



VALUE OVERVIEW & SCRUTINY COMMITTEE AGENDA

7.30 pm	Tuesday 11 October 2011	Town Hall, Main Road, Romford
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Members 6: Quorum 3

COUNCILLORS:

**Conservative Group
(4)**

Robby Misir (Chairman)
Ted Eden
Billy Taylor
Damian White

**Residents' Group
(2)**

Ray Morgon (Vice-Chair)
Ron Ower

**Ian Buckmaster
Committee Administration & Member Support Manager**

**For information about the meeting please contact:
Taiwo Adeoye 01708 433079
taiwo.adeoye@havering.gov.uk**

AGENDA ITEMS

1 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

2 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) - receive.

3 DECLARATION OF INTERESTS

Members are invited to declare any interests in any of the items on the agenda at this point of the meeting. Members may still declare an interest in an item at any time prior to the consideration of the matter.

4 MINUTES (Pages 1 - 4)

To approve as a correct record the minutes of the meeting held on 7 July 2011 and authorise the Chairman to sign them.

5 REPORT ON FREEDOM OF INFORMATION - ACCESS TO INFORMATION (Pages 5 - 18)

Report Attached

6 CORPORATE PERFORMANCE REPORT 2011/12 - QUARTER 1 (Pages 19 - 28)

Report Attached

7 VOLUNTARY SECTOR GRANTS 2010/11 (Pages 29 - 36)

Report Attached

8 PRESENTATION DEALING WITH SERVICE REQUEST/COMPLAINTS

Oral Presentation/Update

9 CRM REQUESTS AND COMPLAINTS RECEIVED

Oral Presentation/Update

10 URGENT BUSINESS

To consider any other item in respect of which the Chairman is of the opinion, by reason of special circumstances which shall be specific in the minutes that the item should be considered at the meeting as a matter of urgency.

**Ian Buckmaster
Committee Administration &
Member Support Manager**

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MINUTES OF A MEETING OF THE VALUE OVERVIEW & SCRUTINY COMMITTEE

**Thursday 7 July 2011 (7.00pm – 8.40pm)
Havering Town Hall, Romford**

Present: Councillors Robby Misir (Chairman) Ted Eden, Ray Morgon, Ron Ower, +Garry Pain and Billy Taylor and Damian White.

Apologies for absence were received from Councillors Ron Ower and Damian White.

+Substitute member: Councillor Garry Pain for Councillor White.

The Chairman advised those present of action to be taken in the event of emergency evacuation of the Town Hall becoming necessary.

1. MINUTES

The minutes of the Committee meeting held on 14 April 2011 were agreed as a correct record and signed by the Chairman.

2. CUSTOMER SERVICES UPDATE (COMPLAINTS SYSTEM & STATISTICS)

The Committee received two presentations from the Head of Customer Services on statistics figures for Corporate Complaints and Members Enquires.

The Committee was informed that between 1 June 2010 and 31 May 2011, the total number of complaints logged on the Customer Relationship Management (CRM) system was 776. The presentation also highlighted that 624 responses were completed within the 10 working days timescale.

The presentation identified service failure and quality of service as the two major reasons for complaints. The statistics also informed Members that the service with the most complaints was Streetcare.

The Committee was informed that in the 12 months from 1 Jun 2010 to 31 May 2011, 2,573 Members Enquiries were logged onto CRM. The statistics informed Members that about 87% (2234 enquiries) were completed within 10 working days whilst the remaining 13% were completed outside the 10 working days timescale.

This presentation identified the following:

- About 75% of the logged enquiries related to Streetcare services.
- About 73% of the enquiries were received via email
- The two key reasons for Member Correspondence were requests for service and information requests.

The Committee **noted** the presentations.

3. PRESENTATION ON NON DOMESTIC RATES (NDR) PARTNERSHIP

At the request of the Committee, Jeff Potter - Head of Customer Services provided an overview on the Non Domestic Rates Partnership Programme that was in place in conjunction with London Borough of Barking and Dagenham.

The following drivers for change were identified by both Councils:

- Service resilience
- Improved performances
- Savings
- Making it work & learning the modelling lessons
- Value for money
- Key staff changes allowing opportunity to change
- How to share risk and returns

Members were informed that the following requirements considered essential to make this programme work had been identified:

- Common vision, values and will
- Culture of Shared Service: Merger vs. Takeover
 - Take-over meant one partner has more influence
 - Merger meant more equality in negotiations
- Effective project management
- Effective governance
- Effective communication
- Identifying own internal blockers

The presentation also highlighted the following achievements from the objectives of the partnership

- The project itself was under spent by £20-30K
- The savings over the three years to date - £282k total:
 - LBH - £135k
 - LBBD - £147k
- A resilient value for money service had been firmly established
- It had been proven that the model can work

The presentation also informed Members that an area for improvement was the performance on collection.

The Committee **noted** the presentation.

4. PERFORMANCE INDICATORS RELEVANT TO VALUE OVERVIEW & SCRUTINY COMMITTEE

The Committee received an oral update on performance indicators relevant to the Value Overview and Scrutiny Committee from Claire Thompson - Corporate Policy and Partnership Manager.

Members received two sets of information that related to Corporate Performance Indicators 2011/12 and proposed Performance Indicators for inclusion in the Members' pack from quarter one 2011/12.

