

## **12.1 APPENDIX A**

### **GRANTS BASED SERVICE LEVEL AGREEMENTS**

Arts Culture Harrow  
Bentley Priory Nature Reserve  
Harrow African Caribbean Association (HACAS)  
Harrow Association of Disabled People (HAD)  
Harrow Association of Voluntary Service (HAVS)  
Harrow Crime Prevention Panel  
Harrow in Business  
Harrow in Europe Association  
Harrow Neighbourhood Watch Scheme  
Harrow Pre-School Learning Alliance  
Harrow Shopmobility Scheme  
Harrow Sports Council  
Harrow Weald Common Conservators  
Harrow Women's Centre  
K.S.I.M. Senior Citizens Association  
Mind in Harrow  
National Autistic Society- Harrow Branch  
Relate  
Welldon Activity Group  
Women's Aid Harrow

## **ARTS CULTURE HARROW**

### **PROPOSED VALUE OF SLA:**

Grants Panel	£229,162 plus inflation
Education Services	£101,280 plus inflation

Arts Culture Harrow manages the Harrow Arts Centre and Harrow Museum and Heritage Centre on behalf of the London Borough of Harrow through the annual Service Level Agreement (SLA). The SLA also includes the provision of the annual Harrow Arts Festival.

The Service Level Agreement grant includes the fixed budget for the facilities management of the Harrow Arts Centre and the Museum and Heritage Centre held by Education Services.

Arts Culture Harrow report that they are experiencing mounting pressures on their budget. They have highlighted:

- additional duties arising from the Cultural Strategy;
- increased costs associated with the upkeep of the Listed and Ancient buildings (additional electricity bills, maintenance and repairs);
- changes in legislation: Health and Safety, DDA 2004, Child Protection.

ACH is developing into a more creative and ambitious company, willing to absorb or develop additional responsibilities such as:

- The maintenance and development of the grounds of Headstone Manor that are currently outside their responsibility.
- Developing the Arts Festival into a more ambitious, accessible and participative event for the communities in the Borough of Harrow. The level of funding the Borough provides affects the range of possible events.
- The development of a film club at the Tithe Barn – an important new resource for the Borough.

Officers recommend that funding for 2004/05 be approved. A report on the performance of ACH during 2003-04 will be presented to Members alongside proposals for the 2004/05 SLA Service Specification.

*FUNDING RECEIVED*

<b>Name of funding body</b>	<b>Amount received per annum £</b>	<b>No. of years funding provided</b>	<b>No. of years left to run/expiry date</b>
Arts Council London	30,000	2 years	31 March 2004 We have been invited to re-tender though.
Resource	1,600	One-off grant	N/A
John Lyons Trust	800	One-off grant	N/A
Royal Photographic Society	130	One-off grant	N/A
Local Schools (sponsorship)	2,700	One-off grant	N/A
Musical equipment (sponsorship)	300	One-off grant	N/A
JSW Associates (sponsorship)	1,000	One-off grant	N/A
<b>Funding applications awaiting response</b>			
Northwest London Community Foundation	1,000	One-off grant	N/A
Pegasus Retirement Homes	From 500 – 5,000	On-going	N/A
Arts and Leisure LBH (Literature Festival Workshops)	2,000 – 3,000	One-off grant	
<b>Funding applications to be made by March 2004</b>			
Clore Duffield Foundation	About 100,000	One-off grant	
Arts Council London	60,000	One-off grant	March 2006
Northwest London Community Foundation – Local Network Foundation	7,000	One-off grant	
New Opportunities Fund and/or HLF	50,000	One-off grant	
Arts Council London	50,000 (joint funding bid)	One-off grant	
Harrow Heritage Trust	About 20,000	One-off grant	
Town Centre Management	2,000	One-off grant	

**Report produced by Interim Director of Education**

## **BENTLEY PRIORY NATURE RESERVE**

**Current value of SLA: £1,250**

**Proposed value of SLA: £1,500**

The Management Committee has continued to work towards the Service Objectives of the management of Bentley Priory through its own volunteers and through organised work days with BTCV. This year BTCV have increased the charge which they make for work days.

The continuation of this Service Level Agreement with an increase in the grant to take this increase into account will enable the work of the Management Committee to continue at its existing level.

