditions) and for them to work together as a team in accordance with Scouting principles.

Scouting continues to be held up as a great advisement for Community Cohesion and we at 9th Kenton fully endorse this within our Group. Our Group is open to all and our membership is as diverse as the local community. We are heavily involved in helping to arrange joint ventures and trips with other Scout Groups as well as working closely with Priestmead Primary School, the Parents' Association and the local Baptist Church.

The money from this grant has helped every single one of our members over the last year as it has enabled us to continue providing Scouting for local children.

APPENDIX B - Service Update

Name of funding department

Community, Health & Wellbeing (Main Grants Programme)

Organisation Name

Afghan Association Paiwand

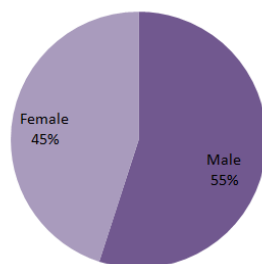
Name of funded project/ activity

Harrow Community Advocacy

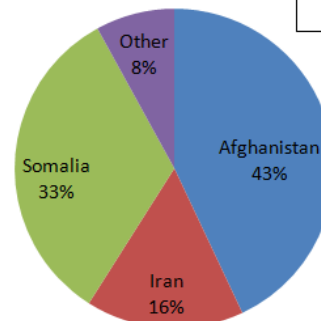
Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

In the past year, the advocacy service has dealt with 151 cases of individual advocacy which is in excess of the 120 required to meet the targets set by our funder over this period. During the year the advocacy service has continued to provide clients with advice and support in the areas of welfare benefits, housing, immigration and other areas such as access to healthcare, education and employment. We have represented clients at Social Security Tribunals, and have had clients awarded both Employment and Support Allowance and Disability Living Allowance as a result. Clients have also been able to access workshops on a variety of issues including debt, utilities and the benefit changes.

Breakdown of client data by demographics



Gender



Country of origin

Please see the enclosed appendix for further information

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Asperger's Syndrome Access to Provision
Name of funded project/ activity	ASC, The Centre

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

Outcome 5a: These funds will allow the Centre to provide at least 30 adults diagnosed as suffering from HFA or AS with the essential skills and confidence which will help them to live independently within the community.

From April 2012 - April 2013 we have had a total of 95 adults with HFA or AS attend the centre for various sessions, we have held approximately sessions. The average attendance per group session has been 7. All our sessions are aimed at helping our clients to live independently within the community, be it through providing them with basic social skills, coping strategies or information. We started using a new outcome tool 'star outcomes' which we found didn't work for our client group and have therefore adapted it to create our own version which is suitable for our client group, we are currently working with other professionals in the borough to fine tune this tool with a plan to share it with other organisations working with our client group. We also monitor our service continually through feedback from session givers, volunteers, clients and their parents/carers to measure the effectiveness of each activity/session we offer and we will continue to adapt our service to meet all our clients needs.

Outcome 5b: 10 Volunteers will be trained to assist in the Sessions provide by the Centre so that the expansion of these Sessions can be properly supported.

In total we managed to recruit and train 8 new volunteers. We are continually spreading awareness of our charity and will continue to recruit suitable volunteers.

All our staff and volunteers are made aware of all our policies and procedures at their induction, they are all given access to our intranet system which enables them to access all of our policies and procedures as and when they need to, a copy of each relevant policy is also given to them as part of their induction pack. We have quarterly risk assessment reviews/training to ensure all of our sessions are assessed correctly and run safely. Copies of each of our policies are also available at the centre during session times; including the complaint and whistle blowing policies. A copy of our risk assessment procedure is enclosed with these documents.

Outcome 5c: 30 parents/carers will benefit as the client they are caring for will become more independent and have somewhere to go for support and services. These parents and Carers will receive information and signposting towards information on Autistic Spectrum Conditions which will enable them to understand and help their cared for person more effectively.

We continue to hold monthly parent/carer group meetings through which we offer information and signposting for various services for their cared for person. We have also been offering family therapy sessions and advocacy for our adults with these conditions as well as their parents/carers. Average attendance at these meetings is 10 but as shown above we are helping approximately 95 adults with ASC which in turn means we are also helping their parents/carers.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Barnet FC Community Trust
Name of funded project/ activity	Think Safe - Be Safe: Transition

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

We faced a huge challenge of initiating and delivering the Think Safe - Be Safe Transition project to all Harrow Primary Schools in only 3 months. We managed to deliver in 30 of the 37 schools we'd planned to deliver in against the odds. The schools that opted out did so for various reasons, such as a lack of available time, SATS exams, or an unwillingness to take part. The workshops our coaches delivered focused on the Year 6 target group of each of the 30 schools, in most cases schools had 2 or even 3 year 6 groups. The message they delivered was intended to allay the common fears and apprehensions of children of this age, in their progression to secondary education. Discussion with their peers, teaching staff and coaches on how their behavior and overall responsibility brings about positive change, not only in their groups but in the wider community. This helps lead to a better understanding of the impact of their actions.

In the end the workshops were delivered to 2040 Year 6 children in 30 Harrow primary schools. The funding allowed schools to receive free support with advice and guidance on transition to secondary school for their children. Harrow Metropolitan Police gave great support throughout, attending workshops to give our coaches support. The workshops were delivered together with multi skill coaching sessions for all 2040 children. These were designed to develop building confidence and harmony amongst the children, in a fun and safe environment.

We are scheduled to complete the project with separate girl and boy tournaments, on Saturday 29th June 2013. The reasoning behind the date was to work around the school / children availability.

All of the funding was spent before 31st March 2013.

We worked with partners most notably Dan Wilson (Harrow Council School Sports Partnerships), Harrow Council's Cohesion and Engagement and Sports Development, as well as Dal Babu, Russell Hughes, Sutinderjit Mahil and the team at Harrow Metropolitan Police to deliver in Harrow schools.

We recorded some soft outcomes to the hard outcomes too. Here are a few we evidenced:

Cannons Lane School

Mrs Neilson – Class Teacher “The project brilliantly supported work that we currently do in our school about looking after yourself and everyone around you. It was thought provoking and the varied content kept all our pupils on task and engaged.

Amisha – Yr 6 pupil “The workshop was extremely enjoyable, devoted to keeping safe and core fitness. I feel very grateful to have been given the opportunity to take part.

Reyna – Yr 6 pupil “The Transition workshop was amazing! The first part helped us to interact and work together as a team. The second part with the coach was really fun and was the best PE lesson we had ever had.

Neha – Yr 6 Pupil “A really enjoyable morning with lots of interesting info and fun activities. It has made us realize how important it is to be safe and what possible consequences can be. As an RRSA ambassador I have taken a lot on board and am now really looking forward to an enjoyable start to high school.

Welldon Park School

James Simmons – Deputy Head “It was wonderful to see the children working as a team with different people. It was all very well organized and most importantly the children had fun and learnt new things. I feel the children have been made more aware of what to look out for when they are out and about – A great experience and morning for all.”

Wale – Year 6 Pupil “I enjoyed when the police came in, she taught us about being safe in the streets and in vehicles. I learnt about that don't show off expensive items as you could become a target. I really enjoyed the sport activity as well.

St Joseph's School

Sam Webb – Year 6 pupil “It was brilliant fun and I learned an awful lot about keeping myself and my belongings safe.

Tommy Carter – Year 6 pupil “ It was a great idea to use the police with the coaches as it made us think not just about sport but safety as well

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Carramea
Name of funded project/ activity	Computer Skills in the Community

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

During the nine months from April - December 2012 the service offered at least 10 classes per week in basic IT skills including Preparation, Getting Started, Word For Work, Excel for Work, and Customised courses for two sessions each day from Monday to Friday during term time, all with accreditation.

131 beneficiaries from diverse backgrounds joined our courses in the Summer and Autumn terms and in the Summer holiday and we provided either in-house accreditation listing all the skills the beneficiaries were independently competent in or ECDL European accreditation.

The uncertainty about exactly when the Community Premises were going to close for refurbishment made course planning and marketing very difficult particularly from the Summer holiday period onwards and we ended up having to plan on a month by month basis during the Autumn term until the premises closed at the end of December for the rest of the financial year. Normally the Autumn and Spring terms are our busiest periods and we have people on waiting lists. However we were able to offer classes for the first time in the evening, on Sunday afternoon and during the Summer holiday period for the first time in response to demand.

Four IT Classes team members were recruited who carried out administrative and assistant teaching tasks. Two of them gained part-time employment and the other two were offered additional volunteering placements with another organisation to expand their their experience in preparation for employment. Two team members are working towards gaining a teaching qualification.

