



**Newham Council
Service Summary
Information
March 2010**

Table of Contents

Introduction	3
Money Matters	4
Adults, Community & Leisure	
Adults Social Care.....	5
Leisure (including Community Team).....	7
Children & Young People	8
Customer Services	10
Environment	
Community Safety Division	11
Housing & Public Protection.....	12
Housing Revenue Account.....	14
Cleansing, Waste & Recycling	15
Highways, Transport & Parking.....	16
Regeneration, Planning & Property	17
Resources	
Council Tax & Benefits and The Language Shop.....	19
Feedback Questionnaire	20

Introduction to Service Summary Information

This report presents the summary of the council's performance for 2008/2009 and 2009/2010, and the plans for 2010/11. It shows how well the council is performing in providing value for money services that meet the needs of residents.

The Audit Commission has awarded the Council three stars out of four in its annual Comprehensive Area Assessment (CAA) review. This is the same as the previous year. The council has three stars out of four for its use of resources. The Audit Commission summarised Newham Council as: "Performs well in delivering its priorities."

This document can be made available in different formats and languages upon request. We welcome your feedback on how this report is presented. To make a comment or suggestion email the chief accountant at chief.accountant@newham.gov.uk, or write to the Chief Accountant, Financial Services, London Borough of Newham, Newham Dockside, 1000 Dockside Road, E16 2QU or alternatively fill in the feedback form at the end of this publication.

Money Matters

We are pleased to introduce an excerpt from the Council's Statement of Accounts for the year ending 31st March 2009.

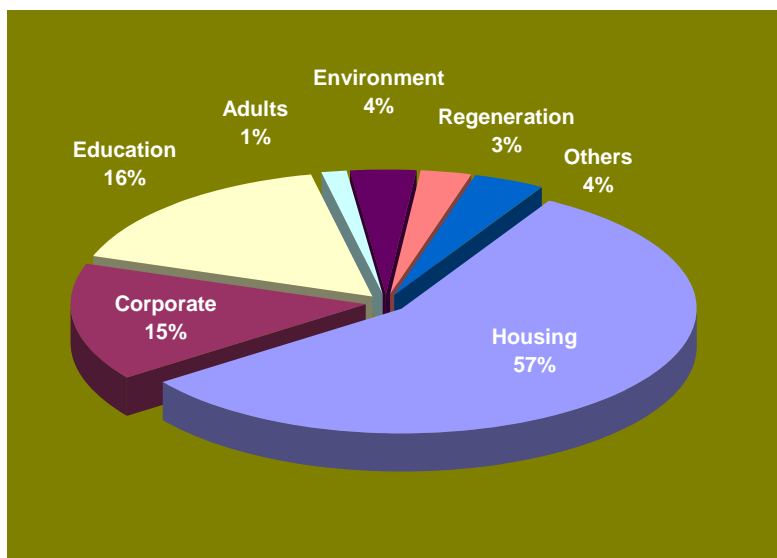
What we spent on your Services:	2007/2008 £ millions	2008/2009 £ millions
Adults Social Care	71.0	79.6
Culture, Environment & Planning	56.7	69.8
Education	69.7	216.6
Highways, Roads & Transport	12.1	12.3
Corporate & Democratic costs	7.0	4.8
Other costs	64.0	127.3
Housing	16.8	24.4
Total Spend	297.3	534.8
Movement on the General Fund	(16.8)	(220.2)
Contribution to/(from) reserves	(19.3)	(1.9)
Total Funding	261.2	312.7