**Report produced by Urban Living Department – Parks Section**

## HARROW AFRICAN-CARIBBEAN ASSOCIATION (HACAS)

**Current value of SLA: £5,000 (£2,500 Day Centre/£2,500 Administrator)**

HACAS continues to provide Day Centre and lunch facilities to elderly members of the Afro-Caribbean community. Harrow residents who attend the centre may be isolated or disabled, they are able to meet here and socialise in a culturally sensitive setting. Special diets are catered for and people are able to join in keep-fit sessions, craft activities, board games and outings. At the present time 41 people are attending the lunch club each week.

For 2003-2004 the panel agreed a contribution of £2,500 towards an administrator post to provide general administration support to the group. An administrator is now employed for 9 hours per week and the organisation are benefiting from support in the areas of setting up new office systems, organising meetings, co-ordinating group outings and general secretarial duties. The ALG has recently refused a grant for continued funding for the administrator post.

HACAS report that they are currently running activities at their organisation at a loss, their costs per annum are broken down as follows:

Rent	2,400
Cook (salary)	2,000
Food/refreshments	3,000
Keep-fit	800
Art/Craft activities	500

**Total: £8,700**

Officers recommend that this service level agreement continues to be funded and the Panel are asked to consider an increase in the level of funding that relates to the Day Centre and Lunch Club facilities (currently **£2,500**).

Also it is recommended to continue funding the administrator post at **£2,500**.

**Report produced by Social Services Contracts Unit**

## **HARROW ASSOCIATION OF DISABLED PEOPLE**

### **Proposed value of SLA: £42,062**

HAD is the umbrella organisation for disabled groups in Harrow. This SLA covers the costs associated with the provision of a Welfare Benefits Advice Service. This service enables people who are disabled to access the full range of benefits to which they are entitled. To run this service, HAD now employ two full-time advisers, one of whom is fluent in Gujarati.

The service operates during office hours plus an additional evening each week, there is also an outreach service to claimant's homes and also at Atkins House, the Bridge Day Centre and Stanmore Royal National Orthopaedic Hospital. This service has a waiting list for appointments and the current waiting time is 3 – 4 weeks.

During the first quarter of 2003 the following outputs were recorded:

telephone enquiries	166
office appointments	364
home visits	61
benefit applications	370

During the period April – June 2003	17 tribunals/15 successful
June – September 2003	17 tribunals/15 successful

This service is valued by Social Services and it is recommended that the current level of funding is continued.

**Report produced by Social Services Contracts Unit**

## **HARROW ASSOCIATION OF VOLUNTARY SERVICE (HAVS)**

**Current value of SLA: £72,612 (growth request of £16,388)**

**Proposed value of SLA: £72,612 + inflation for salaries**

The service objectives of HAVS are:

- To support the development of new projects/organisations.
- To assist emerging organisations to become independent of HAVS and self-reliant
- To improve the management and delivery of existing projects through training
- To identify alternative funding sources and assist Harrow groups to access them through improved grant applications and funding advice
- To represent Harrow's voluntary sector on statutory and voluntary bodies and on the Harrow Strategic Partnership.
- To enable individuals and groups (existing and emerging) to access the core services and resources of HAVS
- To co-ordinate with the Harrow Strategic Partnership Section the development of a compact between the London Borough of Harrow and the Voluntary Sector in Harrow

Members are requested to note the contents of the attached letter and budget received from HAVS. The growth request relates mostly to staff costs, including upgrading of the Chief Executive's post, pension provision to 4 members of staff and outer London Allowance. According to the draft budget submitted by HAVS their anticipated expenditure for 2004/2005 is £128,500 which far exceeds the funding of £72,612 they received from the Council. HAVS expect to raise £39,500 from all other sources, leaving a balance of £89,000 which is the request for funding from the Council.

Essentially, Members need to decide whether the Council's funding will support salary and pension increments for HAVS staff year on year. The alternative is for the Council to cap the amounts it is prepared to fund in respect of salaries, apart from inflation additions, and leave it to HAVS to fundraise for the rest.