The Team is excited about the new enlarged IT training suite that will be available in the new refurbished Carramea Community Resource Centre and are planning publicity for the IT classes in the Summer.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Connaught Opera
Name of funded project/ activity	Performing Professional Concerts for Older People in Harrow

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

We performed arranged and performed 7 concerts in Harrow for older people in Care. Typical feedback was this letter from the activities Co-Ordinator at Knights Court Nursing Home. "I would like to thank you, Glenn and Nick for giving us a wonderful "Diamond Jubilee" performance at Knights Court on the 20th July 2012 for our residents. We thoroughly enjoyed the afternoon, your stunning costumes and of course the music. It was great. We would like to thank Harrow Council for making it possible and for the funding. Thank you once again and we wish you and your team every success". We attended two new HCHA sheltered units, and were requested to come back for repeat performances. The concert, which were designed to celebrate the Queen's Jubilee were a way of allowing the older, frail residents to share in this momentous year of celebration by the Nation.

APPENDIX B - Service Update

Name of funding department

Community, Health & Wellbeing (Main Grants Programme)

Organisation Name

Harrow African-Caribbean Association [HACAS]

Name of funded project/ activity

HACAS Luncheon Club/Activity Day Centre

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

Weekly Attendance Records for the Luncheon Club/Activity Day Centre continue to be kept of all the members attending the Centre. We ensure that standards are measured by taking surveys and questionnaires, acting on them if needbe and keeping copies on file. We have received recommendations from families of Care Home Users, wishing for their relative to attend the Day Centre for interaction. Enquiries have been received from our website where families are looking for a Centre such as ours where a relative living on their own can attend. We have received Thank You letters and Letters of Recommendation from the family of the Day Centre members where they say how happy their family member is at the Day Centre.

In a verbal survey, members of the Day Centre were asked why did they come to the Day Centre. The members replied that the Day Centre was a localised place (with easy access from both buses and trains, as well as the added advantage of being able to park on site and the service of Dial-A-Ride) for them to come and interact and socialise with others in the community, whether they were friends or just acquaintances who then became friends over the years at the Day Centre. They said their interaction at the Centre made their day, and it was a pleasure to attend a Day Centre of this type where they felt comfortable and safe with people of similar age and was easily accessed for people of disability. The Day Centre gives them the opportunity to fulfil skills that they didn't realise they possessed, such as when they tried their hands at artwork like glass-painting. Even attending the IT Classes at the Community Premises was an eye-opener, as they thought this "modern technology" was out of their learning achievements. They also said that being involved in the Day Centre's weekly activities kept them "young at heart". Also, that they have the opportunity to have a say in how the Day Centre is run, either by voicing their opinions at the Day Centre or at the General Meetings.

In 2012-2013 HACAS delivered the following Outputs:-

: The main achievements throughout the year have been:-

: Providing a Luncheon Club/Activity Day Centre for the Elderly African-Caribbeans of the Community, with all other ethnicity welcome and with facilities for the disabled.

: Regular weekly attendance at the Day Centre.

: Increased interest in the Craftwork/Art Classes.

: Luncheons taken.

: Keep Fit Classes attended, ensuring well-being and a fitness level to suit their needs.

: General Meetings to hear what has been planned both socially and in general, so that they can have a say.

: Organised Coach Day Trips.

: Committee Meetings.

In 2012-2013 HACAS achieved the following Outcomes:-

: Receiving 1 Thank You letter and 2 Recommendation Letters

: Numbers of complaints resolved - 100%

: Number of Keep Fit Classes - 48

: Number of Craft Classes - 48

: Number of recreational trips - 4

: Average number of existing Clients protected during the year - 30

: Number of Clients attracted throughout the year through our media/telephone enquiries - 10

: Number of meetings provided to get Clients' views - 6

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Harrow Anti-Racist Alliance
Name of funded project/ activity	Community Support Service

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

HARA has helped beneficiaries with 209 cases including:

racial harassment

access to health and other services

access to schools

applications for educational grants

access to employment including CV updates, references, application forms, and trial interviews

access to professional training courses including accounts

access to ESOL and ICT courses

travel

benefits

HARA has provided work experience places in administration, accounts, research, photography and signposted people for volunteering placements with children.

2 volunteers are preparing for adult teaching courses

1 volunteer has started a CACHE Diploma in Early Years

2 volunteers have been awarded first aid certificates

4 volunteers gained full-time employment

3 volunteers gained part-time employment

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Harrow Association of disabled people (HAD)
Name of funded project/ activity	Overcoming Barriers

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

This service has provided support through welfare benefits advice and support, and through employment advice and support.

The service has enabled 257 people to understand their benefit entitlements, including helping 230 people to claim benefits, with a success rate of over 85%. This has helped more than 200 people to move out of poverty and receive benefits which allow them to have their disability needs met, particularly around mobility and care. 32 tribunals and appeals have been carried out on behalf of this project's clients, including some cases taken by HAD as well as for other local organisations which are losing funding. Many local organisations which would have done so in the past no longer have capacity to do appeals and tribunals.

Success rate at appeal and tribunal is over 90%, which is around 50% more than the national average.

The service uses translation services when required, and this includes BSL for our Deaf clients. We successfully supported people to complete over 400 claim forms for DLA, Incapacity Benefit or ESA, Attendance Allowance, Income Support or Pension Credit, CA, and for other benefits.

most sessions took place in HAD's office, but we also visited in a number of community locations, particularly local mental health services, and we also visited over 60 people in their own homes.

Around 15% of clients were surveyed, and we tried to survey them 3 months after their interaction from us, to allow time for them to have been told if they had received their benefit.

All successful applicants are better off financially, or have been successfully able to prevent themselves from falling into poverty. Not everyone said their quality of life had changed, but for some people it was important that they had actually managed to maintain what they already had. Over 80% agreed that we had met their cultural needs, although around 80% were confused by the question. Over 70% of evaluations indicated that applicants had a good understanding of the advice they had been given, although with some people it was not possible to evaluate on the phone as we had used interpreters when we worked with them.

We engaged with clients mainly through telephone (around 1000 calls), and in face to face meetings (around 300), but some people contacted us by email, or by textphone.

The employment part of our service supported 12 clients to learn how to prepare for job applications and interviews. 1 of those attained paid work, and 2 attained volunteer roles. In addition, with this support and support from other projects, 4 people on training placements at the Red Brick Cafe became competent enough in certain areas of work to be offered paid work and two of those people accepted it.

We have finally made a breakthrough in reaching employers and will be meeting a group of 12 employers to encourage and skill them in employing disabled people, as employer's attitudes are a big part of the problem for disabled people seeking employment.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Harrow Bengalee Association
Name of funded project/ activity	Family Forum including Children & Senior Citizens Activities

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

We do not have SLA for 2012 - 2013 financial year.
However we have addressed the following issues: isolation, building self confidence, health promotional activities, lecture on various health issues by medical professionals, Sign posting our service users to various agencies as needed, awareness of Bengali music & culture

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Harrow Citizens Advice Bureau
Name of funded project/ activity	Advice for Harrow

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

1) Provide advice, information and casework to resolve over 10,000 problems for Harrow residents on subjects such as benefits, debt, employment and housing.

- We provided advice on 18,092 new problems - these included 8,163 on benefits, 3,377 on debt, 1,358 on employment and 2,134 on housing. All clients were Harrow residents.

2) To be provided by means of drop-ins, telephone and email advice.

Drop ins provided 3 times a week until mid March 2013 (when we received confirmation that we would be telephone only from this time onwards). We operated a telephone service and email service all year. Client numbers using advice service - 238 email, 3,573 phone, 6,614 drop in

3) service to provided at least one Saturday a month.

We provided advice sessions on the 2nd Saturday of each month.

4) Service was to provided to CLS general help standard.

We passed our audit in the summer

5) Access to pro bono solicitors was to be provided to those in need of complex legal advice. 148 family and 51 employment pro bono advice sessions provided.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Harrow Community Transport
Name of funded project/ activity	Harrow Community Transport

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

Harrow Community Transport has increased use of its services by increasing the availability of its vehicles, raising awareness and developing its fleet. Harrow CT membership has increased by an average of 57% over the past 12 months. We have installed vehicle tracking systems to our vehicles and allied to our vehicle booking system this helps to ensure we can make best use of our vehicles.