The Corporate Policy and Partnership Manager requested Members of the Committee to review the list entitled Corporate Performance Indicators 2011/12 and suggest any further indicators that Members would consider for inclusion in the proposed Performance Indicators Members' pack.

The Committee **noted** the update.

5. WORK PROGRAMME FOR 2011/12

The Committee considered a report that outlined its draft work programme for the forthcoming year. The work programme consisted of both the work plan for the Committee as a whole and invited Members to consider the subject of any topic group run under the Committee's auspices.

The Committee added the following to the work plan:

1. List of voluntary sector grants
2. A verbal update at its November meeting on the Havering Strategic Partnership (This topic was referred to the Committee from the former Partnerships Overview and Scrutiny Committee)

The Committee **agreed** its work programme for the 2011/12 municipal year.

6. LONDON COUNCILS TOPIC GROUP – UPDATE REPORT

Members noted the topic group report on London Councils and agreed with the recommendation that the review now be closed.

Chairman
11 October 2011

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VALUE OVERVIEW & SCRUTINY COMMITTEE

REPORT

11 October 2011

Subject Heading:

Access to Information

CMT Lead:

Ian Burns
Acting Assistant Chief Executive
01708 432442

Report Author and contact details:

Veronica Taylor
Extn 2518

Policy context:

Information Governance

Financial summary:

SUMMARY

This report gives a summary of:

- The Access to Information team
- The way the team works in regard to Access to Information (including an explanation of Freedom of Information and related legislation)
- An explanation of Exemptions

The performance in responding to Freedom of Information requests in the period from January 2009 to August 2011

RECOMMENDATIONS

That the Committee note the contents of this report.

REPORT DETAIL

The Access to Information Team

The Access to Information Team consists of three members of staff. Two full time and one part time member of staff. This consists of an Access to Information Officer and two Access to Information Assistants.

The way the team works

This is best explained by reference to the Acts that govern the work of the team

Freedom of Information Act 2000: The above Act came into force on 1st January 2005 and gives access to any information the Council holds which is neither personal nor environmental (the latter being subject to a different regime, please see below) in nature. The Council has 20 working days in which to collate and supply the information to the requester. Some exemptions apply to the release of the information and the Council can levy a fee in certain circumstances subject to the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. A Freedom of Information request can be made by anyone, anywhere in the world.

When a request is received, it is logged and acknowledged within 24 hours, then forwarded to the relevant service who holds the information that is being requested. Sometimes this can be one or more service, sometimes all services. The service is given 10 days to provide the information to the Access Information Team. The team then check the response and endeavour to get the response to the requester within the 20 days.

If an exemption is being applied, then the request, with the exemption is checked and sent to the Interim Assistant Chief Executive for 'sign off'. Then returned to the team for them to collate and forward the response to the requester.

Data Protection Act 1998: The above act came into force in October 1998 updating the previous act of 1984. This legislation provides a channel of access to personal information the Council holds about the requester. The Council has 40 calendar days in which to collate information, verify identity and release to the requester. In some cases a £10.00 fee is payable.

Environmental Information Regulations 2004: These regulations came into force on 1st January 2005 updating the previous regulations of 1992. The regulations provide access to any information the Council holds which is of an environmental nature such as, the state of human health and safety, emissions, trees, soil etc. The Council has 20 working days in which to collate and supply the information to the requester. Some exceptions may apply to release of the information and the Council can levy a 'reasonable' fee where necessary.

Re-Use of Public Sector Information Regulations 2005: The above regulations came into force on 1st July 2005. The regulations allow individuals access to information for which the Council owns the intellectual property rights and were introduced to encourage the re-use of such information. The Council has 20 working days to collate and supply the information to the requester. Information can be re-used providing the Council gives permission to do so by supplying a license with conditions of re-use. A fee may also apply and enables the Council to recoup a 'reasonable return on its investment'.

Exemptions

Exemptions exist to help the Council protect vital and sensitive information that, if released, could harm the Council, another individual or business. The information is categorised into 3 main areas:

Public: This is information which is made public, which may include policies, procedures, financial statements, information that by law, the Council is required to publish. When a request for this type of information is received, it is usually released without exemptions.

Private: This information about the workings and running of the Council, its relationships with other business etc. There may well be elements that can be released, such as a copy of a contract in place, but there may also be elements that would attract an exemption, such as trade secrets of a contractor, information covered by legal privilege or protected under other laws.

Personal: This information contains details about a living individual that may be considered personal information. Personal Information is protected under the Data Protection Act, but there is a difference between the Data Protection Act and the Freedom of Information Act, in order to protect the release of personal data.

Exemptions are split into 2 types, 'absolute' and 'qualified'

Absolute Exemptions - the public interest test does not apply. If an absolute exemption applies, in all the circumstances, to the information held by the Council, no other test is required.

Qualified Exemptions – the public interest test applies.

Each case must be assessed on its own merit to decide whether the exemption can be applied or not. Of the 13 exemptions that apply to records held by Local Authorities, 8 are subject to the 'Public Interest Test'.

Public Interest Test: The Public Interest Test involves considering the circumstances of each particular case and the exemption that covers the information. Based on these facts the decision to disclose is made. The information can only be withheld if the public interest in withholding is **greater** than the public interest in the release of the information.

