

# Newham Council Service Summary Information March 2008



## Contents

Introduction .....	3
Money Matters .....	4
Crime and Anti-Social Behaviour .....	5
Housing and Public Protection .....	7
Council Tax & Benefits and The Language Shop .....	10
Regeneration and Development Service .....	11
Children and Young Peoples Services .....	13
Adults Services .....	15
Public Realm .....	17
Culture and Community Services .....	20
Feedback Questionnaire .....	24



## Introduction

This report presents the summary of our performance for 2006/7, 2007/08 and our plans for 2008/09. It shows how well our service providers are performing in providing the best service to meet the needs of our community.

**“Newham Council is continuing to perform well and deliver a high level of services to the people of the borough.”**

That is the verdict of independent watchdog the Audit Commission, which has again awarded the council a three star rating in its annual Comprehensive Performance Assessment review. The Council also retained its Use of Resources score of 4.

We have consulted with a range of stakeholders about how best to present our summary financial information. We have listened to you and acted on what you have told us. We hope this year's presentation is easy to follow. The language and terminology within this publication have been specifically designed to make the information easily accessible to as wide an audience as possible.

If there is any additional information you would like to see in future editions of this publication, please contact Kevin Miles, the Council's Chief Accountant, email [Chief.accountant@newham.gov.uk](mailto:Chief.accountant@newham.gov.uk). A feedback form is also available at the back of this publication to help us to continually improve the quality of the information we provide. This publication can also be made available in different formats and languages upon request.



# Money Matters



We are pleased to introduce an excerpt from the council's Statement of Accounts for the year ending 31st March 2007.

We asked for your opinion on how we could improve the way we explain how the council spends money on services for the community. Your comments have contributed to this summary.

## What we spent on your services:

	2005/06 £ millions	2006/07 £ millions
Social Care	105.4	122.2
Culture, Environment & Planning	49.0	54.1
Education	243.6	40.6
Highways, Roads & Transport	13.4	13.8
Corporate & Democratic costs	9.3	10.9
Other costs	13.8	7.1
Housing	(0.4)	2.3
<b>Total Spend</b>	<b>434.1</b>	<b>251.0</b>
Contribution to/(from) reserves	7.0	(1.8)
<b>Total Funding</b>	<b>441.1</b>	<b>249.2</b>

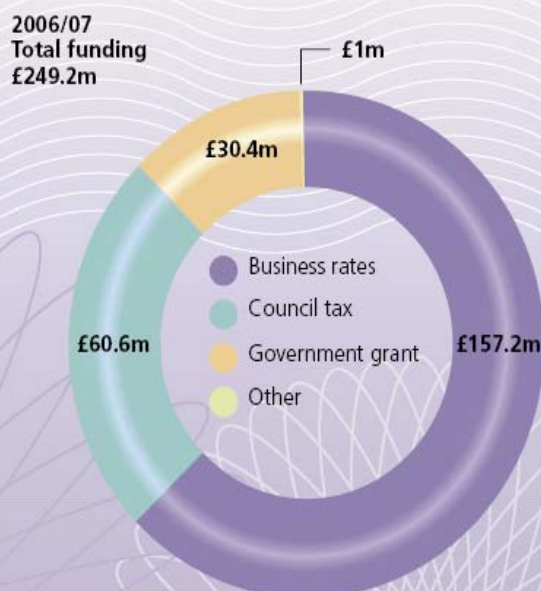
## The assets owned and amounts owed by the council are recorded on the balance sheet.

	31 March 2006 £ millions	31 March 2007 £ millions
Buildings, land, equipment and other long-term assets	1,928.0	2,048.1
Cash, investments, prepayments, stocks & short-term assets	236.9	244.3
Temporary borrowing, debts, & short-term liabilities	(173.8)	(258.8)
Long term borrowing	(588.3)	(547.2)
Pension liability	(429.7)	(323.3)
Other liabilities	(228.4)	(261.4)
<b>Assets less liabilities</b>	<b>744.7</b>	<b>901.7</b>
<b>Financed by:</b>		
Usable reserves	66.2	44.1
Non-usable reserves	678.5	857.6
<b>Total reserves</b>	<b>744.7</b>	<b>901.7</b>

## Money spent by the council for the long-term benefit of the community is called capital expenditure.

	31 March 2006 £ millions	31 March 2007 £ millions
Housing	38.2	54.2
Corporate	5.4	19.1
Education schemes (incl. schools)	19.6	15.6
Environmental	12.1	9.3
Regeneration projects	13.7	2.4
Social care	2.2	2.2
Culture & community (incl. leisure)	0.9	0.7
<b>Total</b>	<b>92.1</b>	<b>103.5</b>

## How we pay for your services:



## The council provides social housing for the community and this is recorded in the housing revenue account.

	2005/06 £ millions	2006/07 £ millions
Repairs & maintenance on properties	16.8	15.4
Other expenditure	73.7	75.3
<b>Total expenditure</b>	<b>90.5</b>	<b>90.7</b>
Total income (including rent income)	(102.5)	(103.8)
Technical adjustments	14.6	16.0
<b>Deficit for the year</b>	<b>2.6</b>	<b>2.9</b>

Reserves at 31st March year end

	2006/07	2005/06
Reserves at 31st March year end	6.0	8.9

Number of properties owned by the Council:	31 March 2006	31 March 2007
Houses and bungalows	4,831	4,775
Flats and shared dwellings	15,119	13,878

If you are interested in finding out more about the Council's finances, please look at the website [www.newham.gov.uk/council & democracy/council finances](http://www.newham.gov.uk/council&democracy/council%20finances).

**If you have any questions or comments on this document please email** [chief.accountant@newham.gov.uk](mailto:chief.accountant@newham.gov.uk) or write to the Chief Accountant, Room 46, Old Technical College, 328 Barking Road, East Ham, London, E6 2RP.

## Crime and Anti-Social Behaviour

The Service provides a response to Crime and Anti-Social Behaviour (ASB) in the Borough.

### Response Services - Newham Parks Constabulary and CCTV Control Centre



The Parks Constabulary Officers deliver 'high visibility' patrols to Newham's Parks and Open Spaces. The Control Centre monitors the Closed Circuit Television (CCTV) cameras that cover the streets and estates of Newham. It also co-ordinates out of hours emergencies and monitors alarms for Council owned property.