We have developed our website which is updated regularly and we also use other social media, such as Facebook to make people aware of our services. The services utilised most to support our current member Voluntary Community Sector organisations continue to be Group and individual Transport services. Focus groups have informed us that the main aims of our membership are to increase the activity of their own members and thereby promote well-being and quality of life, particularly through social activities such as; social gatherings, shopping trips, outings and other activities. Where organisations operate their own activities they rely on both group and individual services to achieve attendance. Harrow Community Transport is developing new services and recruits volunteers to help provide voluntary sector organisations with reducing their costs. Harrow CT works with its membership to develop our range of services to meet both their own goals, and enable individuals to access the services they need. In order to meet this type of requirement Harrow Community Transport has upgraded its fleet with the purchase of a larger accessible individual transport vehicle.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Harrow Equalities Centre
Name of funded project/ activity	Equality - More Important Than Ever

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

HEC has met the outcomes and outputs agreed as part of the SLA. HEC has:

- delivered 13 high quality training sessions on Equality Act, PSED, aimed at enhancing knowledge of the Act, in order to highlight the importance of compliance with the legislation. Well above the agreed target)
- sent an updated version of the Equality Toolkit to over 200 groups in Harrow. The Equality Toolkit is a comprehensive document and has all relevant information including an equality policy template for Harrow groups to adapt.
- organised 8 successful joint events in partnership with Relate, LBH' Safeguarding Team, Mind in Harrow and Harrow Carers on various topics, following the success of the Working Together initiative. These events have provided unique opportunities for participants to share ideas about how to promote equality, good relations, community cohesion, access and inclusion to support services for people from BAMEAR communities.
- facilitated funding information joint events with Heritage Lottery Fund and Trust for London for BAMEAR groups to find out about current priorities and how to apply for funding.
- provided on-going support to 41 Hate Crime victims and facilitated a meeting between the Police reps. and families at the receiving end of an on-going race related hate crime in Harrow. As part of the hate crime campaign and awareness raising activities, 10 presentations delivered to major events and meetings in Harrow in order to increase understanding and confidence of victims to report hate crime.
- As a lead partner, developed an effective Harrow partnership and contributed to the success of a West London bid. HEC has received £210k from BLF for four projects. The Harrow projects have been sub-commissioned to 3 Harrow groups (HIB, VAH and CARRAMEA). HEC is also the lead partner for the Equalities project - four West London groups have been sub-commissioned to assist HEC in delivering Equalities Peer to Peer Support. All projects were launched successfully in October 12. Harrow CVS groups have benefit from Harrow and West London projects.
- helped draft a Community Cohesion Charter for Harrow, as part of a small group. The final version was approved by HSP.
- provided 28 volunteering opportunities for Harrow people, with 4 hot-desking and meeting room facilities for Harrow CVS groups. providing on-going structured support to 10 Harrow groups.
- participated in a small group established to oversee a project, consulting children and young people on safety issues with a view to improving policies and practices.
- facilitated a meeting between New Arrival communities and the Law Centre to discuss exclusion issues in Harrow's educational institutions.
- initiated discussions and facilitated meetings of a working group tasked with developing and implementing a new CVS model in Harrow.
- been working with Harrow partners to establish a LBG&T Forum to represent the views of the community and the inclusion of LGB&T. HEC has drafted the Terms of Reference. .
- provided advice on equalities to different groups, and been part of all key meetings and platforms to promote equality, including Corporate Equality Group, Hate Crime, HPCCG, and has taken part in different consultations and EqlA reviews to assess the impact of service providers policies on communities.
- held meetings with LBH's HR to discuss the content of the Annual Equality in Employment Report. In the light of the report's findings a task group was established, to which HEC has contributed, to advise CEG on developing an action plan.
- participated in the Harrow Council's staff engagement event 'Making a Difference'.
- contributed to the Council Tax reduction consultation process as a member of the EqlA sub-group. HEC's involvements as part of the consultation will ensure that the needs of all equalities groups are taken into consideration when formulating policies and developing strategies.
- Provided direct advice and advocacy on equality issues.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Harrow Heritage Trust
Name of funded project/ activity	Management of and public engagement with Harrow's nature reserves

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

Volunteer physical work: In the period 1st April 2012 to 31st March 2013 we hosted working parties of local volunteers on 73 separate days and have performed work at the direction of the respective wardens. Rubbish clearance has maintained our sites at least as clear as they were before the grant period. GPS mapping of Stanmore Country Park before and after clearance has been performed. The species database on our website has been regularly updated, 1034 individual records have been added since 1st April 2012. These records have been forwarded to the Council's biodiversity officer for addition to the GIGL database. Feedback forms have been handed out at our guided walks at Stanmore Common and the comments recorded. The second seat has been erected at Stanmore Common at a location suggested by site visitors.

Public engagement: In the period 1st April 2012 to 31st March 2013 we ran 15 guided walks including three moth evenings and two bat walks. We met the public at our stand at Headstone Manor May Day and Harrow in Leaf. In addition we took our stand to the Crane River event in Roxbourne Park on September 16th 2012 and at Apple Day at Grimsdyke Hotel on October 14th 2012. Of the various routes we have used to attract new volunteers, the Do-It website has proved most successful.

Leaflets and posters: A leaflet describing Newton Farm Ecology Park was created, distributed to Rayners Lane and Roxeth library and handed out at our stands at events. It formed part of a display circulated around all Harrow's libraries and can be downloaded as a PDF from our website. In the period 1st April 2012 to 6th November 2012 we have reprinted 3,500 leaflets describing our other sites, to replenish our stocks after distributing a similar number to the public. We have recruited five committed volunteers who are now acting as assistant wardens at Stanmore Common, Stanmore Country Park and Bentley Priory. We have recruited 22 new regulars at our working parties. A laminated poster about volunteering has been created and passed to officers at Harrow Council's Public Realm for use at Pride in Harrow events.

Brushcutter training: In the mid-term report we reported that Martin Elliott, a regular volunteer at both Stanmore Country Park and Stanmore Common, would attend the brushcutter course at Capel Manor in January 2013. Unfortunately Martin could not arrange time off work for this, so we have instead booked David Green, another regular volunteer at Stanmore Common, onto a course that runs in July 2013. This has already been paid for.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Harrow Kuwaiti Community Association
Name of funded project/ activity	Kuwaiti Bidoon Integration Project

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

The activities or services undertake or provide has met the outcomes and outputs agreed in the Service Level Agreement :

1. Advice Centre: offering appointment and drop-in from 10 am to 3pm every Monday and Thursday at Community Premises 27 Northolt Road, Harrow, HA20LH. 135 users received general advice and support services including help in filling forms, advocacy, translation and accompanying to GPs, hospitals, dentists or referred to solicitors or legal advisor and writing supporting letters.
2. Volunteer Club: The club offered volunteering opportunities. 5 volunteers recruited. 1 trained in football coaching and got level one. 2 people worked with the football project and the other 2 people worked with the organisation in order to increase its capacity.
3. Football Project: providing training and tournament every week, tournament on Thursday evening from 6:30 to 8:00 at Northolt High Sport Centre and also training every Friday from 4pm to 6pm at Centenary Park Sports Club. 15 young people attended the football training sessions and one person trained in Coaching Level One. Affiliated one team into a local FA league.

Outcomes:

- Improved quality of life of users as they have increased knowledge about their rights and access to a range of services.
- Improved communication with new coming, solicitors, expert people and organisation.
- Offered interpreting and translation service and enabled people to access local service.
- Increased volunteering opportunities for community members and interested people.
- Increased levels of participation in football
- Improved confidence and communication skills.
- Reduced crime and anti-social behaviour and contributed toward a healthier community through engaging young people in football activities.
- Strengthened the relations between the Community and other communities through playing football with different community teams.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Harrow Law Centre
Name of funded project/ activity	Housing Solicitor

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

Over the last year Harrow Law Centre has provided specialist legal advice to over 1100 beneficiaries. All of these cases have involved intensive specialist legal advice. The majority of cases which we deal with involve multiple, complex interrelated problems. For example a family may be living in very overcrowded accommodation with family members with mental or physical illness or disability. The home environment may cause behavior problems for children and young people within the family which leads to potential exclusions at school. In addition because of the local demographic there is often an immigration or asylum element to the cases we take on.