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

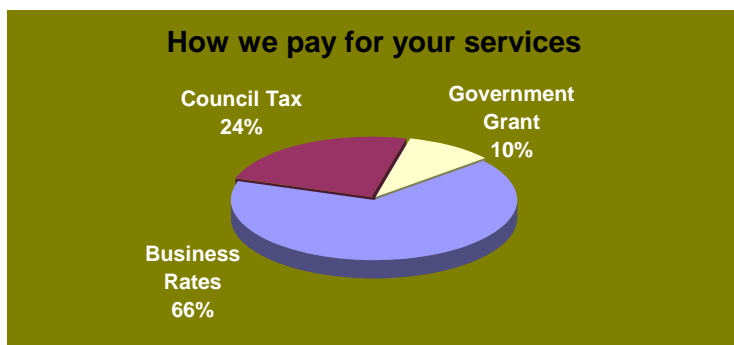
	31 March 2008 £ millions	31 March 2009 £ millions
Buildings, land, equipment and other long-term assets	2,527.4	2314.2
Cash, investments, prepayments, stocks & short-term assets	161.0	254.0
Temporary borrowing, debts, & short-term liabilities	(308.9)	(420.7)
Long term borrowing	(656.8)	(738.0)
Pension liability	(428.3)	(393.4)
Other liabilities	(272.1)	(296.7)
Assets less liabilities	1,022.3	719.4
Financed by:		
Usable reserves	95.2	98.6
Non-usable reserves	927.1	620.8
Total reserves	1022.3	719.4

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

	2007/2008 £millions	2008/2009 £millions
Adults Social care	5.7	2.8
Corporate	84.3	29.8
Culture & community (incl. leisure)	3.8	5.6
Education schemes (incl. schools)	13.4	31.1
Environmental	8.7	6.8
Housing	94.6	108.9
Other	4.5	1.7
Regeneration Projects	10.6	5.8
Total	225.6	192.5



Where the money is going to come from to pay for your services in 2010/2011:



	2010/2011 £ millions
Business Rates	(195.6)
Council Tax	(70.5)
Government Grant	(28.4)
Total Funding	(294.5)

Copies of council's full statement of accounts can be found by visiting:
http://www.newham.gov.uk/statement_of_accounts0809

Adults Social Care

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.

Self Directed Support

The Council has set a target to have 50% (3,000) service users in receipt of Self Directed Support by March 2011. Self Directed Support increases choice and control to the individual giving them the ability to purchase personalised services that better reflect their needs and lead to meeting their individual outcomes.

Redesigned Assessment and Care Management

The Assessment and Care Management structure has been redesigned to support Self Directed Support. There will be a need for individuals to be supported to complete their self assessment questionnaires and help advise and in some cases directly commission personalised services for those in receipt of Self Directed Support. There will be a need for the Assessment and Care Management Team to help individuals create personalised services that meet their outcomes, help retain their independence and safety within the community.

Integrated Commissioning and Contract Management

Through integrated commissioning there is a holistic approach to how services are commissioned for service users who require direct support from the Council whilst also helping to shape the market in line with the Personalisation agenda? A range of services are commissioned ranging from residential placements, day care provision through to advice, support and voluntary sector provision.

Enablement, Therapy and Rehabilitation

The Enablement, therapy and rehabilitation services aim is to support an individual to regain the skills and level of independence before there was a need for a care package. This form of support will not be appropriate for all cases and neither will this stop an individual requiring support, but enablement does result in individuals not requiring long-term care packages or a reduced care package allowing for greater independence both in their homes and in the community.

Prevention and Universal Services

In 2010/2011 there will be a more coordinated approach to the delivery of preventative services. It is recognised that the development of more proactive preventative services will not only benefit the Council but will have a significant impact on those requiring health services. Adults Community and Leisure will be working closer as three divisions within the directorate to ensure there is better use of volunteers in the delivery of its preventative services and further investment in Telecare.



Key achievements for 2009/2010 and Challenge for 2010/2011

Within Adults Social Care Services, the outcome of the 2008/2009 Annual Performance Appraisal (APA) and November 2009 Inspection of Adults Social Care Services (IASC) by The Care Quality Commission (CQC) articulate the key achievements of 2009/2010 and coming challenges for 2010/2011.

