

SUMMARY REPORT OF CORPORATE SERVICE LEVEL AGREEMENTS

Organisation	Description of services	Client Nos for 08-09	LBH grant 09-10	Total Expected Income 09-10	LBH grant % Total Expected Income 09-10	SLA status	Comments
Health & Social Care							
Age Concern Hillingdon	Range of services for older people	17,105 service users	£129,459	£1,272,853	10%	2007-10	New projects this year include Aging Well centres across the borough, and nail cutting clinics have been set up. The handy person scheme has been expanded to include fitting of security alarms. The refurbishment of Townfield Community Centre will be completed in Nov 09 when ACH will take over the management of the community facility. Other initiatives include Credit Crunch advice sessions, Side by Side, Care Brokerage and Sport Motivator.
Special Grant - Leaders Initiative Age Concern Hillingdon	Independent living support for older people	159 clients received a total of 8958 hours support	£100,000	This project only £152,000	66%	2008-2011	A helping hands shopping scheme is providing 1-1 support to elderly people with medium/low care needs. This enables them to live independently. Demand has been great and ACH have responded by developing an internet shopping service to compliment it. They have introduced a nail clipping service and continue to provide a gardening service.
Hillingdon Crossroads incs Carers Champion Grant £25,000	Respite care for carers	179 carers, & 170 cared for.	£146,597 incs Carers Champion Grant £25,000	£458,852	32%	2006-2009 rolled over 1 year	Crossroads continues to deliver respite home care services in line with its SLA and aims to diversify and improve the service. The organisation has submitted tenders to Joint Commissioning and has won the contract to deliver respite care to older people. However the contracts to deliver to residents with Dementia and Adults were awarded to another organisation. Currently Crossroads is awaiting the tenders for Children's Respite Care Services.

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Disablement Association Hillingdon	Range of services for people with disabilities	662 client files + 3,390 drop in's/enqs	£100,021	£426,000	23%	2007-2010	DASH provides an umbrella service for disability organisations in LBH, networking with and supporting organisations such as the Crown Centre. A successful joint project with MIND and Sports Development funded by Sports England is running. DASH has updated their Business Plan which also includes a Funding Strategy to address changing needs with the introduction of personal budgets.
Heathrow Travel Care	Crisis social care for people related to Heathrow airport	792 casework + 30 hours phone enquiries	£46,952	£333,668	14%	2006-2009 extended by 1 year	Leads on rough sleepers project with a number of partners in Heathrow, the project has been recognised by the CLG who have since given funding. Jointly developed an emergency response with LBH at Heathrow. with HTC leading on planning for humanitarian assistance for people affected by an emergency.
Hillingdon Carers	Range of support for carers	3,048 + 278 young carers.	£112,209	£477,452	24%	2007-2010	Over 10% more carers supported with a 19% increase of young carers, and Carers offers specific project for this groups such as SPACE. Assistance to obtain £446,866 in carers benefits. The organisation is planning for the Personalisation Agenda and support for Employed Carers is another priority.
Hillingdon MIND	Range of support for people with mental health issues	600 service users	£70,604	£649,330	11%	2007-2010	Counselling services have been increased to 5 days per week & new social clubs introduced, and Mind continues to run a number of initiatives. The current focus of work is on meeting the needs of Diverse communities. Significant funding has been secured from the Lottery and City Bridge Trust to deliver a 3 year project with community groups to meet the mental health and well being needs of these communities, including extensive volunteer training.

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Hillingdon Shopmobility	Equipment & assistance for disabled shoppers in Uxbridge	4567 visits	£22,129	£65,194	34%	2006-2009 extended for 1 year	The group have established partnerships with Motarbility, ACH & DASH. They continue to work closely with Barclays Bank for fundraising. Shopmobility aims to obtain PQASSO accreditation Autumn 09 and is concentrating on securing funding to enable them to continue to offer the same level of service.
Homestart Hillingdon	Prevention of family breakdown for parents with children 0-5	85 adults, 187 children	£56,375	£126,455	45%	2007-2010	LBH provided an additional £20,000 in 09/10 to enable Homestart to continue to deliver the service at the same level, and lack of sustainable funding is a key issue. The organisation has 45 trained volunteers who deliver the support in vulnerable families homes (about 3 hours per week). Additionally family groups and summer programmes are provided.
Relate London North West	1-1 counselling & mediation services	2,207	£13,238	£550,887	2%	2008-2011	New Family Counselling Service is delivered from Abbotsfield School, and Relationship Counselling continues to be provided within the borough. The Credit Crunch and economic downturn have increased the demand for the service and the Management Committee is constantly reviewing current issues and challenges.