The law centre is able to provide holistic support to clients to resolve the legal and often the social problems they encounter which are best highlighted by some case examples:

- 1) A woman who is an owner occupier who has started to suffer with mental illness. As a result of her illness she has failed to pay her service charge and possession of the property is sought on the basis that the arrears of service charge means that the woman has forfeited her ownership.
- 2) In another case a woman also an owner occupier with two severely disabled children is facing eviction. She had fallen into arrears with her mortgage due to her low income. We are staving off possession proceedings by representing the woman at Court and at the same time seeking to reach a solution with the lender.
- 3) A client was admitted to the mental health unit at Northwick Park. She had been refused benefit because of issues over her immigration status. Whilst in hospital sectioned under the Mental Health Act her landlord tried to evict her for rent arrears. Our housing solicitor intervened to prevent the woman being unlawfully evicted, our immigration solicitor and welfare benefits worker established that her immigration status was such that she was eligible for benefit and secured her entitlement to benefit.

We also provide second tier support to local agencies such as the Women's Centre and CAB. We have given talks to local organizations to make them aware of particular problem areas. Our website is regularly updated. We had problems with our service provider in terms of establishing the number of hits to our website. However we have secured an IT consultant who has been able to address this problem for us and have been able to take a snapshot of those visiting our website.

APPENDIX B - Service Update

Name of funding department

Community, Health & Wellbeing (Adults & Housing)

Organisation Name

Harrow Mencap

Name of funded project/ activity

Transitions Pathway

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

This project has provided services to 23 young people aged 16-24 who are not in receipt or eligible for social care services. The following activities have been provided

6 Young people attended a managing money workshop 80 % of attendees said they felt more confident in managing their money after attending

8 Young people attended 3 workshops on moving into employment all 8 completed update CVS , completed job searches filled in practice application forms and took part in practice interviews . 100% of attendees said they felt more confident in applying for jobs; 1 attendee has secured paid employment.

7 Young people attended a workshop on volunteering. The workshop explored the benefits of volunteering and opportunities for volunteering in the local community.

1 young person is now volunteering with St. Luke's 2 young people are volunteering at an old peoples home 1 person is volunteering with Age UK Harrow and 1 with Mind in Harrow

Peer support groups have met 13 times they have undertaken the following activities and 17 young people have attended

Bowling
Cinema trips
Restaurants
Rock Climbing
Ice Skating

83% of participants said that the peer networks made them feel less isolated and supported them to develop their social network

92% of the participants stated that the groups supported them access activities they would not have accessed without the group

The peer support groups have also enabled the young people to enhance their teamwork skills. Being this project is ending in June 2013 work has started on identifying peer leader for these groups to enable us to continue after the ending of the project

Advice and information was provided to 23 young people covering the following areas

Sexual Health, employment issues, volunteering, housing, learning skills council

4 young people have been sign posted to learning skills council and have restarted education at their pace

In addition to these 23 young people the project manager also ran 5 hourly focus groups with five year 11 pupils at Shaftesbury who will be leaving in May and have mild learning disabilities / autistic spectrum disorder and will not be eligible for support. These workshops completed mapping activities with the young people increasing awareness of choices and options available

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	HARROW SHOPMOBILITY
Name of funded project/ activity	TO CONTINUE OUR SERVICE

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

Output 5a Harrow Shopmobility has continued to provide the loan service to disabled people of Harrow for the period April 2012-March 2013 to enable 3300 disabled and terminally ill User's to live independent lives .

Outcome 5a. The period has seen great fluctuation in demand due to the current economic climate, benefits cuts and the unpredictable weather. The service only closed on one day due to weather. Demand for service of wheelchair and scooter loans has increased enabling Users to carry out essential daily living tasks, being independent and less isolated and increasing self worth, their confidence and dignity. Our membership has increased to 3423 excluding those who had recovered, died or relocated. Long term wheelchair loans have increased significantly to almost 7100. Most of these were referrals were from hospitals, other voluntary organisations, charities and Occupational therapists. Our daily figures dropped due to extreme weather from December to March, flu, other viruses and taxi cuts. The cold exacerbates User's conditions. The service also dealt with more diversity in people. Somali, Iranian, Iraqi, European and Afro Caribbean (increased Users) and Indian people have all registered recently. Equipment continues to be regularly serviced by Get Up and Go, our Contractor. A PAT test had been carried out to meet Safety Regulations. 6 scooters and 3 wheelchairs or which proved too expensive to repair or unfit were removed from stock. Private equipment donations included 3 scooters and 1 wheelchair and a power chair. Our purchases included a 2 strollers (funded by Transport for London) and an extra large scooter which was purchased to cater for the needs of people who are larger. Total stock now stands at 26 scooters and 51 wheelchairs and other mobility equipment.

Output 5b. Promotion of Partnerships for funding and support continuity; translating leaflets targeting the Afro Caribbean, Somali groups and Sri Lankans; Distribution of H.S. Leaflets. Somali Community group etc.

Outcome 5b: Partnerships had been explored with Harrow Community Transport and providing funding obtained, a needs assessment will be carried out by HCT to survey our members to provide a joint transport service for HS and HCT's members and reduce costs. Translation of leaflets: Somali - underway, Sri Lankan-underway. Leaflets sent to 6 Libraries, 3 GP Surgeries, One Stop Shop, Somali Community Group and Sri Lankan Groups.

Output 5c: IT, First Aid Training for Staff and Volunteers Computerised booking system, New Website and information System.

Outcome 5c: Newly acquired computers are being used for training Volunteers and Trustees and is in progress. A Trustee and Recruited Volunteer are the IT.Trainers First Aid Training has been deferred as certificates still valid.

Website: Designed by IT Specialist Volunteer and is operational. Useful in giving Users information, attracting volunteers and source of revenue £100 sponsorship for banner secured and providing service update.

A pilot online registration form has been completed which will go online once it is perfected. This will speed up the registration process and data capture. We have daily verbal feedback from Users on how essential the service is to Disabled People and that the impact of the service extends wider than just the direct beneficiaries.

Staff and Volunteers

There still remains just one staff member who works Monday to Friday. Lack of sufficient volunteers continues to be a problem.

Recruitment of unemployed volunteers proved difficult as it is only short term staffing and costly in terms of time in training and Disclosure Fees. A specialist Volunteer recruited as Accountant.

Output 5d: Regular Repair and Maintenance of Equipment.

Outcome 5d: Regular repairs and service of wheelchairs and scooters have been done. Service annual and repair as needed. A service contract is in place. No breakdowns to report.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Harrow St. Mary's Cricket Club
Name of funded project/ activity	Provision of facilities to enable Harrow's community to come together through cricket

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

As stated in our mid term update the grant has enable us to continue to invest in community cricket facilities for Harrow's people. Being a 'non-for-profit' organisation we have been able to divert the money set aside to pay our bills to invest in our facilities. We have begun weekly BBQs that will encourage our families to meet socially.

With due regard to careful management we have been able to ensure that our club's future has been sustained and bills paid.

We have sustained membership and been approached by a further two schools wishing to develop a formal link with our club and provid schools a pathway for their pupils.

We have continued to provide a training programmes structured to the individual. Several of our young players have since been selected to represent Harrow Borough and Middx County Cricket. We have continued to give our teenagers a positive press locally and continue to recognise their achievements through our involvement with the Jack Petchey Foundation, which exists to raise the aspirations of young people, to help them take advantage of opportunities and play a full part in society and our own our own "Young Achiever Award"

In the period April 1st 2012-5th May 2013 members (previous and new) aged from 6 to adult have played the sport and also been involved in the social opportunities that the sport aims to deliver.

Our U15s were Middx Indoor Champions and our successes on the field of play have continued to ensure that we continue to be approached by new people wanting to join our club, which has ensured that we have sustained our membership.

APPENDIX B - Service Update

Name of funding department

Community, Health & Wellbeing (Main Grants Programme)

Organisation Name

HARROW TAMIL ASSOCIATION

Name of funded project/ activity

Day centre to enhance quality of life

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

activity 5a. Yoga & keep fit ex. outcome: Improved health & well being of older people. Provided physical and mental calmness.

Indoor games: outcome: stress release. Mentally happy and satisfied. Improved in skills. Enjoyed social atmosphere.

Health lectures & discussions: outcome: Brought awareness in health issues and diseases that affect the elderly. How to cope up if victims. Held 10 seminars on dental care, dementia, health checks, healthy living, diabetes, group discussions on health topics, First aid, care pre & pro operations.

Records are kept. Visitors expressed their views in the comments book.

Activity 5b. Luncheon Club: outcome: Provision of opportunities to relax and enjoy. Social gathering and interactions. The members requested and volunteered to provide lunch on rota basis.

Daily Attendance is marked.

Group walks & Annual sports meet: Healthy community involvement. Total of 105 members including visitors participated. Members became more active and developed team spirit. Brought out talents. Group walks in the morning were very much appreciated.