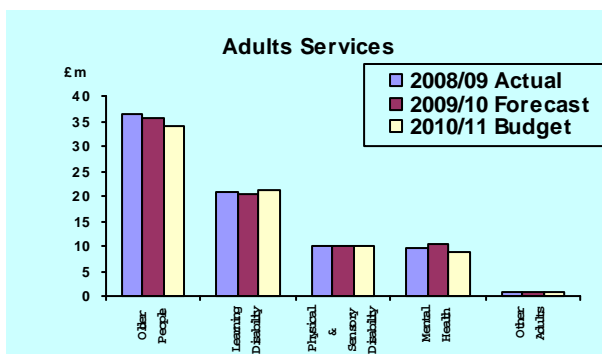
Adults Social Care Services were awarded a judgement of 'Performing Well' across all Outcome areas in the 2008/2009 APA, which is a significant improvement on previous years, demonstrating a stable positive direction of travel of performance year-on-year. The IASC was a further opportunity for external scrutiny how well we are delivering services, and judged that Newham were 'Performing Adequately' for safeguarding across all clients groups, and 'Performing Well' for Increased Choice and Control for those aged 60 and over.

A key achievement across most client group has been the continued mainstreaming of Self Directed Support (SDS). This has been an area in which Newham has been commended by CQC in both the APA and in the IASC. Within the National Indicator (NI) set, this Outcome area is primarily measured through NI 130, which measures all service users and carers receiving SDS as a percentage of all service users and carers receiving a community-based service. This NI is in Newham's Local Area Agreement (LAA) and has target of 50% for 2010/2011 – a significant increase from a 20% target in 2009/2010.

There has been an increase in the number of Safeguarding Referrals and Investigations when compared to 2008/2009 – this suggests improved awareness and reporting/identification of safeguarding instances, and does not necessarily indicate increased levels of abuse. Also, in 2009/2010 there have been a number of successful criminal prosecutions under the Mental Capacity Act (and other legislation), and there has been an Independent Chair in post for the Safeguarding Adults Partnership Board (SAPB) for 8 months. The SAPB underlines the strong partnership work across the Borough in relation to Safeguarding, which includes financial contributions from partners and an annual work plan for the Board has been agreed.

Strong partnership work within Safeguarding has been mirrored in other service areas, particularly within our joint commissioning with NHS Newham and the work of the Improving Health Partnerships Team. 2009/2010 saw the formation of the Integrated Commissioning Transformation Board that is working to identify and join up commissioning requirements for community health and social care needs. The Improving Health Partnerships Team have been very active in a number of Borough-wide health and social care programmes, including 'Hearty Lives Newham' and involvement in increasing numbers for key screening programmes, including ones for breast cancer and vascular disease.

Key financial Information



	Older People	Learning Disability	Physical & Sensory	Mental Health	Other adults	Total
	£m	£m	£m	£m	£m	£m
2008/09 Actual	36.3	20.7	10.1	9.7	0.9	77.7
2009/10 Forecast	35.6	20.4	10.1	10.2	0.8	77.1
2010/11 Budget	33.9	21.0	10.0	8.8	1.0	74.7

Leisure (including Community Team)

Leisure Division was formed in 2009 from a full restructure of the former Culture division. It has three main service groups; Infrastructure/Parks, Sport /Activities and Community. Its driving vision is to 'enable people to realise their full potential and improve their quality of life through helping them get active, become connected and be creative'.

Leisure will continue to work with its local partners to create a full offer for an active and connected Newham. It will also link into external opportunities including the London 2012 Olympic and Para Olympic Games; these non Borough-led opportunities play a fundamental role in promoting and shaping Newham as a place and empowering our community and residents.

Leisure Management and Support:

- Providing business support functions to Leisure Division including events booking.

Sports and Activities:

- Management of the leisure centre contract.
- Sports development including the opening of three new facilities this year namely Memorial pitches, Flanders pavilion and the multi-sports centre addition to Newham Leisure Centre. Free swims for under 16s and over 60s were also introduced.
- Delivery of water sports activity and management of the dedicated centre.
- Healthy living activities including a warm centre programme run across 30 centres which has been so successful that it will be run on a year round basis from now on.
- Development and management of the Borough's council-owned community centres all of which received the Government's 'Customer Services Excellence' award this year making us one of the top performers in London.