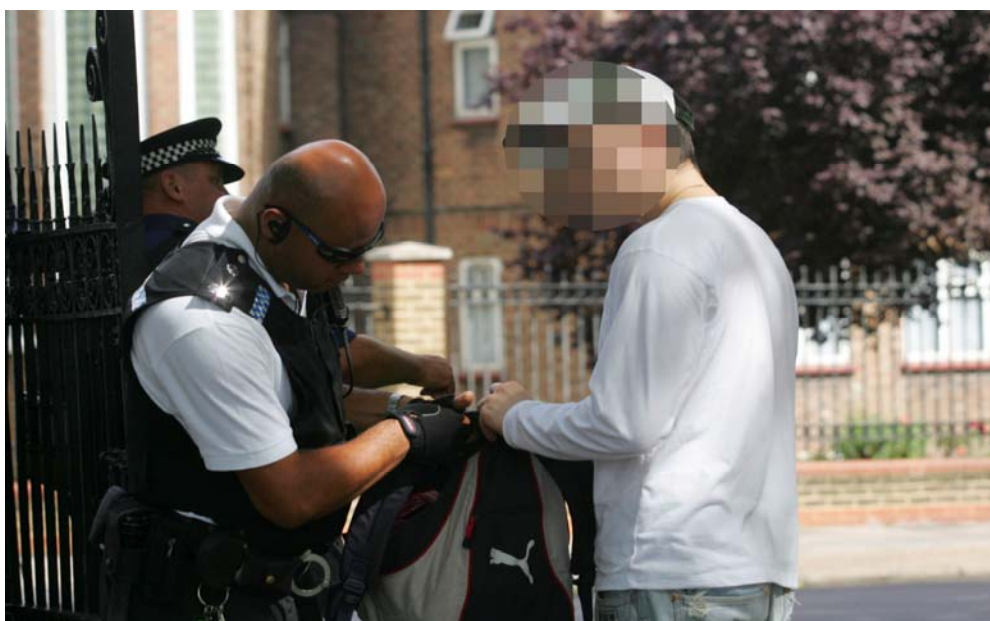
### Street Scene Enforcement Team

The Street Scene Enforcement Team is responsible for ensuring that we comply with a wide range of environmental legislation. This includes dealing with nuisance vehicles, fly-tipping, fly-posting, unlicensed street trading and all other forms of street scene and highways enforcement.

### Other CASB Services

#### Investigations Team

The Investigations Team undertake detailed investigations into ongoing ASB, collating evidence secured to bring injunctions and/or Anti-Social Behaviour Orders against identified perpetrators.



### Community Safety Unit

This team supports the Crime & Disorder Reduction Partnership and helps to ensure that the work of all the services in this area is directed at achieving the outcomes sought by the Partnership. They provide strategic, analytical, performance and core business functions for the CASB Service.

### Domestic Violence and Hate Crime Unit

This team offers support, an advocacy service and assistance with injunctions and legal issues to victims of domestic violence and hate crime and aims to work with the Police and other partners to bring perpetrators to justice and to support the victims.

### Noise and Initial Response Team

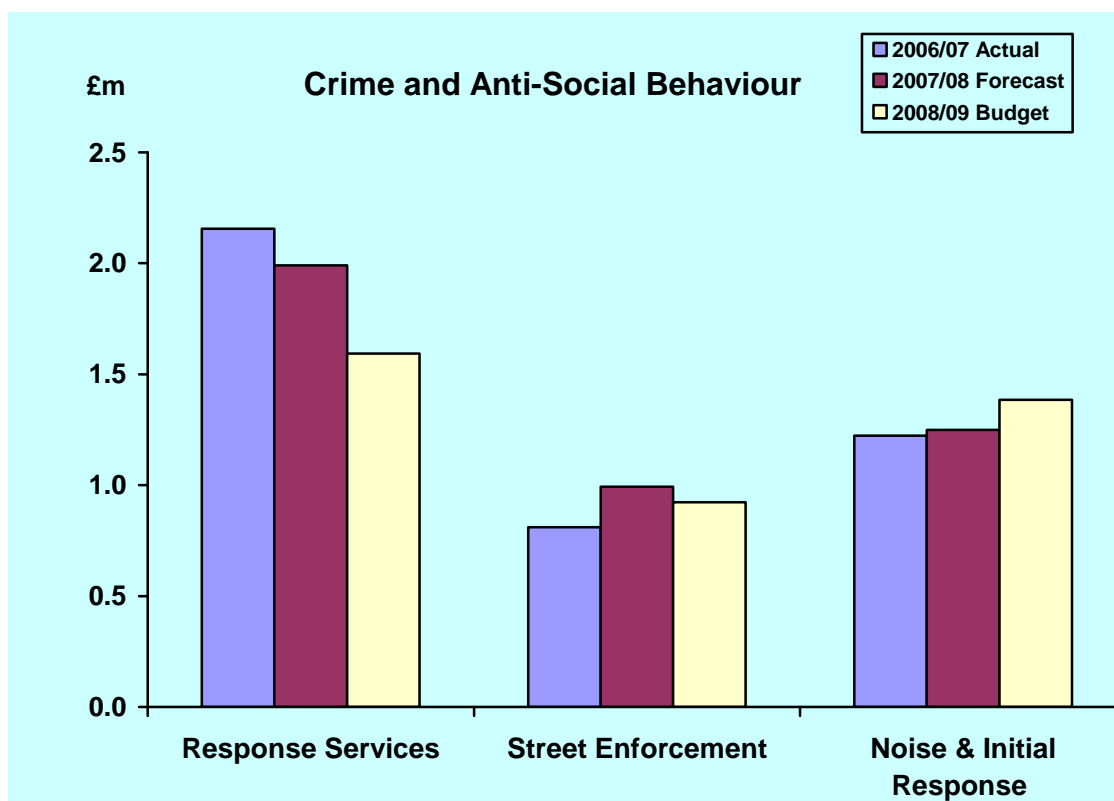
The team provides a 24/7 service, 365 days a year. The team responds to all noise complaints, serving legal noise notices, public health notices or Section 16 notices where necessary.