Annual Cultural Event was staged with Mayor of Harrow & Councilors were Guests: Culture was exhibited with items; members brought out their talents. Published souvenir with annual report and accounts; Mental and physical satisfaction for the members.

5c. Day trips. The members participated enjoyed, relaxed and learned about places.

Handicrafts: 11 members took up knitting and produced articles such as scarf and caps. Gained knowledge and skills. Provided volunteering opportunities to the members who volunteered to teach.

APPENDIX B - Service Update

Name of funding department

Community, Health & Wellbeing (Main Grants Programme)

Organisation Name

Harrow Town Cricket Club - Ladies Section (Formerly Headstone Manor Ladies Cricket Club)

Name of funded project/ activity

Ongoing Development of Female Cricket

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

The project offers a safe and encouraging environment for participants to train with fully qualified ECB cricket coaches.

The club encourages individuals from all cultures and communities to participate and targets females as they are traditionally less likely to participate in cricket.

The club offers a venue, equipment and experienced coaching support to ensure that participants learn the game and are able to play the game to match standards.

The club enables participants to increase their fitness levels by providing general fitness activities to increase their strength and stamina and encourages a socially interactive environment which promotes team work.

The club offers the opportunity to qualify in professional coaching courses which are accredited by the ECB and offers courses in young leadership which provides further academic skills and abilities.

All staff members have enhanced CRB checks.

The project is open to all girls and ladies in Harrow, and part of our remit is that we run the Harrow girls squad in the Youth Games representing the London Borough of Harrow.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Herts Inclusive Theatre
Name of funded project/ activity	Acting Up (Adult Drama Group)

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

Between September 1st 2012 and 31st March 2013, we have held 24 weekly sessions, which have brought together 22 members of the harrow community, 90% of whom are disabled people, along with 11 carers and support workers. During those sessions participants have finalised and completed a radio play script which they performed at the Aspire Centre on Sunday 16th December 2012 to an audience of 90 members of the community and The Mayor of Harrow. The radio play was created, written, developed and acted out by the participants themselves. During the workshops, they worked on creating characters, developing accents, learning about timing, especially for those participants who were creating the sound effects. The participants also performed a song they had learnt about the Olympics at the Harrow Disability Arts Festival in December 2012, this song had previously been learnt during the summer for an event at the Aspire Centre. Since January the participants have been working on a piece which looks at Dignity and the participants experiences in life. We are aiming to perform this piece in early September 2013 at either the Aspire Centre or Harrow Arts Centre, and then repeat the performance in Harrow day centres.

The above demonstrates that we are achieving outcomes and outputs in the service level agreement by reaching the members of the target community, developing peoples skills by putting on the live radio show performance and performing to members of the local community hence increasing cohesion within the community.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Hestia Housing and Support
Name of funded project/ activity	IDVA & MARAC

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

IDVA Outcome 1: Supporting victims of domestic violence in Harrow.
The service is now fully established and has supported 85 women at risk of domestic abuse in the past year. We are currently receiving referrals from social services, housing, health visitors, community groups, police etc. The IDVA attends the VAWG meetings, Children's Services Audit and case conferences. Non-police MARAC referrals are passed to the IDVA immediately to ensure that support is offered at the earliest opportunity. Many of these women are from hard to reach groups who may be reluctant to involve the police because they have immigration and/or cultural issues and a fear of statutory agencies. Health visitors/midwives, drugs/mental health services make referrals to the MARAC via the Hestia IDVA. Interpretation, where English is not a woman's first language, is provided by Women Centre workers; specialist community groups or through LanguageLine. The service is promoted at local forums and presentations have been made at: Housing, COMPASS, Children's Centres and Home Start. Leaflets are distributed throughout the borough to organisations including local surgeries, clinics, colleges and hospitals. A database is kept of all referrals to the centre which include equal opportunities data and this is submitted quarterly to the VAWG co-ordinator.

IDVA Outcome 2: Maintain strong partnership links, and sign-post victims to where required.
The support provided by the IDVA is wide ranging, with the safety of women and children as the first priority. A risk assessment is carried out to establish the level of risk and how this can be managed. This could involve finding refuge accommodation out of borough or making the home safer with the support of the Sanctuary Project. The IDVA also helps with civil remedies by applying for DIY non-molestation order, or where the situation is more complex she will support the client in accessing legal advice. If the woman has immigration issues that prevent her from accessing benefits, the IDVA will support the woman to apply for the Destitution Domestic Violence Concession if applicable, and to contact social services to see if they will provide funding until an application for Indefinite Leave to Remain has been considered by the Home Office, or to provide funds to support a child. Other areas of support include arranging safe child contact, supporting women at court or encouraging them to seek support from other agencies, such as drugs and alcohol services or specialist BAMER groups. The IDVA also does some joint working with professionals from other agencies to enhance the support. This has included; Housing, COMPASS, Look Ahead and Health visitors.

IDVA Outcome 3: Collect data relating to the prevalence of DSV in Harrow
Data is collected for the majority of clients. Some women are reluctant to give full details or where emergency refuge is required there may not be time to collect all the information, particularly when support is being provided over the phone. All data collected is now stored in our secure online database.

Marac Outcomes:
The MARAC coordinator liaises with various agencies: These include the police, probation, housing, children's services, drugs & alcohol services, immigration, benefits advice and health & well-being. The MARAC coordinator attends the monthly MARAC meetings. Monitoring information is provided to CAADA & Harrow's VAWG Coordinator

APPENDIX B - Service Update

Name of funding department

Community, Health & Wellbeing (Main Grants Programme)

Organisation Name

Harrow Family Learning Network trading as HOPE Harrow

Name of funded project/ activity

Making a Difference to Parenting Project - HOPE Courses and workshops

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

Effective Parenting 2 courses - 18/5/12 to 4/7/12 and 14/1/13 to 3/13

Managing Behaviour workshop 25/6/12

Living with a Teenager 24/9/13 to 11/12

Anger Management Oct - Nov 2012

Sibling Rivalry workshop 11/3/13

Outcomes:

57 parents/carers registered for Courses/Workshops

51 attended Courses/Workshops

13 report increased confidence in their ability to parent their children

23 have learnt new skills and strategies and have used them successfully

20 report less stress and tension (or no increase) between them and their children

40 children benefit from reduced stress in the family home

31 completed course/workshop

13 referred by social services; 3 referred by CAMHS; 2 referred by YOT

12 of the main carers were of Asian origin including Indian Pakistani & Sri Lankan

30 were White British

2 were of Irish origin

0 were of Chinese origin

2 were of Black African origin

4 were of Black Caribbean origin

1 were of white mixed origin

0 were of other ethnic origin

Evidence of outcomes achieved through written and verbal feedback from participants and facilitator evaluations.

Effective Parenting: Parents report more confidence in their ability to parent in more positive ways, have wider range of tools and skills at their disposal, gained insight into how their own behaviour influences the behaviour of the children and how to convert a negative atmosphere within the home into a more positive one. Unplanned outcomes: a parent was able to move forward significantly in dealing with a number of issues, sought therapy for herself, applied to do a post graduate degree and felt much more able to see her strengths and difficulties. Another participant reported a fundamental shift in understanding her anger issues and the importance of emotional intelligence.

One parent accompanied her partner believing he was the one who needed guidance, said she had benefitted as well. Some parents who were experiencing difficulties with their relationships with partners/ex-partners, felt better equipped to communicate in more effectively.

Parents were encouraged to seek other courses available, such as through schools and local organisations, to further develop their skills and resilience as parents and seek support in their quest to parent their children in a positive way. Parents exchanged contact details in order to meet up.

Living with Teenagers:

"I pay more attention, listen, and look at life from a child's point of view."

"I think more clearly and give clearer instructions to children."

"Calmer, more confident, better equipped to deal with behavior issues."

"I am more aware of how I communicate and less reactivate."

Strategies learned/sustained:

Not being baited, walk away and ignore, give both of us space

Listen more, try not to judge or problem solve so teen can work it out for them selves

I learned skills to keep calm and not shout when angry

Postponing argument

To really listen and communicate

Changes:

More aware of my behaviour and gave me tools to change

Calmer, more ready to let it go – this happened immediately

I don't shout like before and my child doesn't get as angry as before

Making time to sit down to communicate with my teen

Anger Management – Parents & Teenagers together

Testimonials from Parents

"It helps to hear other people's experiences"

"Shows you are not alone and offers some ideas to help"

"Sharing with other parents, you realise that their problems are the same as yours"

From the Teen evaluations: The biggest changes have been in acknowledging the impact the teens behaviour has on others and the recognition of triggers. Acknowledgment of these two areas will have a huge impact on how the teens will deal with their anger going forward.