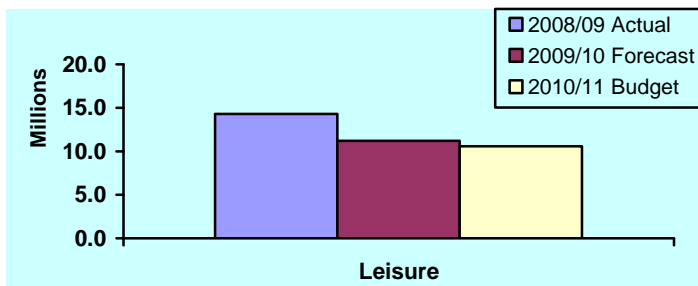
Infrastructure:

- Increasing activities in Newham's parks and open spaces.
- Leading on capital projects to meet the objectives of the development plan. There is an £8.8m improvement plan underway providing among other things, new play areas and trim trails/outdoor gyms in some parks.
- Responsibility for allotments.
- The service works closely with Environment, which manages the grounds maintenance contract and the Community Safety.

Community – key responsibilities:

- Management of the grants and commissioning programme resulting in £1.45million of services being commissioned during the year.
- Management of the Newham Volunteering Programme and COMPACT leading to an increased level of volunteering within Newham.
- Heritage and Archive Service, delivering a programme of activities through schools, exhibitions and on-line
- Arts and Festivals team, managing arts development and the management of the Old Town Hall Stratford

Key financial information



Leisure Services	Total
	£m
2008/09 Actual	14.3
2009/10 Forecast	11.2
2010/11 Budget	10.6

Children & Young People

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

Service Performance & Improvement including Schools

The Service & Performance Improvement Division brings together four functions that support service improvement across all CYPS divisions. The role of the Learning Transformation service is to ensure that 21st century learning is developed for all learners and those standards in schools and early years settings improve. The Commissioning service is jointly responsible for commissioning across the Council and NHS Newham and oversees the work of the Children's Trust. The Quality Assurance function oversees quality and standards across all the Every Child Matter outcomes, manages the work of the LSCB and leads on implementing the Continuing Professional Development Strategy across the Directorate. Schools Traded services provides support to Newham Schools, Head Teachers, staff, school governors and parents. This includes schools health and safety, school meals, schools HR, schools ICT and governor services.



The Learning & Skills Division consists of 5 divisions. The Economic Well Being and 14-19 Strategy team aims to broaden the range of education and training opportunities open to young people. The Integrated Youth Support Service has the key role in ensuring all young people have the opportunity to be actively involved in positive activities and have access to appropriate information and guidance. The Vulnerable Young People's Service leads on the approach to innovative family support, prevention and diversion services for children and their families, who have additional needs. The Post 16 and Out of School Learning service has responsibility for securing the commissioning of Newham's 16-19 education and training as well as ensuring the delivery of out of school and family learning. The Learning Support Service supports the inclusion of all young people including those with learning difficulties and disabilities.

Learning & Skills Families

The Families Division focuses on safeguarding and promoting the welfare of children, and in particular protecting them from harm. This includes working jointly with partners to identify children that are most vulnerable to social exclusion, maltreatment, health impairment and development, and provides services to meet their needs. The division consists of: Early Childhood Services, responsible for planning of childcare, extended services in schools, family support, play and parenting, and children's centres; the Safeguarding Assessment team providing the borough wide initial response to referrals and the "front door" of children's social care; the Safeguarding Intervention team which meets the assessed needs of children, enabling them to live safely within their family of origin, but where that is not feasible and/or safe, for a permanent placement to be identified; and the Corporate Parenting team which manages the provision of services to meet the needs of children who are looked after by the local authority. The Educational Psychology and the Disabled Children and Young People Services were subject to reviews during 2009/2010, and the recommendations are currently being considered.

Children & Young People

Significant achievements during 2009/2010:

Families

- Newham has established 24 children's centres.
- Newham is maintaining 100% allocation of Child Protection Cases and Children looked After Cases.
- Newham has achieved 95% of schools delivering the extended services from a target of 85%.
- Newham's new Corporate Parenting Service Division was established with staff starting the work of moving into more integrated ways of working.
- The intervention service has completed phase one of the transformational change agenda moving to phase two with the recruitment of Team Managers and Consulting Social Workers.