The easiest way to do this is to document the reasons why the public interest is served in releasing the information and the reasons why it is served in withholding. When done fairly and without bias, the result should clearly indicate where the public interest lies. If the reasons for and against are equal, the law is clear that the authority should favour releasing the information.

Where the Council considers that the public interest in withholding the information requested outweighs the public interest in releasing it, the authority must still inform the requester what information is held, exemptions that apply and reasons why the public interest test favours withholding, unless to do so would be releasing the exempt information.

Performance regarding Access to Information

The number of requests received by the Council has increased year on year. Requests have probably increased due to the national interest in the Access to Information Agenda. This is because of high profile stories in the press, such as MP expenses. This increased exposure has resulted in the public becoming more aware of their rights.

The totals for the last 3 years are summarised below:

- Requests received 2009 – 831, inclusive of 81 Data Protection Requests
- Requests received 2010 – 924, inclusive of 62 Data Protection Requests
- Requests received as of August 2011 – 759, inclusive of 36 Data Protection Requests

Overall the number of requests now handled each year has doubled compared with the first year of operation, but this has been achieved with no increase in staffing. It is questionable how much further growth in demand can be accommodated without additional resources. However, the overall financial position of the Council is noted.

IMPLICATIONS AND RISKS

Financial implications and risks:

The direct cost of the Access to Information Team is £77,541. Additionally there is the Departmental Officers time associated with preparing responses.

The Council has limited opportunity to recover the costs incurred in fulfilling its statutory obligations. On Freedom of Information requests, it can only charge for the cost of photocopying or otherwise providing actual documents. While there is a £10 charge for Data Protection requests, that is the maximum charge permissible and the cost of providing documents in response to the request generally that exceeds that amount.

Legal implications and risks:

There are no legal implications from this report. The council has a statutory duty to respond to FOI, EIR and DPA requests. Failure to do so adequately within the statutory timescale risks enforcement action by the Information Commissioner.

Human Resources implications and risks:

There are no additional comments from a Human Resources perspective.

Equalities implications and risks:

Narrative Report Only – not applicable.

BACKGROUND PAPERS

1. Chart of requests received 2009-2011
2. Block graph of requests received 2009
3. Block graph of requests received 2010
4. Block graph of requests received 2011

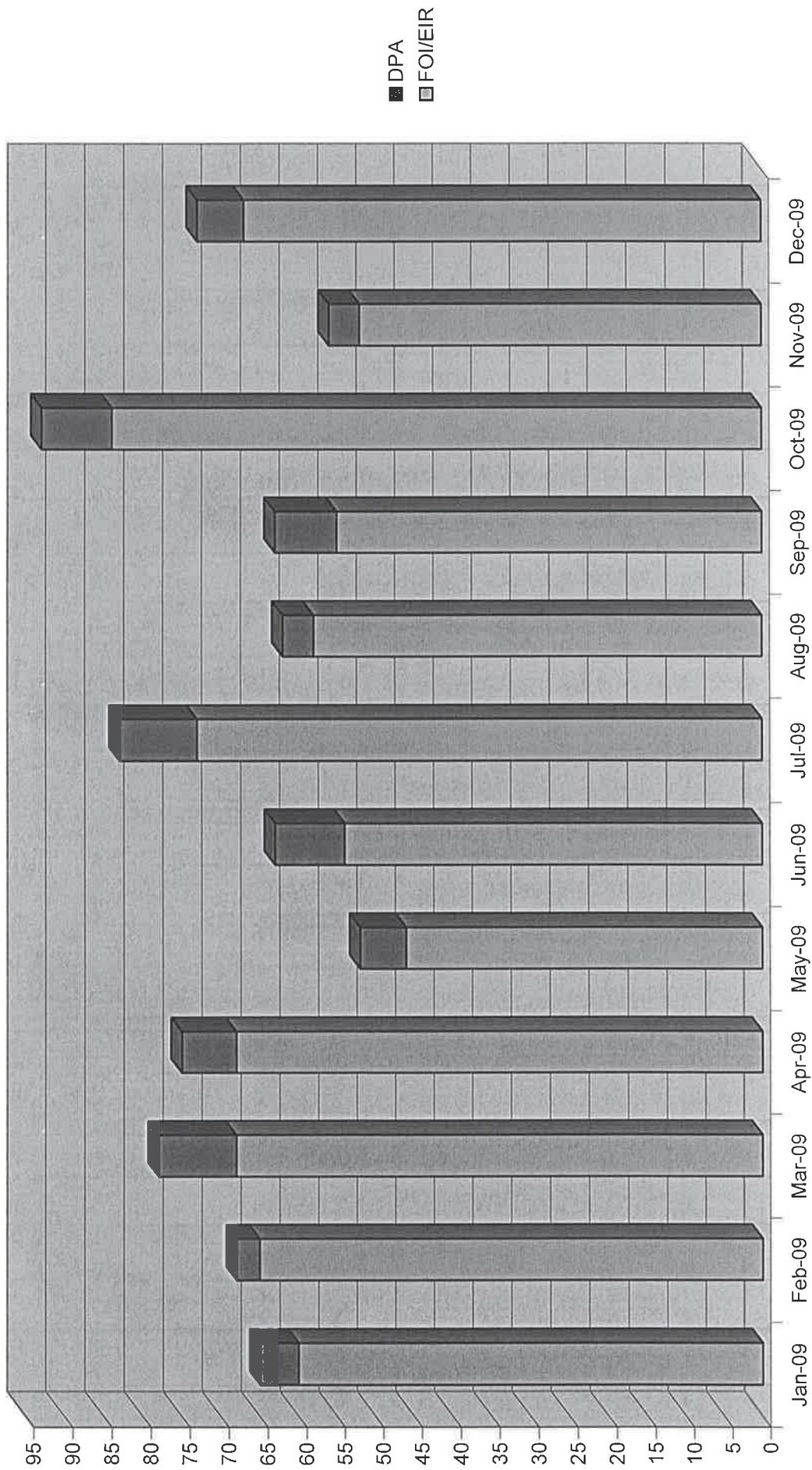
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Total number of requests received