Strategies learned/sustained:

Stop and think before acting or saying something

To listen better - completely focussed

Understand what went on before the outburst

Give choices

Reflect back what teen is saying

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Huntington's Disease Association
Name of funded project/ activity	Regional Care Advisory Service

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

12 Harrow residents with symptoms of HD have received care and support to increase their level of independence and quality of life.

We have continued to regularly support 8 Carers and 3 children at risk.

The specialist care agency (Sweetree) who cover the whole of London including Harrow receive training on a regular basis - 25 staff members received training in April, September and January 2013

Harrow residents continue to attend Specialist HD Clinics. The Clinics provide a multidisciplinary approach and ensure that care is coordinated between the RCA, Health Professionals Social Workers and families. Since April 2012 the RCA has attended 21 Clinics, supporting 111 family members. Very positive feedback has been received recently from Lead Clinicians running the Clinics in London and they reinforce the need for the RCA's involvement and the benefit of the support and Advice received.

The Harrow Support Group meets approx every six weeks and is well attended.

Our Youth Worker is now well established in his role and is developing our service for Young people. The RCA for London has been working closely with the Youth Worker on developing support groups for Young people in London.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Ignite Trust
Name of funded project/ activity	Expression

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

The following sessions were delivered:

- 70 Expression youth community group sessions
- 72 detached youth work sessions
- 5 days of peer leadership training
- 5 days of 'Fun Week' activities
- 10 days of positive social activities in the summer holidays
- 1 weekend residential
- 5 assemblies in local high schools
- 187 1:1 support sessions for young people

- 456 individual participants have been engaged in targeted youth services
- 845 young people have been engaged in assemblies in their high school

163 young people have demonstrated a reduction in anti-social and criminal behaviour or gang related activity

- 66 participants reduced negative behaviour including fighting, play fighting and using obscenities
- 148 participants have demonstrated Expression's values including washing up and talking to peers, staff and volunteers respectfully
- 10 participants reduced confrontational body language
- 18 young people told workers about a reduction in anti-social and criminal behaviour or gang related activity.

191 young people have demonstrated an increased sense of emotional resilience

- 109 participants articulated their ambitions and goals
- 179 participants engaged in positive conversations with workers or peers
- 45 participants told workers about a reduction in life-limiting behaviours, including reductions in substance use and risky sexual behaviour.

239 young people have participated in more positive activities

- 75 participants who were previously NEET or disengaging with education/employment re-engaged or increased engagement with education, training or employment
- 172 participants engaged in more Ignite projects
- 134 participants increased their engagement in Expression to stay for the duration of each session, and for consecutive weeks.

237 young people have demonstrated increased confidence

- 45 peer leaders taken on peer leadership roles through Fun Week, social activities and weekly projects
- 40 participants demonstrated peer leadership skills through their leadership roles
- 77 participants demonstrated an increase in choosing not to follow the crowd
- 170 participants demonstrated an increase in initialising social interaction with peers and workers.

Case Study (name has been changed)

Ollly joined Ignite through our work on the Rayners Lane Estate. When he initially came to sessions he was very aggressive, play fighting at every opportunity and a real disruption to the project. He was attending, but failing, college and was also heavily involved in dealing Class A and B drugs. Drugs 'paid for everything I needed' he said.

Ollly joined in with activities during one school holiday, attending everything we planned. It was during this time, that Ollly first spoke honestly and openly with workers about obstacles in his life and the reluctance he felt towards dealing drugs. Through regular conversations, Ollly expressed a desire to own a business some day and the possibility of doing an entrepreneurship course was suggested. This was a huge breakthrough for Ollly, who had previously never suggested any inclination of ambition. Ollly says that when coming to Ignite, he was 'blown away by meeting people who had motivation and determination for their lives.' On returning to weekly sessions Ollly's behaviour changed. Rather than being the instigator of play fighting and disruptions, he sought to positively influence the session through peer leadership. He was polite to volunteers and other young people. Ollly also joined our Summer Peer Leadership Team, through which he demonstrated responsibility and commitment to the team.

Ollly decided to stop drug dealing. His increase in ambition and drive has motivated him to come to this decision. He deleted 580 drug dealing contacts from his phone. Youth workers are now mentoring him in order to continue encouraging this transformation. He has since written a CV for himself and managed to secure a legitimate part-time job.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Indian Association of Harrow
Name of funded project/ activity	Seniors Club

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

The project was designed to deliver four outcomes:

1. Alleviating social exclusion and loneliness amongst the elderly
2. To encourage the elderly to participate in physical activities and follow a healthier lifestyle
3. To encourage the elderly to be more independent, network with others, make new friends and be more proactive about dealing with their own problems
4. Overcome social disadvantage, learn new skills and empower the elderly to access services which are available to them

The programme of physical activities/yoga, interactive dance workshops, provision of a nutritious mid-day meal, speakers on health and well being issues, encouraging users to engage in the delivery of the project by becoming volunteers etc which was outlined in our grant application has been followed. Over thirty users are involved as volunteers in the delivery of the project.

User surveys were carried out four months, eight months into the project and at end of project on the following dates 14/08/2012, 11/12/2012 & 25/03/2013 respectively, at club get-togethers to gauge the value and effectiveness of the project. There were 88, 60 & 63 respondents to the three questionnaires, conducted in complete anonymity, in which users were asked to tick 1 of 5 boxes marked: Strongly Agree SA, Agree A, Uncertain or Not Applicable N/A, Disagree D, Strongly Disagree DA, to rate statements designed to elicit the effectiveness of the project to achieve its declared outcomes as agreed in the SLA. The data collected are summarized below (all three sets of data obtained are given):

1. I find the exercise activities useful and enjoyable: SA 35,26, 24, A 46, 28, 28, N/A 0, 0, 3, D 0, 0, 3, SD 0, 0, 1, Nil* 7, 6, 7
2. Since starting the programme my mobility has improved: SA 13,11,4 A 51,27,38 N/A 7, 16,7 D 3,0,4 SD 0,0,1 Nil* 14,6,6
3. I have started exercise at home on my own since joining the programme: SA 20,12,13, A 45,29,28 N/A 10,8,10 D 4,5,2 SD 2,0,1 Nil* 7,6,11
4. The midday meal provided is healthy, nutritious and tasty: SA 44,22,22 A 41, 33,31 N/A 3,0,1 D 0,1,2SD 0,0,0
5. Since joining the Seniors Club I have made new friends:SA 41, A 38, N/A 8, D 0, SD 1
6. My feeling of well-being and happiness has increased as a result of meeting and socialising with people at the Club: SA 34,28,21 A 46,28,29 N/A 6,1,7 D 2,0,3 SD 0,0,0
7. Since joining the Seniors Club, I have acquired new skills and interests by interacting with others, & through discussion and talks given by invited speakers: SA 27,18,11 A 41,22,32 N/A 16,14,12 D 4,0,5 SD 0,0,0

* Nil (Nil response) on the exercise programme reflect the fact that some users do not participate in the exercise because of medical conditions.

The high degree of user satisfaction shown by the survey is an indication of the success of the project to meet the declared outcomes.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Mind in Harrow
Name of funded project/ activity	Mental Health Information Service