**Report produced by Grants Unit**

**This page consists of an appendix to the above officer report regarding Harrow Association of Voluntary Service. It is exempt from publication under Paragraph 5 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended) in that it relates to particular applicants for financial assistance provided by the Authority.**



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## **HARROW CRIME PREVENTION PANEL**

**Proposed value of SLA: £15,755**

Aims of the Service:

1. To contact all referral to offer an assessment of security.
2. To supply and arrange for the fitting of appropriate door viewers, door chains, smoke alarms, locks, bolts or other security equipment, to the homes of referred victims.
3. To liaise with other agencies to ensure that the most efficient and effective response to vulnerable members of the community is provided whilst avoiding duplication of effort.
4. To ensure the provision of appropriate crime prevention literature and advice to all referred victims.
5. To report as required to the relevant bodies of the Harrow Strategic Partnership.
6. To raise sponsorship towards the project.

During 2002/2003 they dealt with 386 jobs.

Officers recommend continuation of funding.

### **FUNDING RECEIVED**

The Panel does not receive funding from any other body, but raises funds from the sale of crime prevention products and fund-raising events.

**Report produced by the Grants Unit**

## **HARROW IN BUSINESS**

### **Proposed value of SLA: £60,479**

The strategic aims and objectives of the SLA are:

- To stimulate the growth of enterprise in the Borough
- To assist the formation, growth and competitive position of small and medium-sized businesses
- To address, where appropriate, the issue of social exclusion through measures relating to economic and social self-determination
- To provide, directly in partnership, a stimulus to raising the level of management skills of small business owners and managers
- To develop and enhance business networks within the region
- To be a major participant in the delivery of the new London Business Link Services via the managed network and by acting as an access point for local delivery of London Business Link Services.
- To participate in appropriate activities and strategic alliances that are aimed at the enhancements of the Harrow business environment, and the wider regeneration of parts of Harrow, through active participation in the Harrow Partnership.
- To facilitate the continuous development of staff and associates, in order to enhance individual skills and improve the effectiveness of the organisation in achieving its corporate objectives.

Harrow in Business continues to provide a strong quality-driven service to new and would-be businesses in the area.

The Executive Director, Business Connections is currently reviewing the SLA.

Officers recommend continuation of funding.

### **FUNDING RECEIVED**

Harrow in Business has not returned a completed funding form.

**Report produced by the Grants Unit**

## **HARROW IN EUROPE ASSOCIATION**

**Current value of SLA: £2,500 plus £2,500 (reserved)**

**Proposed value of SLA: £3,000**

### Purpose

- Raising awareness, including encouraging exchanges from groups from the business, educational and disadvantaged communities; the provision of hosting facilities, hospitality and support to twinning visitors from Douai.
- The provision of support services in relation to agreed twinning activities, such as translations and interpreting services to the Council.
- The promotion of twinning opportunities by facilitating links between schools, Borough representatives and local groups, and twinning contacts in Douai.

### Funded Activities

1. Remembrance Day Representation for Borough visitors to and from Douai.
2. Civic hosting (visitors from and to Douai).
3. Fêtes de Gayants (visit of Harrow Giants group with supporters)
4. Provision of translation and interpretation services to the Council in relation to twinning activities.

### Officer Comment

In 2003/04 the Grants Panel agreed funding of £2,500 in relation to twinning activities Harrow in Europe carry out on behalf of the Council. It also agreed to reserve £2,500 pending receipt of information on the number on low income, young people, people from ethnic minorities and people with disabilities assisted to participate in twinning activities. HIE redesigned the application form they use for people who fall into these categories and started collecting this information since last June. On 11 August the Grants Officer had a monitoring meeting with the Chairman and the Treasurer of HIE when it was agreed that HIE will provide details of users and equal opportunities data by the end of August. To date no information has been received, despite a letter from the Chair of the Grants Panel to the HIE Chairman informing him that , unless the information is provided, the reserved grant of £2,500 will not be released.

In view of the difficulties experienced by HIE in involving the wider community in twinning activities, it is recommended that the Council continues to provide £2,500 to HIE for twinning activities it provides on behalf of the Council and also offer the organisation £500 for a contribution to running costs.