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2009	65	68	78	75	52	63	83	62	63	93	56	73	831
2010	71	69	81	72	67	70	79	78	91	83	88	75	924
2011	86	100	104	86	86	102	78	121					763

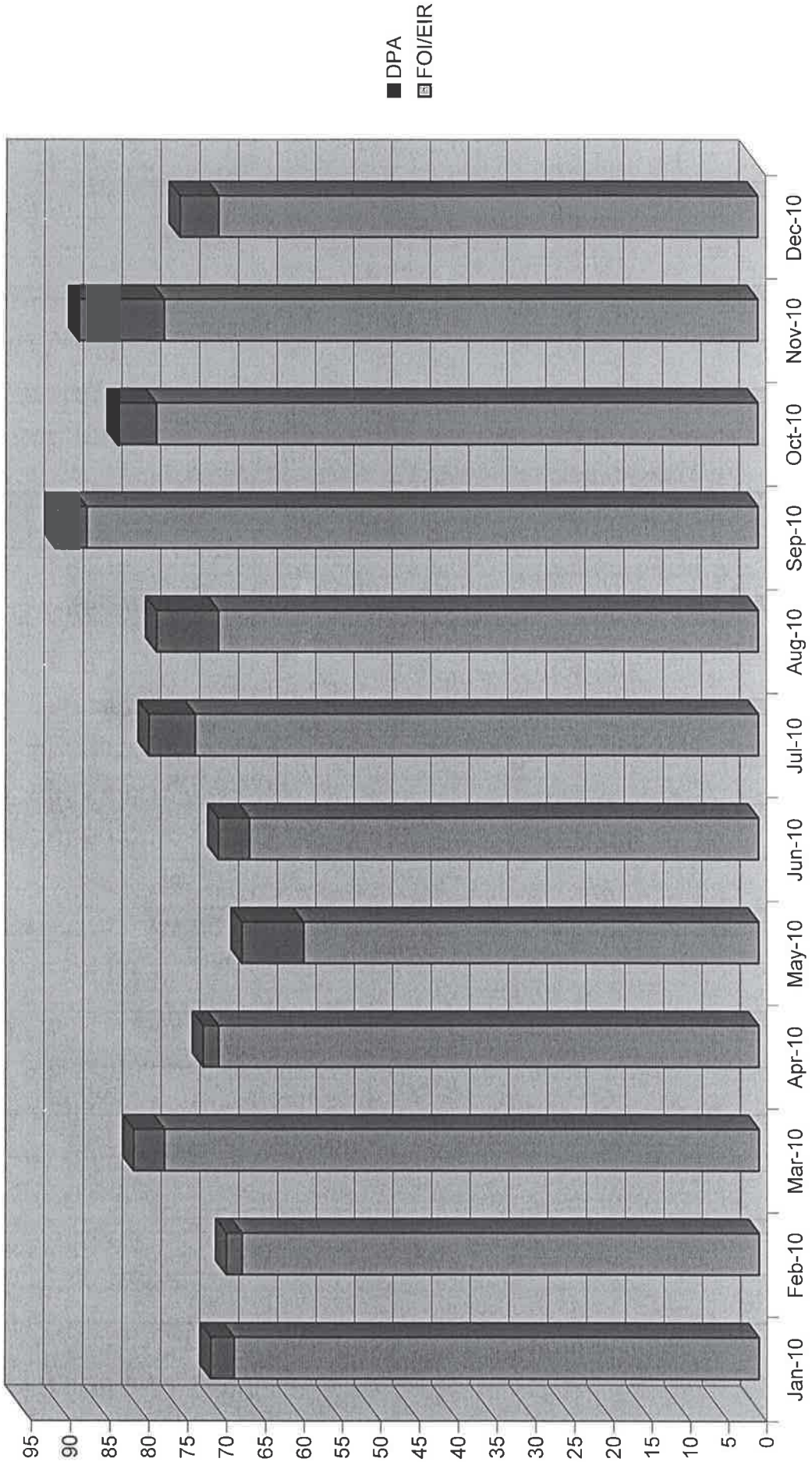
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Access to Information - Requests received