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

<p>We have exceeded the outcomes and outputs agreed in the SLA</p> <p>Outcome/Output: Harrow residents experiencing mental health needs will have improved access to information about local social care support services</p> <p>Activity: Information Worker recruited, trained & supervised team of 7 helpline volunteers; helpline open Tues-Thurs weekly; 236 calls answered by helpline</p> <p>How success is measured: no. & % callers reporting Information Service helped them understand their needs, make informed choices, improved their capacity to cope</p> <p>Evidence: records of calls, Caller Outcomes Survey for sample, verbal/email feedback, case studies, volunteer records</p> <p>Achievement: Caller Outcome Survey of sample 15 helpline callers demonstrated:</p> <p>73% strongly agree/agree (said*) the Information Service helped them better understand their social care support needs</p> <p>67% said* it improved their knowledge about relevant social care support services, incl culturally/gender sensitive, affordable community services</p> <p>80% said it provided effective signposting to support services</p> <p>53% said more able to make informed, independent choices</p> <p>73% said it improved timely access to social care support services</p> <p>Online Mental Health Directory was amended & kept up-to-date</p>
<p>Outcome/Output: Harrow residents with more complex mental health needs will have improved access to local social care support services</p> <p>Activity: Information Worker provided 13 new clients with face-to-face mental health interventions for 3-12 weeks; collaborated with BME organisations about culturally sensitive publicity; completed IAG protocol for joint working with 5 local information providers</p> <p>How success is measured: no. & % clients reporting the information service helped them understand their needs, make informed choices, improved their capacity to cope; no. & % clients from BME/new arrival communities</p> <p>Evidence: Pre & Post evaluations, database client records of intervention, case studies, records of collaboration with BME/faith community organisations</p> <p>Achievement: of 13 new one-to-one interventions, 11 completed post-evaluation questionnaires and indicated:</p> <p>90% of clients said* that since contacting the Information Service they have a better understanding of their health and/or social care needs</p> <p>90% said they received timely information to help access mental health/support services in Harrow</p> <p>70% said they were able to access mental health/support services sensitive to their cultural/gender needs, and other support or services more quickly</p> <p>69% of clients since starting with project said that when they contacted MH Info Service they had been finding it difficult to cope with the stresses in their lives; after they had received one-to-one intervention, 70% reported they felt better able to cope.</p> <p>8 of 13 new one-to-one clients (62%) were from BME/new arrival communities</p>
<p>Outcome/Output: Harrow residents experiencing mental health needs benefit from more seamless and co-ordinated pathways between information and advice providers</p> <p>Activity: implemented IAG protocols with 5 local info providers to ensure more seamless pathway for service users</p> <p>How success is measured: no. & % of f2f interventions coordinated with local info providers</p> <p>Evidence: case studies, pre/post evaluations, feedback</p> <p>Achievement: of 13 new one-to-one interventions, 7 (54%) involved Information Worker coordinating with other local IAG providers to achieve seamless service for the client</p>
<p>Outcome/Output: Harrow residents experience increased access to local & universally available information about mental health and social care support services</p> <p>Activity: 6 new specialist factsheets provided to Shop4Support and previously provided factsheets updated</p> <p>How success is measured: no. factsheets supplied; emails; S4S website visits</p> <p>Evidence: Council confirmation of receipt</p> <p>Achievements: 6 new factsheets provided to S4S and updated previous 6 already provided</p>
<p>*said = strongly agree /agree to statements on evaluation qu'aire</p>

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Relate London North West
Name of funded project/ activity	Emotional Support for Families

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

Relate London North West was able to meet the outcomes and outputs. We were able to provide 194 initial consultations with a counsellor against a target of 150 sessions. We were also able to provide 1150 supported sessions of on going Relationship counselling against a target of 650 sessions. We were able to measure the success of these sessions through the CORE 34 (Clinical Outcomes in Routine Evaluation) systems this is a measurement exercise taken before and after counselling to find out their initial hopes for counselling and what they had achieved on completion. Some key results:

87% more able to deal with changes in the family

80% more able to deal with the arrival and care of their children

51% reported improvement in their children's behaviour

65% reported increased self-confidence

87% maintained or strengthened their couple relationship

48% reported decreased isolation

in addition 97% said that they would recommend Relate to others

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	SOMALI CULTURAL & EDUCATION ASSOCIATION (SCEA)
Name of funded project/ activity	SCEA YOUTH EMPOWERMENT AND ACHIEVEMENT

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

The project has achieved the outcomes and outputs agreed in the Service level agreement.

We have successfully enrolled 50 children from harrow school who have benefited from the supplementary school and have achieved a better engagement in their schools and improve on their attainment; we have been able to monitor this by the register of attendance of the student and the progress report from their mainstream school and the feedback from the children's attitude towards learning and school

10 parents have to attended our introduction to ICT and the internet course successfully

20 young people have participated in our physical activities.

APPENDIX B - Service Update

Name of funding department

Community, Health & Wellbeing (Main Grants Programme)

Organisation Name

South Harrow Christian Fellowship

Name of funded project/ activity

Youth Enrichment Programme

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

Blaze (Pre Teen Youth Club) Outcome -To offer a safe & inclusive, drug & alcohol free environment for 15 youth between the ages of 10 -12 years, free of cultural & ethnic boundaries to interact in various group activities from Apr'12 - Mar 13

Achievement :The club was held every Friday from 5 - 6.30 pm (term time) in the second half of the funding year as well. It continues to be a success with around 12 - 16 attendees every week with 22 on its register. As this club is running at capacity within the first six months (15 users) we have not promoted nor publicized in the second half of the funding year. We continue to have Cookery & fitness sessions. We have also had a nail bar for the girls, painting and craft activities for all. We have Table Tennis, snooker & Wii to engage the users in team work & sporting activity. We continue to have discussions relevant to the age group to aid character development. We have had to engage a third volunteer to help (depending on planned activities) to meet the needs of the attendees.

Youth Drop In Centre-

To offer a safe & inclusive, drug & alcohol free environment for 15 youth to drop in for a taster session of what services we have to offer free of cultural & ethnic boundaries to interact in various group activities from Apr'12 - Mar 13.

Achievement: This has been relocated to a local cafe, which is funded by Project 5000 & managed by our Church Youth worker in an effort to be inclusive. We have also increased the number of sessions from once a week to twice a week (Tuesday & Thursday) for 2 hours per session. At these sessions the youth worker is available to engage any young people who walk in. Snooker, Wii & board games are available to keep them engaged. We have had 5 - 15 youth dropping in at these sessions & have experience many coming back in the next couple of weeks.

Youth Club -

Outcomes :To offer a safe & inclusive, drug & alcohol free environment for 15 youth between the ages of 13 - 19 years, free of cultural & ethnic boundaries to interact in various group activities from Apr'12 - Mar 13.

Achievement : This club is regularly attended by around 8-10 participants and there are 20 participants on the register. We are encouraged that some new users have joined the club in the last six months of the funded year. The diversity of cultures in this club is encouraging as many are Asian, Caribbean, European, African and of Mixed ethnicity.

Mentor Youth - The youth worker has continued to receive referrals from secondary schools in Harrow & the YWCA. The number of young people that she has mentored far exceeds the number that has be funded and will be funded by SHCF.

Parent Programmes

Outcome 1 :To better equip and support parents in a group setting

Training for 'Drug proof your Kids' and Parenting Skill was carried out. As was the Parenting workshops for Parenting Skills (2 workshops), Living with Teenagers (2 Workshops) & Drug awareness (1 workshop) was completed. Romance Academy training was not completed due to date being inconvenient for both individuals who were to attend.

Parenting Skills - Topics discussed included Setting Boundaries,Time Management,Turning Routines in to celebrations, Creative ways to spend quality time with Kids & Creating Memories.

Living with Teenagers - Topics included self esteem,peer pressure,depression,strategies to manage challenging behavior & some of the common mistakes parents make.

Drug Proof your Kids - covered topics such as introduction to the different types of drugs commonly available, exploration of reasons for teenage drug use, signs & symptoms of drug use & where to obtain help if needed.

Outcome 2 :To better equip & support parents on a one to one basis

The youth Worker has supported 4 more parents on a one to one basis in the last six months. Again it was felt that 4 weeks of 1 hour each was insufficient to work through the issues that they were facing & the additional hours was funded by SHCF budget for community work.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	Srishti Yuva Culture
Name of funded project/ activity	The Fourth Age, Artfully

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

- 1) Older people who don't have access to the arts have benefitted by experiencing artforms that they may otherwise never have come in contact with. This has promoted an appreciation of arts from different cultures by Harrow's diverse community. Each group received 10 weekly sessions as planned. Our participants have expressed their joy and carers have felt that the quality of participants' lives has been enhanced through their participation in our project. Response by each participant has been recorded at the end of every session.
- 2) Through this project, older people with learning disabilities experienced the therapeutic and healing qualities of dance and music. Carers noted an improvements in participants' mental and physical well-being from having been a participant of this project. Each participant was monitored with a "before" and "after" evaluation form to measure if our project had been successful in having a therapeutic effect. All our workshop sessions allocated some time to work individually with participants to cater for any specific needs; this was an important and hugely valued feature of the project. Staff and volunteers kept a diary of all such interaction and the impact on the individual concerned.
- 3) Our tutors and volunteers have benefitted from specialist training and experience of working in a new area dealing with disabilities in older people. A new workforce is being developed to deliver this specialist area of work that currently exists in the borough only through our organisation.
- 4) The homes and centres with whom we have worked gained first hand experience of the benefit of the arts. They now recognise the value of such work and hope to include in their programmes, dance and music as regular activities in the future. Also, our organisation works specifically with Indian classical dance and music, so this provided context and enjoyment in particular to participants of Asian origin, although the work was not geared / targetted specifically at this ethnic group. We were able to incorporate Navaratri / Diwali and Holi related material in our autumn and spring workshops as many care homes and day centres were celebrating these festivals with their residents / clients.
- 5) We have reached MORE beneficiaries than expected.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	St Luke's Hospice (Harrow and Brent)
Name of funded project/ activity	Development and expansion of St Luke's Hospice at Home Service

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

During the grant funded period, St Luke's Hospice at Home service provided a rapid response service for patients from Harrow leaving hospital or for those whom we could prevent admission from their homes to hospital.