## Key Financial Information

### Crime and Anti-Social Behaviour

	Response Service £m	Street Scene Enforcement £m	Other CASB Services £m	Total £m
2006/07 Actual	2.2	0.8	1.2	4.2
2007/08 Forecast	2.0	1.0	1.3	4.3
2008/09 Budget	1.6	0.9	1.4	3.9

Staff Numbers	50	13	35	98
---------------	----	----	----	----



## Housing and Public Protection

The Housing and Public Protection Service Area (H&PP) is responsible for both Strategic Housing Revenue Account functions (outlined in the HRA Summary Accounts Information) and seven distinct Housing General Fund (HGF) service groups

The service employs 359 staff



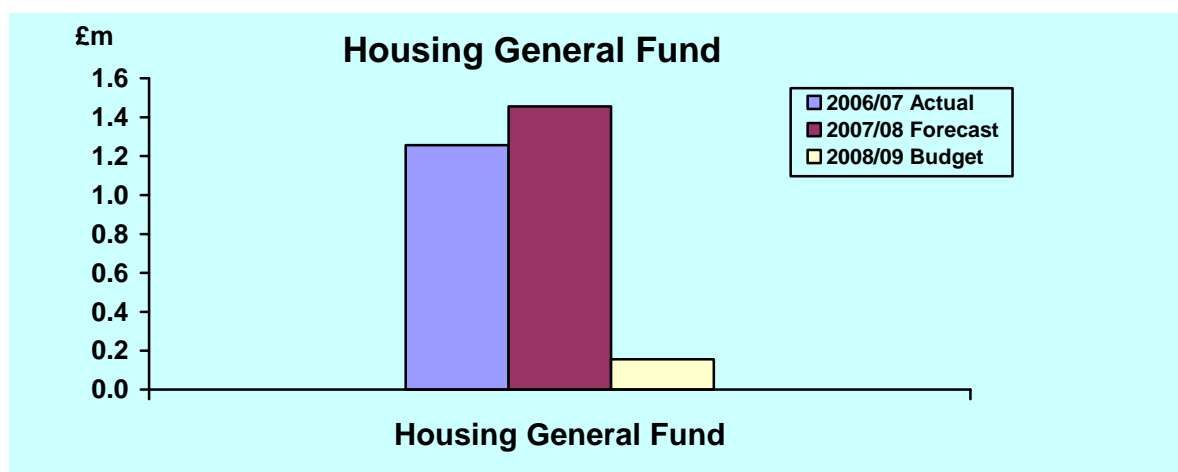
### Housing General Fund Activities

<b>Service Area</b>	<b>Main areas of activity</b>
<b>Housing Needs</b>	<ul style="list-style-type: none"><li>▪ Homelessness prevention and advice</li><li>▪ Temporary accommodation including private sector leasing, Local Space and bed and breakfast</li></ul>
<b>Public Protection</b>	<ul style="list-style-type: none"><li>▪ Emergency planning</li><li>▪ Licensing and registration</li><li>▪ Pest control</li><li>▪ Trading standards and consumer protection</li></ul>
<b>Private Sector Housing</b>	<ul style="list-style-type: none"><li>▪ Property markets (CPO)</li><li>▪ Houses in multiple occupation</li></ul>
<b>Business and Social Enterprise</b>	<ul style="list-style-type: none"><li>▪ Responsible for assessment and provision of adaptations to enable people to live independently in their own homes</li><li>▪ Handyperson Project</li></ul>
<b>Newco</b>	<ul style="list-style-type: none"><li>▪ This is a supported factory where more than 50% of the workforce are registered disabled. Newco manufactures uPVC windows, kitchen units and joinery which are sold to Newham Homes Ltd and other contractors. Also has a training unit that assists disabled workers into mainstream work</li></ul>
<b>Housing Development and Partnerships</b>	<ul style="list-style-type: none"><li>▪ Sub-regional Housing Projects and responsibility for developing and maintaining links with housing associations and housing providers</li></ul>
<b>Senior Managers &amp; Support</b>	<ul style="list-style-type: none"><li>▪ Head of Service plus administrative support</li></ul>

## Key Financial Information

### Housing General Fund

Housing General Fund £m	
2006/07 Actual	1.3
2007/08 Forecast	1.5
2008/09 Budget	0.2



### Housing Revenue Account Activities

The Housing Revenue Account records income & expenditure transactions relating to the Council's housing stock. The account is ring fenced and does not receive any contribution from the Council's other accounts, therefore having no effect on the level of council tax. The housing management function is currently shared between Newham Homes (the ALMO), two Tenant Management Organisations (TMO), Canning Town Regeneration Triangle and Carpenters Estate TMOs and the Canning Town PFI.

The Housing Revenue Account is now split between housing management functions and a strategic housing role.

Service Area	Main areas of activity
<b>Newham Homes Ltd (The ALMO)</b>	<ul style="list-style-type: none"> <li>▪ Responsible for the management of 16,700 rented council dwellings, 5,300 leasehold properties and 3,700 garages (over 90% of the housing stock)</li> <li>▪ Manages delegated HRA budgets on behalf of the council</li> <li>▪ Manages Decent Homes capital programme</li> <li>▪ Receives a management fee from LBN</li> </ul>
<b>HRA Delegated Budgets</b>	<p>These are managed by Newham Homes and include:</p> <ul style="list-style-type: none"> <li>▪ Repairs</li> <li>▪ Landlord electricity and gas supplies</li> <li>▪ Rent &amp; Leasehold Income</li> </ul>
<b>Strategic HRA – managed by H&amp;PP</b>	<ul style="list-style-type: none"> <li>▪ Production of the HRA business plan</li> <li>▪ Lettings and Housing Waiting List</li> <li>▪ Management and monitoring of PFI and TMOs</li> </ul>

## Key financial information

### Housing Revenue Account Summary

	2006/07	2007/08	2008/09
	Actual	Forecast	Budget
	£m	£m	£m
Dwelling rents (gross)	-61.3	-63.6	-66.6
Non dwelling rents (garages/shops)	-2.8	-2.8	-2.9
Leaseholders Charges	-4.3	-5.4	-5.6
Charges for services	-7.3	-7.3	-7.6
<b>Total Income</b>	<b>-75.7</b>	<b>-79.1</b>	<b>-82.7</b>
Repairs and Maintenance	15.4	13.5	12.3
Strategic Housing	12.1	12.0	12.1
PFI Unitary Payments	3.1	2.8	5.1
Other Delegated Expenditure	2.6	3.4	3.3
Newham Homes Management fee	25.3	24.8	24.0
Leased Property (Southern Housing)	2.1	2.2	2.2
Subsidy and Capital Financing	18.0	20.2	24.9
<b>Total Expenditure</b>	<b>78.6</b>	<b>78.9</b>	<b>83.9</b>
<b>Net Cost of HRA Service</b>	<b>2.9</b>	<b>-0.2</b>	<b>1.2</b>

## Council Tax & Benefits and The Language Shop

The Council Tax & Benefits Service (CT&B) came into being on 1<sup>st</sup> April 2007 and aims to support the social and physical regeneration of the Borough by maximising council tax collection for the authority and assisting residents to meet their rent and council tax liabilities through rightful entitlement to Housing and Council Tax Benefit.

Its stated purpose is to collect the right money from the right person at the right time and to pay the right benefit to the right person at the right time.

The Language Shop provides telephone interpreting, sign language and interpretation, and translation services for both internal and external customers.