**Report produced by the Grants Unit**

## **HARROW NEIGHBOURHOOD WATCH SCHEME**

**Current value of SLA: £1,000 (reserved)**

**Proposed value of SLA: Nil**

### Service Objectives:

1. To organise at least 4 Neighbourhood Watch meetings and a Borough-wide Annual Public meeting to alert Neighbourhood Watch Co-ordinators to changes in law, police practice, events and other aspects of community life.
2. To produce and arrange for distribution of a regular Neighbourhood Watch Newsletter in order to promote good practice and provide encouragement to those involved in Neighbourhood Watch.
3. To provide literature, posters, advice and support to Neighbourhood Watch Co-ordinators as required.

The Grants Panel agreed funding of £1,500 to Harrow Neighbourhood Watch in 2002/03 but no money was released because the organisation did not return its Service Level Agreement, despite a reminder letter sent to them on 11.02.02. The Grants Advisory Panel agreed to carry forward into 2003/04 the funding of £1,500 and additionally agreed to reserve £1,000 from the 2003/2004 grants budget. This funding was reserved whilst the Council try to find ways of expanding the Watch in the Borough and by exploring how the Watch could provide a supportive role with the issue of community safety in the South Harrow Pilot of the New Harrow Project.

The above decision was communicated to the Chair of the Watch by a letter dated 28.3.03. As there had not been any progress in the intervening period, a report was presented to the Grants Advisory Panel on 28.7.03 recommending a way forward. The Panel "resolved that:

- 1) The grant reserved for Harrow Neighbourhood Watch be released for the purposes of the proposal for Harrow Neighbourhood Watch Action Teams in South and West Harrow, as set out in the officer report;
- 2) Individual Portfolio Holder Decisions be used to release small sums from the budget to meet the expenditure of Harrow Neighbourhood Watch, within existing budgets."

Again, these decisions were notified to the Chairman of Harrow Neighbourhood Watch with the request to supply the Council with details of expenditure to be incurred in relation to signs and the preparation of the public meeting which was being planned for October. The Chairman refused to provide any of this information, despite communications from the Grants Officer and the Assistant to the Chief Executive. Essentially, his refusal to co-operate stems from his belief that the Council's funding should be for core costs which could be spent at the discretion of the organisation.

In view of the fact that the organisation has not taken up the funding awarded to it in 2002/2003 and in 2003/2004 it is recommended that no funding be offered to Harrow Neighbourhood Watch Scheme in 2004/05.

**Report produced by the Grants Unit**

## **HARROW PRE-SCHOOL LEARNING ALLIANCE**

**Proposed value of SLA: £4,230**

The Alliance aims to enhance the development of education of children primarily under statutory school age, by providing support to Pre-School Playgroups and Toddler Groups that are members of the Harrow Pre-School Learning Alliance within the Borough.

### Service Objectives

1. To visit all Pre-School Learning Alliance member groups in the Borough.
2. To liaise regularly with the Manager of the Registration and Inspection Unit
3. To hold regular Open Meetings each year.

Officers recommend continuation of funding at this year's level.

**Report produced by the Grants Unit.**

## **HARROW SHOPMOBILITY SCHEME**

**Proposed value of SLA: £11,963**

This Organisation provides a service to people with either a temporary or permanent physical, sensory or learning difficulty, over 16 years of age, who wish to use the shopping, leisure and business facilities at Harrow Town Centre.

The service has 19 powered scooters, 13 manual wheelchairs and 3 powered chairs that can be escorted if required. An additional service that commenced in 2002, provides the loan of a wheelchair for periods of time exceeding 1 day. The service operates 6 days per week from 10am to 4pm.

Current statistics:                    103 people borrowed wheelchairs overnight or longer (2002)  
   1519 journeys were made using Shopmobility equipment (2002)

There is 1 member of staff and 15 volunteers serving an active membership of 191.  
The organisation is responsible for safe storage, servicing and maintenance of the vehicles.

Officers recommend that funding for this useful and valued service continues at the current level.

**Report produced by Social Services Contracts Unit**



## **HARROW SPORTS COUNCIL**

**Proposed value of SLA: £27,381**

Harrow Sports Council (HSC) provides grant aid to Eagles Sports Club, Harrow School Sports Association, Harrow and Wealdstone Swimming Club and Harrow Athletics Club. These organisations and the amount are identified in the annual Service Level Agreement.