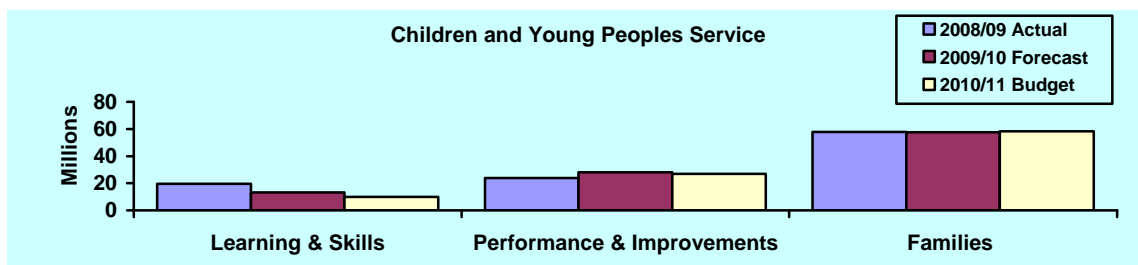
Learning and Skills

- Newham successfully rolled out the 14-19 programmes, including the introduction of new Diploma Lines, Foundation Learning Tier and Functional Skills, increased Employer Engagement.
- Newham has achieved a very high number of schools rated as good or outstanding for behaviour and has been recognised for effective practice by Central Government.
- Newham has continued to lower the annual secondary persistent absence rate and number of permanent exclusions. Newham is 5th lowest for persistent absence in London and 8th lowest nationally. Newham is already below the national target for 2010/2011 of 5%.
- Newham has achieved a year on year increase in the progression data collated on pupil exit from both PRUs/Short Stay Schools on the number of students who progressed to education, employment or training (EET). Newham has also achieved an increase in the number of pupils who leave the PRU/Short Stay School with accreditation

Service Performance & Improvement including Schools

- Newham's free school meals pilot has been a success during 2009/2010. Take up continues to exceed the 70% target level, with some schools over 90%.
- Newham successfully gained approval for the Outline Business Case by Partnership for schools and the Treasury, securing funding to build our Wave 5 secondary schools.
- In 2009 Newham achieved a rise in GCSE results for five or more A* - C GCSEs across all subjects of 6% points; and an increase of 2 % points in the number of young people achieving five or more A* - C GCSEs or equivalents including English and maths. .
- Newham's Children's Trust had its inaugural meeting in August 09 and has a broad work programme in place for the next year.
- Newham in implementing its Safeguarding Action Plan that will assist in improving practice in social care. This has been well received by Government Office for Londone advisers.
- The National Standards Adviser judged that Newham has made good progress on all priorities. A particular area of success was the Early Years Foundation Stage Profile for 2009 - it was in the Top 10 of most improved nationally.
- Newham's Strategy for Change (SfC) - Our Building Schools for the Future Programme is now in delivery and will invest over £200 million in learning transformation and 21st century schools.
- Newham's Accelerated learning programme (1 to 1) has been successful and used as an exemplar by DCSF and the approach was included in the Schools White paper published in July 2009.

Key financial information



Note: The above excludes Delegated Schools Budget.

	Learning & Skills £m	Performance & Improvements £m	Families £m	Total excl DSB £m
2008/09 Actual	19.5	23.9	57.7	101
2009/10 Forecast	13.2	28.0	57.6	99
2010/11 Budget	9.8	26.9	58.2	95

Customer Services

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

Customer Access Team

The Customer Access 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 6 main areas of work:

- Customer access – Promoting the easiest and most cost effective ways of helping customers do business with the Council
- Assets – supporting the work stream tasked with obtaining sites and buildings to meet the asset strategy created by the team last year.
- Customer contact standards – driving forwards improvements in how all staff in the Council can communicate effectively with customers
- Having reorganised the way libraries, local service centres and the contact centre work together to improve value, the scope has now been widened to look across the council.
- Channel switching – exploring how all services can be reconfigured to improve services for customers and driving this forward.
- Communications – Continuing to talk to local communities about how they wish to access services.

The Front Office

The new Front Office service brings together into one unified service libraries, local service centres and the contact centre, with the aim of delivering excellent customer service, first time and every time. The Front Office is expanding, part of parking services was integrated last year and a range of other customer service related areas will migrate into the service over the next few years.