### Council Tax & Benefits

- Employ 241 staff
- Manage council tax billing and collection for 101,000 households
- Pay Housing & Council Tax Benefit to 40,000 households
- Total Housing & Council Tax Benefit awarded in 2006/07 was £264.5m

### Language Shop

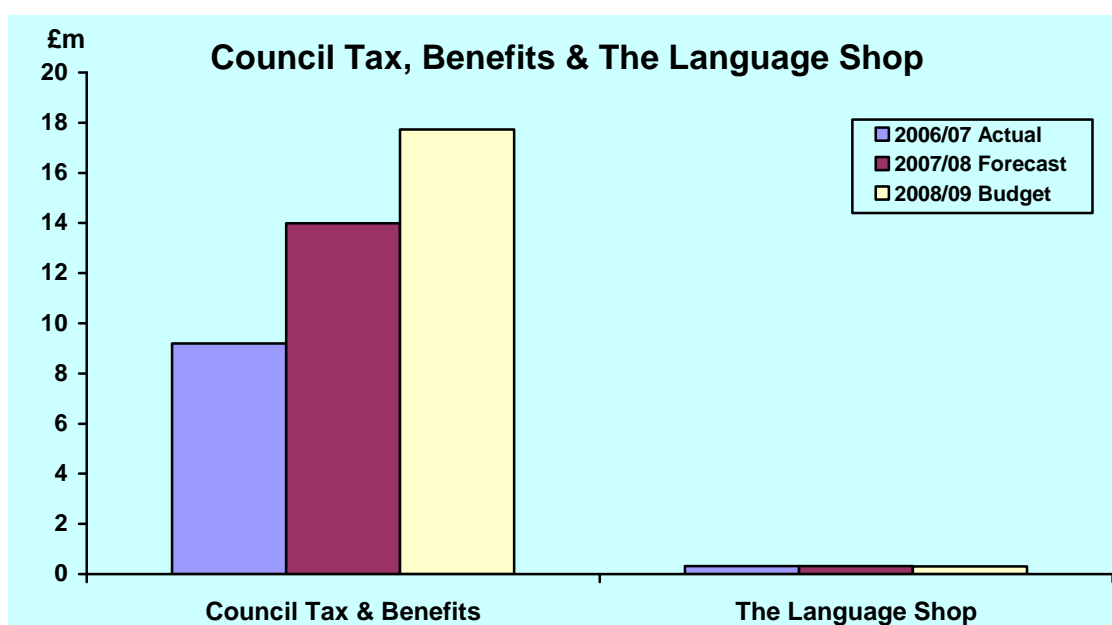
- Employ 24 staff

Provides comprehensive interpretation and translation services in over 100 Languages

### Key financial information

#### Council Tax, Benefits & The Language Shop

	Council Tax & Benefits £m	The Language Shop £m	Total £m
2006/07 Actual	9.2	0.3	9.5
2007/08 Forecast	14.0	0.3	14.3
2008/09 Budget	17.7	0.3	18.0



## Regeneration and Development Service



The Regeneration and Development service leads on physical and economic regeneration of the borough, land use and transport planning. The Council's development control, land charges and building control services are also provided

### Regeneration, Transportation and Policy.

These services produce the Council's strategic policies and plans for topics such as, waste, the Mayor's employment pilot, regeneration projects and transportation. The teams ensure that Newham's planning policies and views are represented in strategic plans for London and appraise environmental impact assessments for proposed projects within the borough.

- Represented Newham's interests in the 2012 Olympics and the legacy as well as the Cross Rail plans.

### Local Land Charges

This service provides search information required by members of the public when making property/ land purchases

- 5,396 searches in 2006/07

### Building Control

This service ensures that projects comply with the Building Regulations and the Building Act. Issues such as structural and fire safety, energy efficiency and access for all are assessed and discharged. Other areas include reported dangerous structures and ensuring they are made safe, also providing advice and support to major regeneration projects.

- 2,146 applications in 2006/07



## Development Control

This service deals with planning applications to ensure they meet legal requirements, borough policies and plans. Large regeneration projects are considered in regard to the effect on local people and services. The service also leads on the negotiation of S106 agreements.

- 1,757 applications in 2006/07

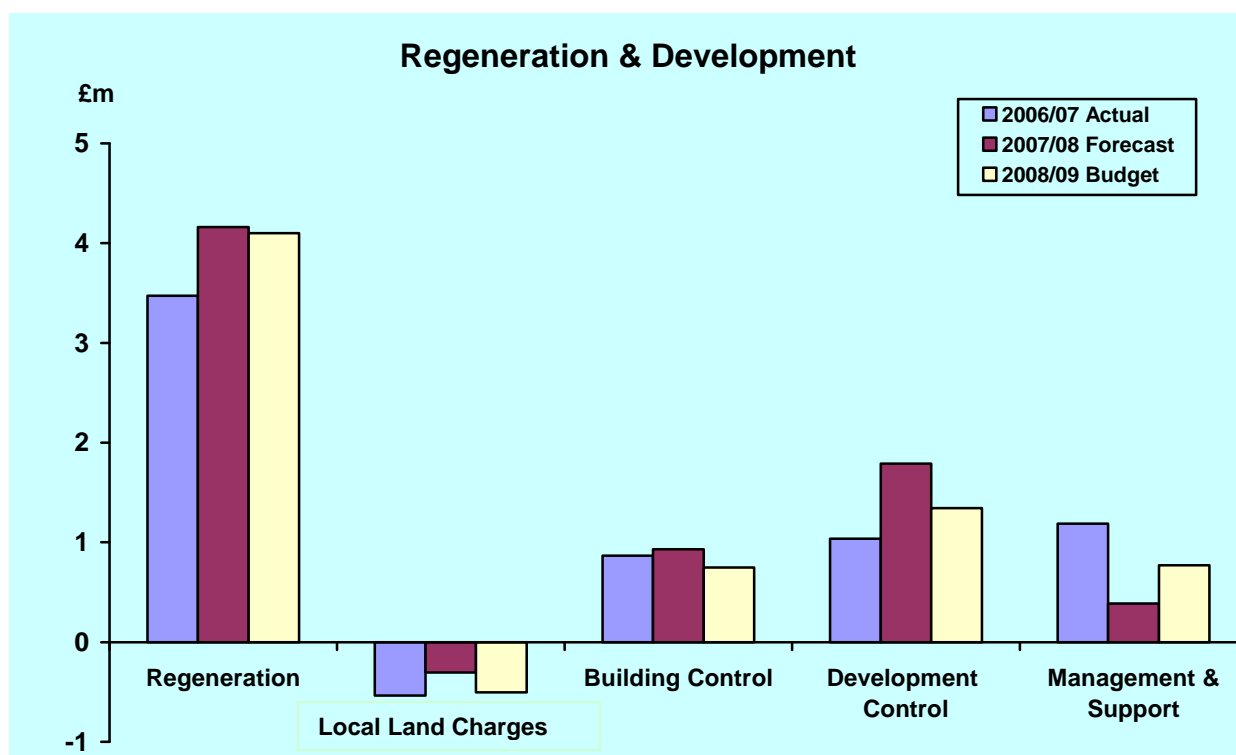
## Management and Support

This area provides leadership, managerial support, financial and business support and control to the service as a whole.