Advice & Guidance

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Hillingdon Association of Voluntary Services	Second tier organisation supports the sector	400 member groups	£110,486	£353,419	31%	2007-2010	Provides training, capacity building, IT & HR support to groups, information sharing. A small part of the grant funded a health & social care forum which links to the Council. HAVS is also leading on the volunteering targets in the LAA. The organisation is working hard to secure external funding to maintain all the projects.
Hillingdon & Ealing Citizens Advice	Provides generalist advice through 3 bureaux, a telephone service, new targeted projects	10255 client contacts & over 25000 enquiry issues	£300,149	£623,353	48%	2008-2011	Covers all main areas of advice, providing high quality services to an increasingly demanding (numbers & complexity) clientele. Raised the income of residents through benefits claims by £1.13M & supported residents with debts totalling £11.5M (64% increase) and 333 positive non-financial outcomes achieved. HECA have responded to the current economic climate by launching a Credit Crunch programme of advice and support to homeowners, and aims to scale up the provision to meet the increasing demand.

Housing							
P3	Supported housing, training, advice, employment for young people	1,525 local clients	£25,511	£6,637,386 Nationally	0.003% of national income	2006-2009 Extended by 1 year	P3 aims to continue to deliver the current Hillingdon projects though continued partnership work with the Local Authority and fundraising to bring external investment into the borough. Plans to purchase 2 new move on accommodation properties, and to expand the school exclusion project to year 7&8 pupils as suggested by local schools.

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Education, Youth & Leisure							
Bell Farm Christian Centre	Range of services to local deprived community in West Drayton	2,337 clients	£12,608	£229,340	5%	2008-2011	This exceptionally strong organisation continues to respond to needs arising in the local area. Projects include solicitor advice, older persons lunch clubs, parent support, & children & families. New services this year include Baby Gems, Creative Youth and Soccer School. A future key challenge for the organisation is the major housing development with 1300 dwellings in Poters Way, and the anticipated increase in demand this will bring.
Hillingdon Arts Association	Promote & support arts in LBH through grants scheme	76 member societies	£27,730	£33,770	82%	2006-2009 Extended with interim agreement for 1 year	Funding of £16,500 was allocated as small grants to arts societies, and £6000 for activities under Arts week and just over £4,000 for Enterprise grants, with less than £500 towards administration. Arts Week is now well established and encourages participation. HAA continues to share their aspirations how to improve local arts provision. Keen to work more closely with Council priorities & the new SLA will have input from Arts Development
Hillingdon Autistic Care & Support	Support to people affected by Autism	595 individuals	£26,266	£128,340	20%	2008-2011	A new youth programme is underway as part of a joint project with Youth Services. The group has moved to new (temporary) premises following the sale of Moorcroft school to Hillcrest Ltd. As part of this sales agreement, HACS received a substantial amount for their shares in the school and this is now a designated reserve to obtain long term new premises.

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Hillingdon Pre-School Learning Alliance	Support pre-school settings in LBH	1,600 residents accessing services	£36,604	£38,716	95%	2006-2009 extended for 1 year	The regional group has been restructured in line with national changes to PLA and therefore there has been little focus this year on external fundraising. With the arrival of the Early Years Foundation Stage much of the work has been ensuring that providers meet the statutory requirements. Outdoor play has been a large focus due to this new curriculum.

Environment							
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Groundwork Thames Valley Trust	Range of environmental & regeneration projects	10,903 Hillingdon residents visited Colne Valley Park Centre	£35,302	£2,667,000 Regional income	1.3% of regional income	2008-2011	GTV is operating two income generating subsidiaries - Floating Classroom and Blue Sky offering ex-offenders employment opportunities. Healing gardens project provides volunteer gardeners, and GTV continues to operate the Com Cafe on the Glebe estate with the help of 10 volunteers. Currently involved in a large partnership bid with LBH & HH to create a Low Carbon Zone in the Yeading area.
London Wildlife Trust	Manages 11 LBH owned reserves	N/A Approx 23 works sessions = 700 volunteer hours pa	£12,608	N/A		2008-2011	LWT work across greater London with many projects that benefit LBH. However, to extrapolate the financial benefit to LBH is very difficult in any meaningful way. In addition to managing the 11 reserves, projects which benefit LBH include: Crane Valley project, Gutteridge Wood, Colne Valley Park initiatives and West London Grazing Project.