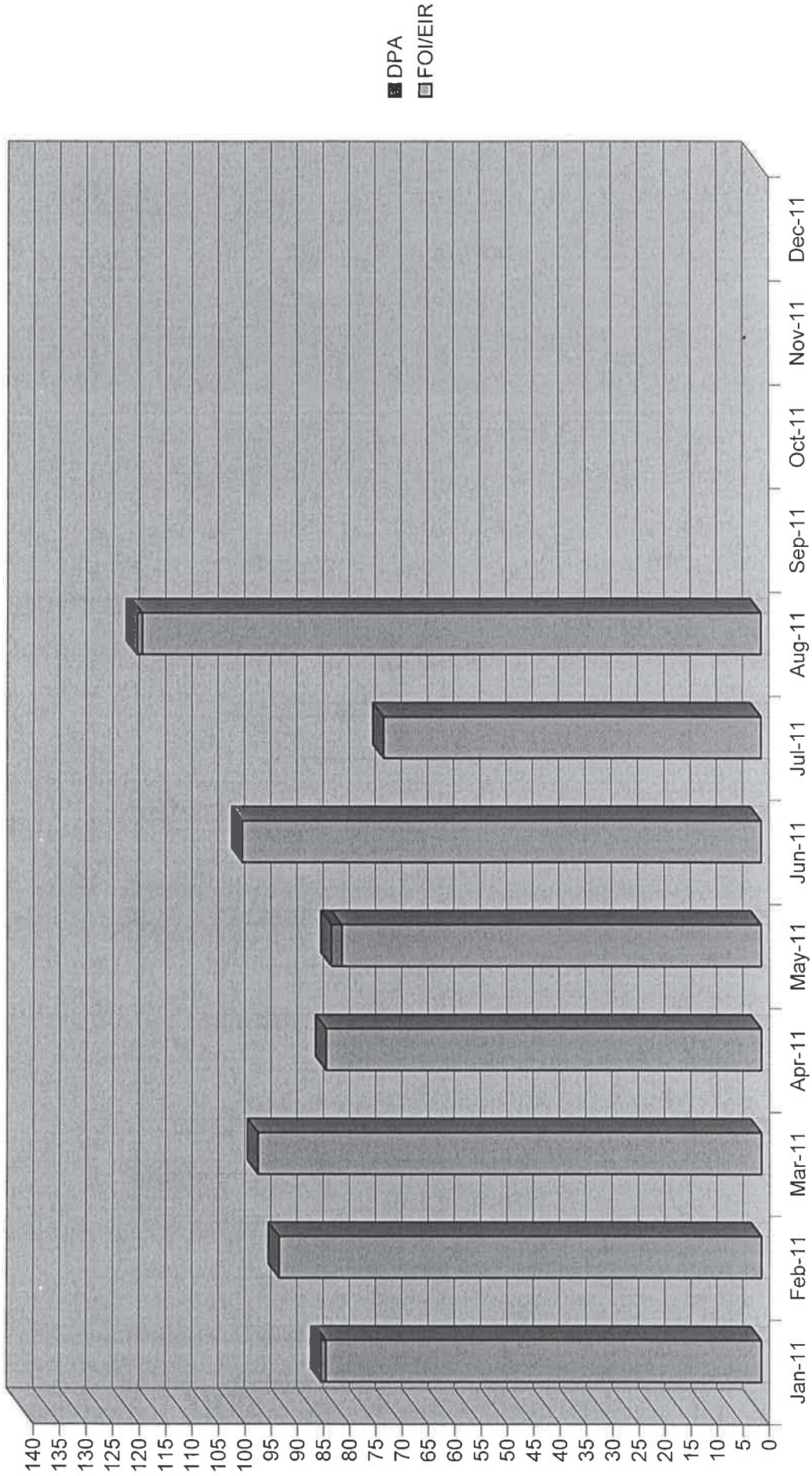
	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Total
FOI/EIR	60	65	68	68	46	54	73	58	55	84	52	67	750
DPA	5	3	10	7	6	9	10	4	8	9	4	6	81
TOTAL	65	68	78	75	52	63	83	62	63	93	56	73	831

Access to Information - Requests received



	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total
FOI/EIR	68	67	77	70	59	66	73	70	87	78	77	70	862
DPA	3	2	4	2	8	4	6	8	4	5	11	5	62
TOTAL	71	69	81	72	67	70	79	78	91	83	88	75	924

Access to Information - Requests received



	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Totals
FOI/EIR	83	92	96	83	80	99	72	118					723
DPA	2	8	8	3	4	3	6	2					36
TOTAL	85	100	104	86	84	102	78	120	0	0	0	0	759

VALUE OVERVIEW & SCRUTINY COMMITTEE

REPORT

11 October 2011

Subject Heading:

Corporate Performance Report 2011/12 –
Quarter 1

CMT Lead:

Cynthia Griffin, Group Director, Culture &
Community

Report Author and contact details:

Alaine Clarke, Corporate Policy &
Partnerships Team Leader
Tel: 01708 432963

Policy context:

Living Ambitions Goal - Value

SUMMARY

This report sets out the Council's performance against the Living Ambition Goal - **Value** for Quarter 1 of 2011/12.

RECOMMENDATIONS

That Value O&S note the contents of the report.

REPORT DETAIL

Background

Following the abolition of the national performance framework at the end of 2010, and the requirement for local authorities to report on a statutory set of National Indicators, the Council undertook a comprehensive review of all indicators on Havering Performs and, in consultation with Services, rationalised the number that will continue to be collected locally.

This resulted in a much revised list of indicators, including a core set of **85** indicators that will be reported quarterly, where possible, and at the end of the year to CMT and Members.