## Key financial information

### Regeneration & Development

	Regeneration	Local Land Charges	Building Control	Development Control	Mgmt support
	£m	£m	£m	£m	£m
2006/07 Actual	3.5	-0.5	0.9	1.0	1.2
2007/08 Forecast	4.2	-0.3	0.9	1.8	0.4
2008/09 Budget	4.1	-0.5	0.8	1.4	0.8



## Children and Young Peoples Services

Children and Young People's Services is divided into three service areas:

### Learning & Schools

The Learning and Schools Service brings together all of the statutory learning provision for children, both within and beyond schools, as well as providing general support for schools and their Governing Bodies. The Children and Young Peoples Services (CYPS) is funded by a combination of Government Grants and funding from the authority.



### Young People & Families (Social Care)

This area provides a comprehensive range of services to vulnerable children and young people and their families. These are children and young people who need additional services and support in order to achieve their potential. They include children and young people who may be at risk from abuse or neglect, disabled or young offenders. Commissioning of services is carried out in partnership with the Primary Care Trust.

### Lifelong Learning and Economic Well-Being

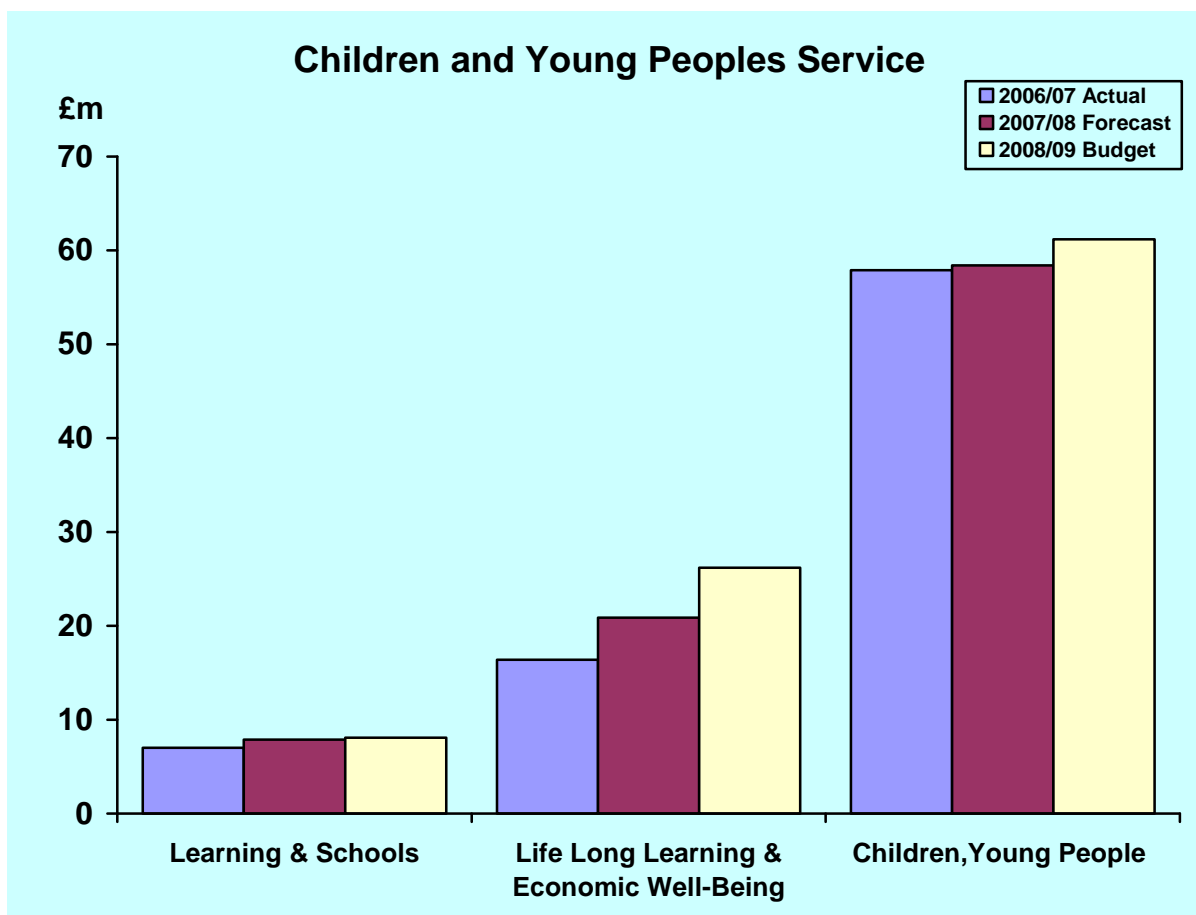
With intrinsic links to the Health Service, early years provision, children's centres and nursery education are at the core of the work of extended services. In addition the extended schools agenda, play service and family learning services add to the lifelong learning offer. Young people and lifelong learning has at its core the Youth Service, both provided and voluntary, working in partnership through a system of grants and commissioning. The adult learning service sits with the youth support services within the structure of Newham Youth and Community Education Service. Helping every young person to maximise his/her potential is at the heart of the Economic Wellbeing area of the service. The co-ordination and delivery of the 14-19 strategy including the new Vocational Learning Offer is a key area of development activity.



## Key financial Information

### Children and Young Peoples Services

	Learning & Schools £m	Life Long Learning & Economic Well-Being £m	Young People & Families £m	Total £m
2006/07 Actual	7.0	16.4	57.9	81.3
2007/08 Forecast	7.9	20.9	58.4	87.2
2008/09 Budget	8.1	26.2	61.2	95.5



Note:

The above excludes Delegated Schools Budget.

## Adults Services

This is a newly integrated service, which has brought together Adults Social Care services provided by London Borough of Newham (LBN) with community health care services provided by Newham Primary Care Trust (NPCT)

The purpose of Newham Adults Services is to provide improved access to high quality, good value, well-targeted holistic services, with better outcomes for people and communities in Newham. We want the services to be recognised as high quality services of choice for local people with support, care or treatment needs.



Adult Social Care services focus on and support the most vulnerable adults in the community and assist them to retain their independence. This is done by the assessment of the needs of individual adults leading to the commissioning or direct provision of services within the community; and residential and nursing care provision, when this becomes necessary to meet their needs. The service does not function in isolation but works with a wide range of agencies and groups, most notably with partners in health. Partners include Newham Primary Care Trust, East London and City Mental Health Trust, Newham Health Care Trust, other Council service areas and independent sector groups and agencies.