Libraries

Newham's library service was visited by over 2 million people last year (an increase of 5%), who borrowed over 1.3 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. This year all libraries will be refurbished to create far more welcoming, accessible environments with an emphasis on self-help. This upgrade is called 'libraries plus'.

Contact Centre

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

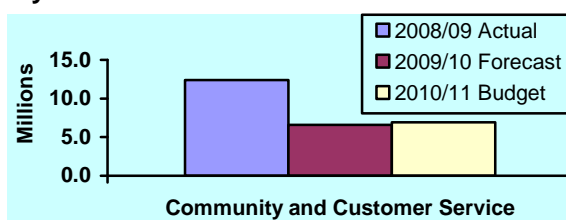
A full range of services are handled by Contact Centre staff (including social services, waste collection, and special collections). There are on average 80,000 calls a month, over 90% of which are answered within 15 seconds. It is estimated that with the migration of services to the front office the percentage of external calls to the council handled by the unit will rise from 40% of all calls to 75%.



Local Service Centres

The Council's eight local service centres offer Services as diverse as fair access to care assessments through to issuing parking permits are all handled and as much work as possible completed so that customers receive resolution to their enquiries as seamlessly as possibly. The Customer Access Programme will see a wider range of services being completed in local service centres, with many simple transactions moved to the web or the Contact Centre.

Key financial Information



Community and Customer Service	Total
	£m
2008/09 Actual	12.4
2009/10 Forecast	6.6
2010/11 Budget	6.9

Note: Local Service Centres and the Contact Centre are now charged to users which accounts for the large change between last year and this year.

Community Safety Division

The Community Safety Division works in partnership with other agencies to provide a response to crime, anti-social behaviour and enviro-crime issues in the borough.

The Community Safety Division contains the following teams:

- Neighbourhood Crime Reduction
- Neighbourhood Support (Noise and Initial Response Team; CCTV & Security; ASB Investigations)
- Safer Newham Partnership Team
- Family Justice Centre
- Business Support Group

Neighbourhood Crime Reduction

Neighbourhood Crime Reduction is built around four local neighbourhood quadrants covering the borough, a senior manager has responsibility for each quadrant. There are 51 Street Scene Enforcement Officers who have responsibility for securing compliance with environmental legislation such as: abandoned vehicles fly tipping, trade waste offences, illegal street trading, and highway obstructions.

Neighbourhood Support:

Noise and Initial Response Team provides a 24/7 service, 365 days a year to respond to noise complaints received from members of the public, serving noise abatement notices, public health notices and investigates waste complaints.

CCTV & Security Control Centre monitors over 285 closed circuit television cameras across Newham as well as co-ordinating out of hours emergencies and manages the Council's security contract including the monitoring of alarms for Council owned properties. The Control Centre also provides an out of hours telephone contact service for Council enquiries.

ASB Investigations Team

The team undertakes detailed investigations into ongoing anti-social behaviour issues and collates the evidence required to take civil actions (such as injunctions, anti-social behaviour orders) against the perpetrators.

Safer Newham Partnership Team

The Safer Newham Partnership Team is responsible for ensuring that the Council and the wider Crime & Disorder Reduction Partnership meet their statutory responsibilities to help reduce crime, anti-social behaviour, substance misuse and re-offending.

Crime & Disorder Reduction Partnership (CDRP)

The Crime and Disorder Act 1998 places a statutory responsibility on the Council, Police, Primary Care Trust, Metropolitan Police Authority, Fire Service, Probation, Crown Prosecution Service and British Transport Police for the development of a localised plan to reduce crime and disorder over a three year period.

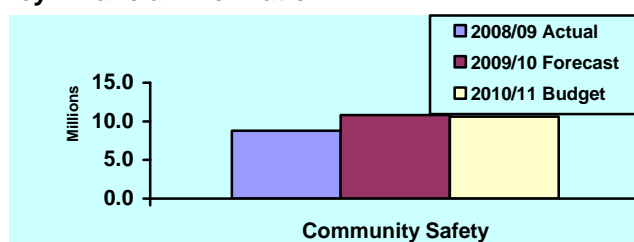
Family Justice Centre

This team is responsible for offering risk assessment, advocacy and advice to families exposed to domestic violence. The service has also expanded its remit to provide support in cases of forced marriage, rape and sexual assault, prostitution and trafficked women.