The Corporate Performance Report 2011/12 - Quarter 1 was circulated to Members on 6th September 2011. This report focuses specifically on those indicators which are measuring our performance against the Living Ambition Goal – **Value**.

There are 18 indicators listed under the Goal – **Value**; and nine indicators have been given a RAG rating this quarter. Those indicators without a RAG rating include:

- Annual indicators – there are four annual indicators, which have been included for information purposes. These will be reported at the end of the year.
- No target – there are two indicators where it was not considered relevant to set a target but Quarter 1 data is included for information purposes.
- Data unavailable – there are three indicators where Quarter 1 data is not yet available.

Value Indicators that are ‘Red’

Indicator	Quarter Target	Quarter 1 Performance	Comments
Sickness absence rate per annum per employee (days)	7 days	7.79 days	Restructures and the time of year have impacted on the sickness absence rate. Performance has, however, improved from this time last year.
% of corporate complaints not completed within 10 days	10%	29.50%	A problem with the system in May whereby complaints were not being forwarded to the complaint owner, and a lack of resources has impacted on performance. The problem with the system has now been resolved and performance is expected to improve in Quarter 2.

Indicator	Quarter Target	Quarter 1 Performance	Comments
% of Member enquiries still outstanding after 10 days	10%	15.20%	A problem with the system in May and a lack of resources has impacted performance. The problem with the system has now been resolved and performance is expected to improve in Quarter 2.
% of calls abandoned in queue	14%	27%	This service is currently undergoing major transformation and this has impacted on performance. Performance is expected to improve in Quarter 2.
% PASC visitors seen within 15 minutes	79%	61%	This service has recently been through a transformation programme and this has impacted on performance. In addition the first quarter's performance has been impacted by an increased workload, as a result of annual billing which takes place in March and April. Staff receive more queries and new applications from customers than at other times of the year. Performance is expected to improve in Quarter 2.
Speed of processing changes in circumstances of HB/CTB claimants (days)	9 days	16.83 days	This service has recently been through a transformation programme and this has impacted on performance. In addition the first quarter's performance has been impacted by an increased workload, as a result of annual billing which takes place in March and April. Staff receive more queries and new applications from customers than at other times of the year. Performance is expected to improve in Quarter 2.
Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	11 days	17.97 days	This service has recently been through a transformation programme and this has impacted on performance. In addition the first quarter's performance has been impacted by an increased workload, as a result of annual billing which takes place in March and April. Staff receive more queries and new applications from customers than at other times of the year. Performance is expected to improve in Quarter 2.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no specific financial implications or risks to report at this point, but clearly some adverse activity in Quarter 1 e.g. around sickness absence and Housing Benefit/Council Tax Benefit could have financial implications if ongoing.

Legal implications and risks:

There are no legal implications or risks.

Human Resources implications and risks:

There are no HR implications or risks.

Equalities implications and risks:

There are no equalities or social inclusion implications or risks.

BACKGROUND PAPERS

Appendix 1: Corporate Performance Report 2011/12 – Quarter 1 (Value)

Appendix 1: Corporate Performance Report 2011/12 – Quarter 1

Key	
P	Indicators to be published on website
	Indicators included in the Corporate Strategy

RAG Rating	
Red	more than of 5% off the Quarter Target
Amber	up to 5% off the Quarter Target
Green	on or above the Quarter Target

Value - to deliver high customer satisfaction and a stable council tax

Ref.	Indicator	Value	2011/12 Annual Target	2011/12 Quarter Target	2011/12 Quarter 1 Performance	RAG	Comments	Service
CI1	Sickness absence rate per annum per employee (days)	Smaller is better	7 days	7 days	7.79 days	R	Restructures and the time of year have impacted on the sickness absence rate. Performance has, however, improved from this time last year.	Corporate
CI3	% of corporate complaints not completed within 10 days P	Smaller is better	10%	10%	29.50%	R	A problem with the system in May whereby complaints were not being forwarded to the complaint owner, and a lack of resources has impacted on performance. The problem with the system has now been resolved and performance is expected to improve in Quarter 2.	Corporate
CI5	% of Member enquiries still outstanding after 10 days	Smaller is better	10%	10%	15.20%	R	A problem with the system in May and a lack of resources has impacted performance. The problem with the system has now been resolved and	Corporate

Ref.	Indicator	Value	2011/12 Annual Target	2011/12 Quarter Target	2011/12 Quarter 1 Performance	RAG	Comments	Service
							performance is expected to improve in Quarter 2.	
CS1	% of calls abandoned in queue	Smaller is better	14%	14%	27%	R	This service is currently undergoing major transformation and this has impacted on performance. Performance is expected to improve in Quarter 2.	Customer Services
CS2	% PASC visitors seen within 15 minutes	Bigger is better	79%	79%	61%	R	This service is currently undergoing major transformation and this has impacted on performance. In addition the first quarter's performance has been impacted by an increased workload, as a result of annual billing which takes place in March and April. Staff receive more queries and new applications from customers than at other times of the year. Performance is expected to improve in Quarter 2.	Customer Services
CS14	Speed of processing changes in circumstances of HB/CTB claimants (days)	Smaller is better	9 days	9 days	16.83 days	R	This service has recently been through a transformation programme and this has impacted on performance. In addition the first quarter's performance has been impacted by an increased workload, as a result of annual billing which takes place in	Customer Services