The service arrangements are linked to service user groups as follows:

- Older people
- Learning disabilities
- Physical disabilities
- Mental health
- HIV/AIDS
- Substance misuse
- Asylum services

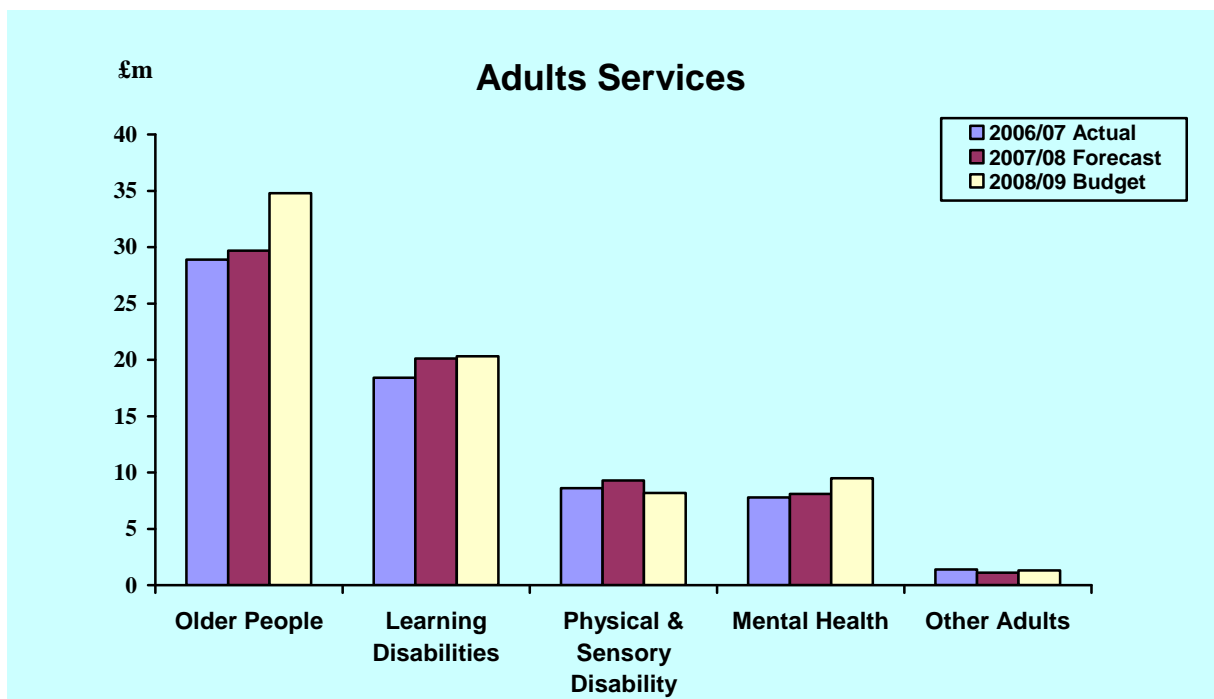
The Council has a number of in-house services and these include:

- Home support
- Residential care for older people
- Day services for older people
- Group homes for adults with learning disabilities
- Day opportunities for people with learning disabilities and mental health support needs
- Resource centre for people with disabilities
- Transport to day centres

## Key financial Information

### Adults Services

	Older People £m	Learning Difficulties £m	Physical & Sensory £m	Mental Health £m	Other adults £m	Total £m
<b>2006/07 Actual</b>	28.9	18.4	8.6	7.8	1.4	65.1
<b>2007/08 Forecast</b>	29.7	20.1	9.3	8.1	1.1	68.3
<b>2008/09 Budget</b>	34.8	20.3	8.2	9.5	1.3	74.1



## Public Realm

Streets, parks, housing estates and all public spaces in between are the public realm.

The Public Realm organisation provides services that maintain and manage public areas. It covers repairing roads and street furniture, controlling traffic and parking, looking after green spaces and trees, maintaining public toilets, keeping public areas clean and safe from bad weather and collecting waste and recyclables. The key front line services are:

### Waste Collection & Disposal – 107 staff

- Refuse collection from over 96,000 households and 2,500 businesses
- 105 public recycling centres + 45 on school premises
- Approximately 30,000 special collections of bulky domestic refuse a year
- Collection, management and disposal of 120,000 tonnes of waste of which approximately 11,000 tonnes is either recycled or composted
- £16m actual spend 2006/07 and forecast spend 2007/08. £17m Budget 2008/09.

A project for the potential externalisation of the waste and cleansing service began in 2007. When tenders have been evaluated, the Council will decide whether to proceed with externalisation by comparing the tenders with the performance of the in-house services.

### Cleansing of Streets and Public Spaces – 234 staff

- Cleansing of roads, footways and public areas organised on an area basis
- Tackling problems such as flytipping, graffiti, flyposting and littering
- £11m actual spend 2006/07 and forecast spend 2007/08. 2008/09 Budget of £11m.



New street cleansing equipment has been acquired. All mechanical productivity has been analysed and captured on the GIS system. This has increased the amount of daily work allocated and allows for cleansing beats and staffing to be distributed more efficiently across the borough leading to improved productivity. It has freed up resources to enable our cleansing teams to undertake more work, particularly in problem areas.

The SCAR and Alleygator initiative provides sustainable solutions for problem sites which are subject to flytipping and anti-social behaviour. During the past year over 60 sites and alleys were dealt with. Introduction of our pro-active hotspot patrols has substantially improved our performance in speed of removal of flytips.

## Parking, Traffic and Road Safety – 160 staff including School Crossing Patrols



- 9 off street car parks and 12000 on street managed parking spaces
- Actual £0.7m surplus in 2006/07, Forecast £0.9m surplus in 2007/08 and Budget of £0.4m surplus in 2008/09, which are reinvested in Highways expenditure.

An extensive programme of traffic management and road safety initiatives, funded by Transport for London, has been implemented with projects designed to reduce casualties and deaths from traffic accidents and Newham is ahead of the government's 10 year targets to improve road safety.

## Highways & Special Services - 42 staff

- 53 km Principal Roads and 332 Km Minor Roads
- Over 100 bridges and highway structures
- 19,200 street lights
- 23,000 gullies
- 900 bollards
- 4,800 signs and 3,600 illuminated signs
- Direct spend of approx £4.6m in 2006/07 and 2007/08 forecast. Budget of £4.7m in 2008/09 (+ £5m one-off growth in budget strategy)

A Highways Asset Management Plan which assesses and documents the condition of all highways assets and provides a good platform to develop a long term investment programme for highway, lighting and pavements.