HSC continues to offer grants to other organisations based within Harrow. It also offers individual bursaries to individual sports people based in Harrow to assist in their participation in regional, national and international events.

In partnership with the London Borough of Harrow's Sports Development Unit, HSC supports Harrow teams in regional competition.

A report on the performance of HSC will be presented to the Life Long Scrutiny Committee in January 2004.

HSC has not requested growth for 2004/5 and therefore Officers recommend continuation of funding at the present level.

**Report produced by Arts and Leisure Services**

## **HARROW WEALD COMMON CONSERVATORS**

**Proposed value of SLA: 25,837**

The Conservators have provided a high standard of stewardship at Harrow Weald Common and associated areas through the activities of the Keeper and Committee. They are meeting the specification as detailed in the Service Level Agreement. The continuation of this Service Level Agreement and the grant at its existing level, subject to inflation will enable this work to continue.

**Report produced by Urban Living Department – Parks Section**

## HARROW WOMEN'S CENTRE

**Current value of SLA: £50,285**

**Proposed value of SLA: £55,046 (see attached letter and budget)**

### Main objectives

- To reach women in Harrow requiring advice, information and direct support on a range of issues affecting women.
- To improve the self-awareness, self-confidence and well-being of women who use the service.
- To enable the women in contact with the service to avoid social isolation and exclusion and adverse social and health circumstances.

The Harrow Primary Care Trust and the London Borough of Harrow monitor the Women's Centre jointly twice annually as part of the joint Service Level Agreement. The last monitoring visit took place on 20.10.03 when it was established that the Centre is on course to meet its annual targets.

During the monitoring meeting it was also established that, in the current financial year, there will be a shortfall in the Centre's finances of £2,915, even after the reserved funding of £5,000 is released to them. Whilst the shortfall in the current financial year can be met from reserves, the budget for 2004/05 will have a shortfall of £4,761. This relates primarily to an increase in the hours of the Centre Manager (previously called Co-ordinator) from 25 hours per week to 30 hours per week. This is necessary because of the increased workload and staffing levels since the move to the new premises.

It needs to be noted that the running costs at the new premises have now been assessed on the evidence gathered during the last 6 months. The minimum required for running costs is £15,889.

By the time of the next monitoring visit in April 2004 the Centre would have been at the new premises for 1 year. Officers feel confident that this year's targets for the Centre will be met and would recommend that the funding to the Harrow Women's Centre be increased to £55,046 to enable the Centre to function fully, now that they occupy adequate premises.

### FUNDING RECEIVED

<u>Name of funding body</u>	<u>Amount per annum</u>	<u>Number of years</u>	<u>Number of years left</u>
Harrow PCT	£10,789	annually	N/A
City Parochial Foundation	£16,000	2 years	1 year
Promoting Independence	£10,548	annually	N/A

**Report produced by the Grants Unit  
K.S.I.M. SENIOR CITIZENS ASSOCIATION**

**Current value of SLA: £1,535**

**Proposed value of SLA: £2,387**

This organisation provides a weekly drop-in/day service for elderly, disabled or isolated members of the Shia Muslim community. Housebound members are supported at home or visited while in hospital. Health promotion speakers regularly visit the centre, covering topics such as Diabetes and Arthritis, classes in English are also offered to members.

This SLA was originally set up in March 2002 and was based on a membership of 90 Harrow residents @ £17.05 pa each. The current membership of Harrow residents is currently 140. The organisations main costs are related to transporting members to and from the centre, one vehicle belongs to KSIM and another is on loan. Funding from this SLA contributes towards vehicle insurance (£1,500), fuel and driver's expenses. Members who attend the centre also receive refreshments and a meal.

The SLA value was not increased for 2003-2004 when the membership had risen to 120 members from Harrow. Officers consider that this service represents good value for money at a yearly fee of £17.05 per member.

As there has been an increase in membership of almost 50% Officers recommend a grant of **£2,387** for 2004-2005.

**Report produced by Social Services Contracts Unit**

## **MIND IN HARROW**

**Proposed value of SLA: Stepping Stones Project £4,000**  
**Befriending Scheme £3,722**

Mind provides a range of services for isolated people who have mental health problems. This SLA relates to the following two schemes. The Stepping Stones project works with local colleges to provide further education classes in computing (internet, e mail and desktop publishing), English, electronic piano keyboard etc. The classes are tailored to meet the individual learning needs of students with a serious mental illness.