Ref.	Indicator	Value	2011/12 Annual Target	2011/12 Quarter Target	2011/12 Quarter 1 Performance	RAG	Comments	Service
							March and April. Staff receive more queries and new applications from customers than at other times of the year. Performance is expected to improve in Quarter 2.	
NI181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days) (NI181)	Smaller is better	11 days	11 days	17.97 days	R	This service has recently been through a transformation programme and this has impacted on performance. In addition the first quarter's performance has been impacted by an increased workload, as a result of annual billing which takes place in March and April. Staff receive more queries and new applications from customers than at other times of the year. Performance is expected to improve in Quarter 2.	Customer Services
NI014	% avoidable contact (NI014) P	Smaller is better	8%	8%	7.90%	G		Customer Services
CI7	£ variance against the budget	Smaller is better	Stay within budget	Stay within budget	£33,000 underspend	G	The Council was £33k under at Period 3.	Corporate
CI2	Number of corporate complaints	Smaller is better	For info only	For info only	176	For info only	Although a target is not applicable for this indicator, the Council aims to minimise the number of corporate complaints.	Corporate
CI4	Number of Member enquiries logged	Bigger is better	For info only	For info only	592	For info only	A target is not applicable for this indicator. This is for	Corporate

Ref.	Indicator	Value	2011/12 Annual Target	2011/12 Quarter Target	2011/12 Quarter 1 Performance	RAG	Comments	Service
							information purposes only.	
CI8	Efficiency and operational savings	Bigger is better	£40 million by 2014	Annual	Annual	Annual	This is an annual indicator and will be reported at the end of the year. This is for monitoring purposes only.	Corporate
CI11	% residents who feel informed about what the Council does (survey)	Bigger is better	45%	Annual	Annual	Annual	This is an annual indicator and will be reported at the end of the year. The next survey is proposed to be undertaken in February 2012. For context, the year end figure for 2010/11 was 44%	Corporate
CS10	% of council tax collected	Bigger is better	97.50%	Annual	30.98%	Annual	This is an annual indicator and will be reported at the end of the year. The % collected each quarter will be reported for information purposes, but no RAG rating will be set. For context, the end of year figure for 2010/11 was 96.54%.	Customer Services
F1	% of spend with local suppliers	Bigger is better	For info only	Annual	Annual	Annual	This is a new indicator and the methodology has yet to be finalised. The % spend locally will be reported annually but it is not appropriate to set a target. For context, the year end figure for 2010/11 was 27%	Customer Services
AM3	Overall occupied floor space of corporate admin buildings	Bigger is better	Not available	Not available	Not available	Not available	Quarter 1 data was not available at time of going to print. Information will be provided following completion	Asset Management

Ref.	Indicator	Value	2011/12 Annual Target	2011/12 Quarter Target	2011/12 Quarter 1 Performance	RAG	Comments	Service
							of the Corporate Office Property Strategy 2 Programme. This is the refurbishment of corporate office accommodation to facilitate the vacation of Scimitar House.	
AM16	Total spend on maintenance in financial year	Smaller is better	Not available	Not available	Not available	Not available	Quarter 1 data was not available at time of going to print. Information will be provided following completion of the Corporate Office Property Strategy 2 Programme. This is the refurbishment of corporate office accommodation to facilitate the vacation of Scimitar House.	Asset Management
ISS10	% of suppliers paid within 30 days of receipt, by Transactional Team, by invoice	Bigger is better	Not available	Not available	Not available	Not available	This is a new indicator and the methodology is still being determined. A target will be set once the first quarter's data has been reviewed. Data for Quarter 1 is not yet available due to ongoing problems with the Oracle system.	Internal Shared Services

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VALUE OVERVIEW & SCRUTINY COMMITTEE

REPORT

11 October 2011

Subject Heading:

Voluntary Sector Grants 2010/11

CMT Lead:

Cynthia Griffin, Group Director - Culture & Community

Report Author and contact details:

Alaine Clarke, Corporate Policy & Partnerships Team Leader
Tel: 01708 432963

Policy context:

Living Ambition – Value Goal

SUMMARY

This report sets out the Voluntary Sector Grants allocated by the Council in 2010/11, as requested by Value O&S on 7th July 2011.

RECOMMENDATIONS

That Members note the contents of the report.

REPORT DETAIL

Voluntary Sector Grants allocated by the Council in 2010/11

At Value O&S Committee on 7th July 2011, Members requested information on the total amount of grant awarded to the community and voluntary sector as part of their work programme. This information has been compiled for 2010/11 and a summary is provided in the table below.

Total voluntary sector grants*, 2010/11

Organisation	Amount (£)
Core funding	255,313.00
Community Engagement Team - Regeneration, Policy & Planning	52,357.85
Community Safety Team - Legal & Democratic	51,000.00
Culture & Leisure	520,397.00
Children & Young People	15,000.00
Social Care & Learning*	3,698,169.00
TOTAL	4,592,236.85

**This includes both grants and contracted services.*

The information is broken down for specific community and voluntary sector groups in **Appendix 1**.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no financial implications or risks arising associated with the contents of this report. The grants listed were awarded from within 2010/11 budgets. The figures as quoted have been signed off by the relevant Head of Service or Service Manager.

Legal implications and risks:

There are no legal implications or risks associated with the contents of this report.