## Greenspace – 9 staff



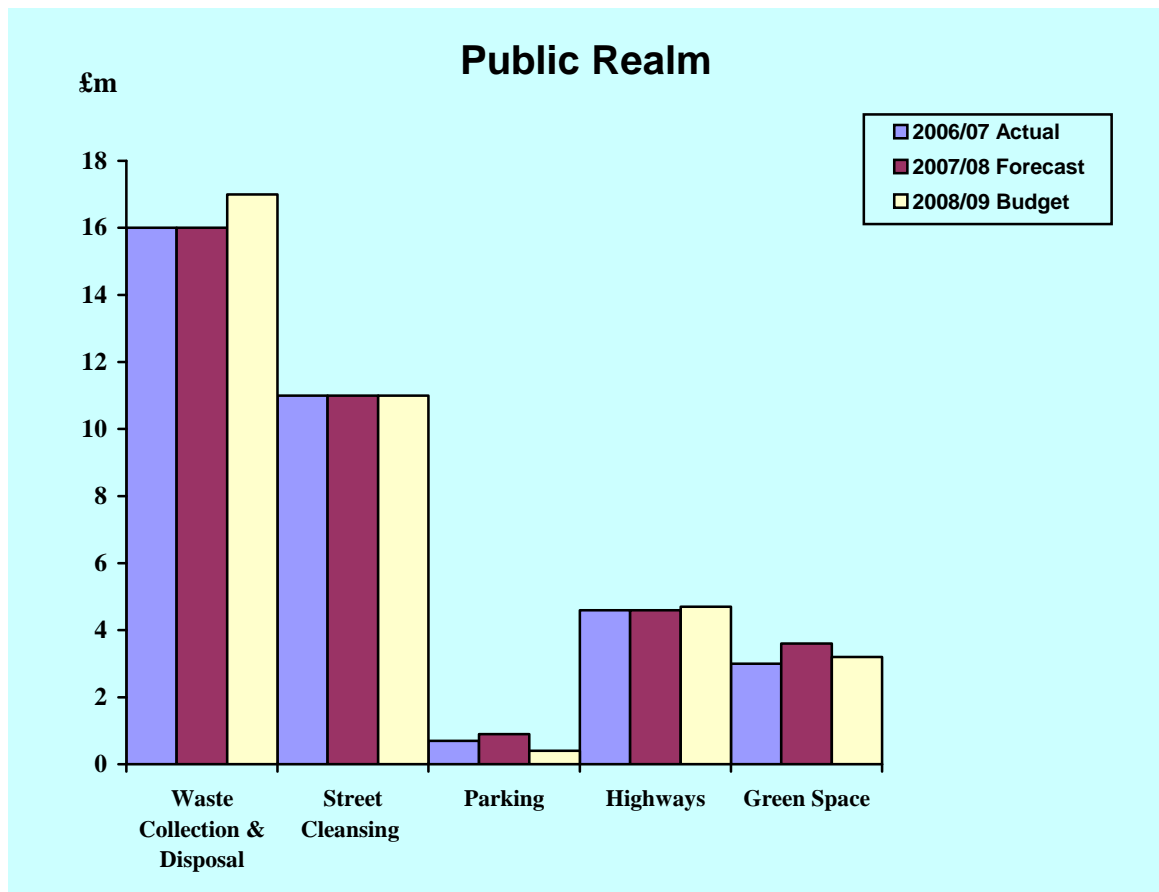
Inspection, maintenance and contract monitoring of 22 parks, 46 open spaces and 22,000 street trees. This is a corporate contract on behalf of the authority as a whole.

Budget of £3m in 2006/07, Forecast of £3.6m in 2007/08. Budget of £3.2 m in 2008/09.

## Key financial Information

### Public Realm

	Waste Collection & Disposal £m	Street Cleansing & Public Spaces £m	Parking, Traffic & Road Safety £m	Highways & Special Services £m	Greenspace £m	Total £m
<b>2006/07 Actual</b>	16.0	11.0	0.7	4.6	3.0	35.3
<b>2007/08 Forecast</b>	16.0	11.0	0.9	4.6	3.6	36.1
<b>2008/09 Budget</b>	17.0	11.0	0.4	4.7	3.2	36.3



## Culture and Community Services ( including Customer Services )

### Culture

Culture aims to create and provide the best possible range of cultural, leisure and recreational opportunities for the people of Newham. Culture leads on the Council's community engagement strategy and through leisure centres, festivals, parks, community sports and fitness activities we aim to increase people's participation and involvement. Culture activities not only support cultural awareness, health and personal development in the borough but help combat crime and antisocial behaviour by offering residents chances for constructive activities.

### Arts and Festivals

This team produces a year-long programme of festivals, shows, performances and events for all ages and cultures.



### Community Participation Unit

This team encourages the active involvement of all Newham's communities to shape the future service provision of council services and key partners. The team works with a wide range of key stakeholders both within the Council and with the 10 Community Forums, ensuring that the objectives of the Local Strategic Partnership and Council are influenced by Newham's many and diverse communities.



## Healthy Living and Sport

This team is responsible for the implementation of Newham's Healthy Living and Sport strategy Going for Gold and has worked closely with the leisure centre operators, Greenwich Leisure Limited, in refurbishing Newham's four leisure centres, which now attract in excess of 1.5 million visits a year. Healthy Living and Sport aim to help people achieve their goals, whether these are general health and fitness, weight loss, sport specific training, education, social or relaxation. The service is also responsible for managing the Royal Victoria Dock Watersports Centre, which runs courses for sailing and canoeing.

## Heritage

This service collects, preserves, promotes and interprets the rich diversity of the heritage of Newham and its people, making it accessible to all. School visits and events and activities for families and community groups are also a key part of the service delivery. Heritage manages The Newham Story, an exciting project that includes a community web portal. This helps local residents to learn how the Borough has developed and changed over the last 100 years as well as providing a means of adding their own stories and experiences to The Newham Story. A key aim of The Newham Story is to ensure that all the communities of Newham have a voice in contributing their story.

## Parks Service

Newham's parks and open spaces attract an estimated 3 million visitors a year and provide a valuable 'green lung' in a built-up urban environment. Opportunities for passive and active recreation include childrens playgrounds, activity areas and games courts for young people,



sports pitches, a city farm, nature reserves, lakes and water features, wooded areas and formal planting. Newham's parks host a number of events during the year, including the popular 'Under the Stars' spectacular and provide volunteering opportunities through partnerships.

## Community Support Unit

This team works with local communities to help build capacity into the Council's network of 33 Community Centres, as well as working with other providers of community space. The team is also responsible for providing an efficient and effective grant service across the borough, including fostering relations with other providers. A final key responsibility is to develop partnership working across the not-for-profit sector.