Outcome 1: 138 referrals were received to the service from Harrow based patients. Hospice at Home responded to referrals immediately, providing 1 or 2 Healthcare Assistants to visit up to three times each day. Activities included lifting, washing, continence care, arranging for specialist equipment. Patients receiving support from Hospice at Home were either discharged home from hospital or St Luke's In Patient Unit, or those already receiving care in the Community who were referred to Hospice at Home by Clinical Nurse Specialists or District Nurses.

The service provided:

- Blocks of planned bed-side End of Life care from experienced staff
- Bridging" care, whilst hospital, Continuing Care and Social Services care are arranged.
- Respite care, as a stand alone episode of care, planned or rapid response.
- Respite care on a regular basis for day/time out-of-hours and night care
- Respite care for an adhoc/irregular request e.g. to meet a carers shift pattern

Patients with all life limiting illnesses were supported by Hospice at Home eg.those suffering from cancer, renal or cardiac failure.

Hospice at Home's success is its flexibility to meet individual patient and family needs. This is achieved by staff meeting with patient and families to discuss the range of the service and through risk assessments. If referral is for respite, then in depth discussions with the carer are carried out.

Outcome 2: 41 patients from Harrow who wished to die at home were able to do so whilst receiving care from Hospice at Home.

During this period less patients died at home during Hospice at Homes contracted period of care, compared to the same period last year. However, the service experienced a 25% increase in the number of patients being transferred to statutory services i.e. Social Services or NHS Continuing Care. Some patients have been referred to 'bridge the gap' in current services until an increase in their normal care provision can be made. More patients survived longer than the 14 days care provision, which is specific to St Luke's Hospice at Home, and have had their care transferred to either NHS Continuing Care or Social Services. We feel this may be as a result of caring for increased non cancer patients, whose disease trajectory is often much longer with significant peaks and troughs.

Outcome 3: Improvement in the quality of care for end of life older people in Harrow. 115 patients referred to the service in Harrow (out of 138) were over the age of 65. Many of this number had partners/carers of similar ages. These elderly carers may also have age related illnesses themselves and find it increasingly difficult to give the care they feel is their 'duty' to provide. Hospice at Home takes some of this burden of caring from the family and this then allows the partner (husband/wife) to be the husband or wife and not the carer.

Outcome 4: Hospice at Home's key principles of service delivery are meeting individual patient and carer family needs, supporting cultural and religious differences and involving the patients extended "carers" family and friends. We have learnt through developing the service that listening and responding to the carers needs is crucial in helping families cope with future bereavement.

During 2012/13 the service was marketed and promoted during regular talks to religious and community groups in Harrow and at a Hospice "Roadshow"held at a shopping centre in Harrow in Summer 2012.

APPENDIX B - Service Update

Name of funding department	Community, Health & Wellbeing (Main Grants Programme)
Organisation Name	The Harrow Women's Centre
Name of funded project/ activity	Information and Support service

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

The HWC has seen an ever increasing demand for our services in the last year, especially since the closure of the CAB's drop in service.

We are finding more and more women are relying on us not just as a key location where they can get assistance, support and advice but also as an initial point of contact on where else they may be able to go or where else on Harrow could provide them with information for their family or personal issues.

The Counselling Service has exceeded the targets we set out by delivering 3744 counselling sessions to 103 women. One session a week is also provided at the local women's refuge.

The HWC provides a "Can Survive Cancer" support group on a monthly basis for women who have been treated for cancer but are no longer being supported by Macmillan Nurses. On average, the group is used by 11 women each month.

The Information & Advice Service continues to be delivered by our expert advice worker. Tahaba delivers this service by appointment or on a drop-in basis, on Monday / Wednesday / Friday 10am - 3pm, and 10am - noon on Saturday.

Reduced staffing means that HWC has not yet been able to provide the additional session proposed for Thursday evenings.

The Advice & Information Service has supported in excess of 500 individual women, (the target for the year being 500).

Support Groups: We have also seen a rise in demand for our support groups that are hosted on a Voluntary basis by Sania Sehbai.

On a weekly average, 34 women use these groups, the most popular being the Language Cafe in which service users come along to the centre on Wednesday's and are able to have free ESOL provided by us.

Sania Sehbai has received the Mayor of London's award for voluntary service, in recognition of her innovative and successful methods with these groups.

The longer-established Older Women's Group continues to provide support for women struggling with issues such as social isolation and poverty, on a weekly basis.

APPENDIX B - Service Update

Name of funding department

Community, Health & Wellbeing (Main Grants Programme)

Organisation Name

The WISH Centre

Name of funded project/ activity

ISVA - Sexual Violence Advocate

Please provide a brief description with no more than 4000 characters how your project/activity has met the outcomes and outputs agreed in the Service Level Agreement. If you require further guidance please contact the relevant monitoring officer (*see Guidance notes*).

The ISVA provided early intervention, prevention and support of sexual violence for over 1,300 young people in Harrow. There were 251 young people supported directly over the year through advocacy and counselling who were at risk of sexual exploitation or victims of sexual violence. This has been through weekly or twice weekly counselling or advocacy support for an average of 30 weeks per young person.

Referrals are from schools, Children's Services and the Police and NHS and self referrals. Issues included sexual harassment and stalking; sexual assault; sexual grooming in person and over the internet; rape; childhood sexual abuse; risky sexual behaviour such as posting sexual pictures on the internet or being bullied into provision of sexual favours. Gender and BME/age of young people supported show that the project has been successful in reducing health inequalities as BME girls feel safe to disclose sexual violence or exploitation and get the support they need in a discreet and safe way. The young victims of sexual violence helped by the project were 56% BME heritage, of which 75 were Asian British and 33 Black British. 89% of young people supported were between 11 and 18 years, which is the highest risk age, and 90% were female victims. The ISVA has been working closely with the police on reporting where there is a risk of honour based violence for the victims of sexual exploitation.

Reducing repeat victimisation has been 100% successful for young people directly supported as they have been able to make informed and safe life choices. The trust and support provided and out of hours help through the dedicated project mobile and laptop has enabled the ISVA to intervene and prevent particularly grooming by known perpetrators of under age girls, or of running away to situations of potential sexual exploitation.

The short and longer term effects of being a victim of sexual violence have been combatted, with outcomes of 100% reporting that their safety has improved; 67% emotional health has improved; 100% stopped self harming.

Over 1006 young people benefited from early intervention and prevention of sexual violence through 28 assemblies, targeted workshops and talks in schools, community groups and agencies and over 95% engaging with the project have not become victims of sexual violence. 2000 Young Persons Sexual Violence Safety cards were given out in schools, community groups and in public and there was a local press piece about the issues and the project (Harrow Times).

A survey was completed in one High school for years 10-13 and the results showed that 51% of boys said that teenagers get ideas of sex from internet pornography; 23% said it was ok to video record sex acts and show it to others; 33% girls said it was ok to meet someone they had met online; 25% boys and 29% girls said they or someone they knew had been sexually exploited.

Surveys and feedback from young people, schools and referrers showed that "in response to incidents of sexual bullying in Year 9..students were focused on the incidents that could be termed sexual bullying" (Rooks Heath). Young people were supported and kept safe from harm "Gave me different ways on how to look after myself", sexual violence victim, female, 16 years. "There is someone to talk to and share my emotions/feelings with. I don't feel the need to bottle things up any more", child abuse victim, female, 12 years.

The ISVA has delivered 18 talks and trainings to professionals including teachers, health, youth workers, LSCB Executive Board to raise awareness of the issues. The project has been a huge success and much needed. It has successfully engaged young volunteers who have given out Safety cards and campaigned amongst other young people in Harrow and Wealdstone High Street. A group of young volunteers wrote a powerful drama based on a case study from the project which they performed to over 50 multi-agency professionals on White Ribbon Day in the Civic Centre in November.