Human Resources implications and risks:

There are no HR implications or risks associated with the contents of this report.

Equalities implications and risks:

There are potential equalities and social inclusion implications and risks associated with the contents of this report. Consideration should be given to potential, likely and actual impact (for each of the relevant protected characteristics) when decisions are made about future funding.

BACKGROUND PAPERS

Appendix 1: Voluntary Sector Grants 2010/11

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APPENDIX 1: TOTAL VOLUNTARY SECTOR GRANTS 2010/11

Organisation	Amount	Notes
Core Funding		
HAVCO	107,930.00	
HCAB	126,680.00	
ACE	20,703.00	
TOTAL	255,313.00	
Community Engagement Team, Regeneration, Policy & Planning		
Ardleigh House	674.50	
Ardleigh House	450.00	
Ardleigh House Bowls	500.00	
Asian Womens	1,000.00	
Cranham Community Assoc	1,950.00	
East London Malayalee	500.00	
Elm Park Reg Partnship	500.00	
Forest Row Community Ctr	500.00	
Friends of Cottons	200.00	
Friends of Rise Park	200.00	
Front Lane Comm Assoc	500.00	
Harold Hill Comm Assoc	110.35	
HAVCO	650.00	
Havering BME	10,000.00	
Havering Disabled Assoc	170.00	
Havering Over 50's	1,000.00	
Havering Over 50's	250.00	
HH CA	500.00	
HH CA	649.00	
Hindu Cultural Centre	500.00	
Hindu Welfare Assoc	500.00	
MYCA	44.00	
Sth Hornchurch 1950 Club	340.00	
Wennington Village	420.00	
Wennington Village	250.00	
Harold Hill Small Grants	30,000.00	
TOTAL	52,357.85	
Community Safety Team, Legal & Democratic		
Domestic Violence Advocacy	11,000.00	
Domestic Violence Support Group	4,000.00	
Independent DV Advisor	36,000.00	
TOTAL	51,000.00	

Organisation	Amount	Notes
Culture & Leisure		
Friends of Cottons Park	1,000.00	
Friends of King Georges Playing Fields	1,000.00	
Hylands Park Action Group	1,000.00	
Friends of Bedfords Park	1,000.00	
Friends of Raphael Park & Lodge Farm Park	1,000.00	
Friends of Langtons Gardens	1,000.00	
Friends of Harold Wood Parks	1,000.00	
Friends of Upminster Park	1,000.00	
Friends of St Andrews Park	1,000.00	
Friends of Havering Country Park	1,000.00	
Havering Sports Council	720.00	
Havering Museum	34,237.00	
Havering Arts Council	3,590.00	
Havering Theatre Trust	471,850.00	
TOTAL	520,397.00	
Children & Young People		
Voluntary Sector Youth Groups	15,000.00	
TOTAL	15,000.00	
Social Care & Learning		
CRI First Stop	518,593.00	Contract
CRI Community Alcohol Team	158,959.00	Contract
Family Mosaic	22,000.00	Contract
Daybreak	11,250.00	
KCA	18,324.00	
Crossroads	30,000.00	
Age Concern Havering	43,000.00	Joint funding LBH & NHS
Havering Women's Aid	314,600.00	Contract
East Living	81,000.00	Contract
SHP	125,188.00	Contract
Grants Housing	173,884.00	Contract
Family Mosaic	848,528.00	Contract
Riverside Echg	32,657.00	Contract
Riverside Echg	68,427.00	Contract
Outlook Care	65,315.00	Contract
East Living	266,021.00	Contract
Family Mosaic	82,691.00	Contract
Family Mosaic	37,845.00	Contract
Age UK	143,431.00	Contract
Age Concern Havering	12,820.00	
Age Concern Havering	30,450.00	

Organisation	Amount	Notes
Age Concern Havering	78,180.00	
Age Concern Havering	32,480.00	
Age Concern Havering	109,500.00	
Alzheimer's Society	7,880.00	
Alzheimer's Society - Havering Branch	3,050.00	
Alzheimer's Society - Havering Branch	19,760.00	
Alzheimer's Society - Havering Branch	7,900.00	
Arthritis Care	5,080.00	
Crossroads Havering	26,070.00	
Drug & Alcohol Action Team Daybreak Drug Project	29,300.00	
Golden Years Club	3,040.00	
Havering Asian Welfare Association	9,150.00	
Havering Association for People with Disabilities	21,130.00	
Havering Association for People with Disabilities	14,680.00	
Havering Association for People with Disabilities	46,156.00	
Havering Association for People with Disabilities	4,800.00	
Havering Community Transport	18,250.00	
Crossroads Havering	20,910.00	
Crossroads Havering	32,640.00	
Crossroads Havering	5,280.00	
Havering Disabled Sports Associations	7,110.00	
Havering Mind	15,230.00	
Havering Mind	15,230.00	
Havering Mind	27,210.00	
Havering Mind	15,070.00	
Multiple Sclerosis Society	4,500.00	
Partially Sighted Society	400.00	
Romford YMCA	9,400.00	
Royal Association for Deaf People	10,140.00	
Sight Impaired Group	2,540.00	
Victim Support	11,120.00	
TOTAL	3,698,169.00	
OVERALL TOTAL	4,592,236.85	

* List does not include all grants awarded by the Children and Young People's Service

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