## Community (including Customer Services)

Community and Customer Services develop and deliver high quality, value for money services in the most accessible ways possible.

### Front Office Team

The Front Office team are leading a programme of work to overhaul the way the Council helps customers access and communicate with it. The team are working on 5 main areas of work:

- Assets - where are front office buildings required and how can they be made as accessible as possible;
- Customer contact standards - how can all staff in the Council communicate effectively with customers;
- Integration of libraries, local service centres and the contact centre - how can these services be reconfigured to maximise synergies;
- Business process reviews - exploring how all services can be reconfigured to improve services for customers;
- Communications - talking to local communities about how they wish to access services.

### Contact Centre

The residents of Newham can contact the Council through a single point of entry by dialling 020 8430 2000.

Customers will be greeted by the Contact Centre staff who will aim to resolve their enquiry. A full range of services are handled by Contact Centre staff (including social services, waste collection and special collections).

### Libraries

Newham's library service was visited by nearly 2 million people last year, who in turn borrowed over 1.5 million items. The ten libraries and mobile library service stock more than 360,000 books, videos, DVDs, tapes and maps. All libraries have free access to the Internet and run a series of events designed to bring communities together through the use of library resources.



### Local Service Centres

All centres are located at key shopping areas in the borough to provide easy access to all Council services under one roof. The service has highly trained Customer Services Officers ready to provide customers with on-the-spot information, comprehensive advice and solutions to all their enquiries relating to council services.

## Social Regeneration Unit

The unit works to reduce social exclusion and maximise the incomes of people in Newham. Part of this work involves raising awareness of what benefits they can claim whether they are unemployed or working. The unit also provides a support and development role to the network of advice providers in Newham and manages the Welfare Benefits Service.

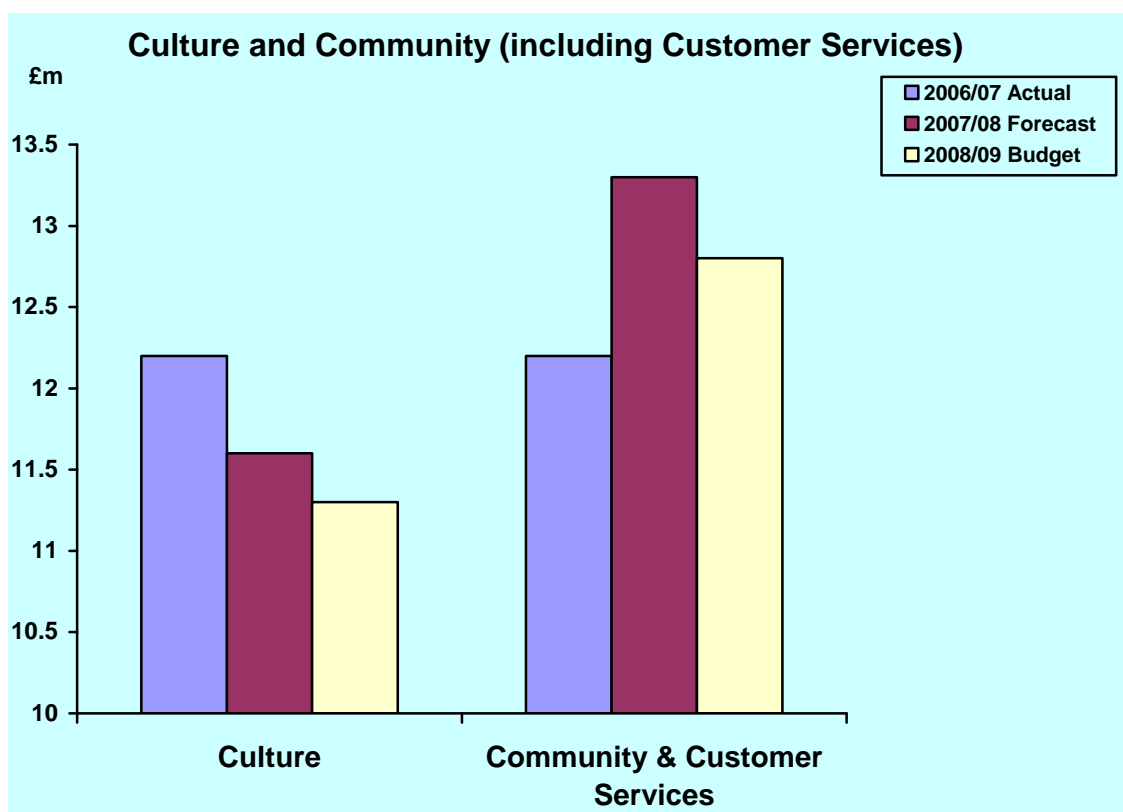
## Local Strategic Partnership Unit

The team manages the relationships across the Local Strategic Partnership to ensure that the Council, its statutory sector and community, faith and voluntary sector partners realise the ambitions of the LSP Vision and the outcomes of the Local Area Agreement. The team also co-ordinates work on the equalities and cohesion agendas and plays an increasingly important role in “place shaping”.

## Key financial Information

### Culture and Community (including Customer Services)

	Culture £m	Community £m	Total £m
2006/07 Actual	12.2	12.2	24.4
2007/08 Forecast	11.6	13.3	24.9
2008/09 Budget	11.3	12.8	24.1



# Feedback Questionnaire

If you have any comments on the format or content of this publication, then please let us know.

In particular:

**1. Is the information presented in a clear and understandable way?**

---

Is there content that you would like to see added or removed? (please indicate below):

---

---

**The Council also provides the following financial information. Please Delete as appropriate:**

**2. Full Accounts**

Were you able to find the full accounts on the Council website easily? (www.newham.gov.uk - council & democracy link - council finances – financial management, accountancy & pensions)

**Yes/No**

**3. Annual Financial Report:** The Council also publishes an annual financial report (this is also on the website).

Please delete as appropriate:

- Do you find this adds to your understanding of the Council's financial position? **Yes/No**

- Do you have strong views on whether a financial report is published for 2008/09? **Yes publish/No don't publish**

- Is there content that you would like to see added or removed? Please indicate below:

---

---

**4. Are there other comments that you would like to make?**

---

---

Your name: \_\_\_\_\_

Organisation you are representing: \_\_\_\_\_

Your email address: \_\_\_\_\_

Your organisation's address: \_\_\_\_\_

Please email comments to **Chief.accountant@newham.gov.uk** or post this form for the Attention of Kevin Miles at:

London Borough of Newham, Financial Management and Accountancy, Newham Town Hall, Barking Road, London, E6 2RP.