The Stepping Stones Project has 855 people on its database of which 149 currently use the service. A number of the attendees are in-patients at Northwick Park Hospital.

The Befriending Scheme, run by Mind, has benefited from the £4,000 allocated in this financial year. In the year up to March 2003 a total of 17 volunteers and three social work students have befriended individual clients. Mind also run their Roxbourne Befriending scheme and Asian Befriending scheme through other sources of funding.

Officers recommend that Mind in Harrow be allocated continued funding of £7,722 under the overall service level agreement managed by People First.

**Report produced by Social Services Contracts Unit**

## **NATIONAL AUTISTIC SOCIETY HARROW**

**Proposed value of SLA: £1,650**

NASH is an organisation providing support to children with Autism or Asperger's Syndrome and their parents. It encourages social integration of autistic children and identifies the needs of autistic families. The grant this year was used to contribute towards the cost of a playscheme which was run in August 2003. A total of 30 children attended the scheme which aimed to provide a safe "autistic friendly" environment that will provide both play and therapeutic services. The Organisation also runs a monthly support group for approximately 75 parents, training for parents, awareness raising and researching the needs of families.

This service is valued by People First and therefore continuation of the Service Level Agreement and funding at the current level is recommended.

**Report produced by Social Services Contracts Unit**

## **RELATE**

### **Proposed value of SLA: £21,683**

Relate provides relationship counselling and advice for individuals and couples, family mediation for parents trying to cope with divorce and separation and psychosexual therapy.

The service is monitored by People First half-yearly and by the Grants monitoring Officer (Resources Unit) annually. The quality of Relate's administrative records and systems is excellent, as is the monitoring information they have provided for the Council. The service is provided to all sections of the community.

Figures received from Relate for the year 2002 – 2003 are as follows:

	Target	Results
Relationship Counselling	875	1593
Consultations offered to Harrow residents	195	345
Psychosexual Therapy (sessions)	35	33
Family Mediation (sessions)	10	96

### **6 Ethnicity**

White	68%
Irish	1%
Asian	17%
Black	11%
Other	3%

Relate have met the targets set for the above period and the equal opportunities breakdown shows that the service is used by a cross section of Harrow residents in terms of ethnicity, disability and benefit status.

It is recommended that the current level of funding is continued.

**Report produced by Social Services Contracts Unit**

## **WELLDON CENTRE**

**Proposed value of SLA: £21,504**

The Welldon Centre provides a therapeutic day centre service for people who have a mental illness, learning and/or a physical disability.

The aim of the service is to enhance social and educational skills, self confidence and self knowledge via a range of activities and educational classes. The Organisation encourages links with the community, arranging outside activities and two outings per year.

The current SLA is based on 8 people receiving 4 days per week, 48 weeks per year.

This well organised day centre offers a cost-effective service at £16.80 per day and also meets the Council's commitment to supporting carers. It is recommended that funding is continued at the current level.

**Report produced by Social Services Contracts Unit**



## **WOMEN'S AID HARROW**

**Proposed value of SLA: £31,591**

### Purpose

- To provide a safe house for women and their children fleeing from domestic violence
- To provide advice, information, support and representation on the wide range of issues affecting resident families.
- To provide some support, via the outreach workers, to non-resident service users.
- To provide weekly 'Drop-In' sessions at the refuge for ex-residents.
- To encourage links with local and voluntary groups and develop a multi-disciplinary approach to the problems of domestic violence

Women's Aid Harrow had a monitoring visit on 15.7.03. Whilst the organisation met its service targets, the visit revealed some management issues which needed to be addressed. The organisation was offered advice on how to resolve these issues.

Since 1<sup>st</sup> September 2003, the Outreach Service of Women's Aid Harrow has been relocated at the Harrow Women's Centre. The Service is provided by 2 outreach workers, one funded by the Council and the other from Bridge House Estates Trust (£25,000 p.a. for 2 years).

In addition to the SLA funding, Women's Aid Harrow receives funding of £70,259.64 from Supporting People. This funding is for support services in the Refuge.

It is recommended that funding be approved at this year's level.

**Report produced by the Grants Unit**