Business Support Group

The BSG initiate, review, and maintain systems and procedures to ensure high quality services are delivered that are customer focused and responsive.

Key Financial Information



Community Safety	Total £m
2008/2009 Actual Spend	8.8
2009/2010 Forecast	10.8
2010/2011 Budget	10.6

Housing & Public Protection

- The Housing and Public Protection Service Area (H & PP) cover a wide range of activities within five distinct Housing General Fund (HGF) Service Groups.
- A total of three hundred and fifty-four staff are employed within the service

Housing General Fund Activities and notable achievements during the 2009/2010 Financial Year



Housing Needs

- **Housing Needs** - is made up of the following teams; Housing Options, Temporary Accommodation, the Lettings Agency, East London Lettings Consortium (ELLC). Newham is the lead authority for the ELLC, which runs the Choice Based Lettings scheme in East London. Homelessness prevention is an important part of the Housing Options role and this is a key priority alongside reducing the number of households in temporary accommodation. We also lead on liaison with and clienting of Local Space, the independent Registered Social Landlord which was set up by the Council in partnership with government in 2006.
- Recently passed an Audit Commission inspection of the homelessness service
- Newham's way of letting public sector homes endorsed by the highest court in the land.
- Households in temporary accommodation fallen from over 6000 to under 4000
- Homeless applications fallen dramatically from over 1200 in 2006 to under 700 in 2008/2009, with acceptance rates falling from over 50% to 12%.
- One of the largest homelessness prevention schemes in the country using private properties, written up as an example of Good Practice by the Audit Commission.

Private Sector Housing

- **Private Sector Housing** – this group leads on delivering the Council's Private Sector Housing Strategy. This strategy aims to tackle the historical legacy of poor housing conditions in the

borough's private rented sector. The group is made up of four teams which provide advice and support to tenants and landlords, undertake enforcement activity through legal channels and work with partners to secure investment to improve housing conditions. Maximising use of all the housing stock in Newham is important and a key area of work is bringing empty and misused properties back into use through a combination of enforcement action and incentives. Newham is also the lead borough for the East London sub-region on private sector housing matters.

- We are making about 500 homes a year decent in the private sector.
- In 2009/2010 we have already exceeded this target after 9 months.
- Over 1000 empty privately owned homes brought back into use.

Business and Social Enterprise

- **Business and Social Enterprise** – covers NEWCO, the Stratford based supported workshop/factory, which makes mainly kitchen and window products and bespoke joinery. We are currently looking to put NEWCO on a firm business footing, ahead of considering options of a community interest company. The Home Improvement Agency undertakes physical adaptations to council and private sector homes and works in partnership with others to assist vulnerable homeowners and private sector tenants who are older or on low incomes to repair, improve, maintain or adapt their homes. Combating fuel poverty and promoting energy efficiency in partnership with London Warm Zone is part of the remit of the group. We also lead on clienting the capital programme, which brings together major Newham Homes and housing regeneration investment activities.

There have been some notable achievements in the last year or two. The following are a selection, highlighting the diverse activities of the service.

- Invested £180million during 2006/2009 in improving Newham council homes to the Decent Homes standard
- Expanded a HandyVan service to do minor repairs for the vulnerable, with 98% + satisfaction.

Housing Development and Partnerships:

- ❖ **Housing Development and Partnerships** work with developers, contractors, affordable housing providers and funding agencies to secure the development of schemes that meet the housing needs of Newham and support our wider objectives of building balanced and sustainable communities. The service liaises with the Homes and Communities Agency and the Greater London Authority in respect of the National Affordable Housing Programme. The service is also responsible for delivering large scale capital programmes, including in Stratford City, on the Carpenters estate, Ferrier Point in Canning Town; and the team also clients the five housing management providers.
- ❖ Over 1700 affordable new homes built since 2006 through various partners.
- ❖ Plus 1000 homes purchased from the private sector for temporary accommodation.
- ❖ A new PFI contract in Forest Gate to oversee Decent Homes work started 2009.
- ❖ All decent homes work completed during Canning Town PFI in 2007/2008.

Public Protection

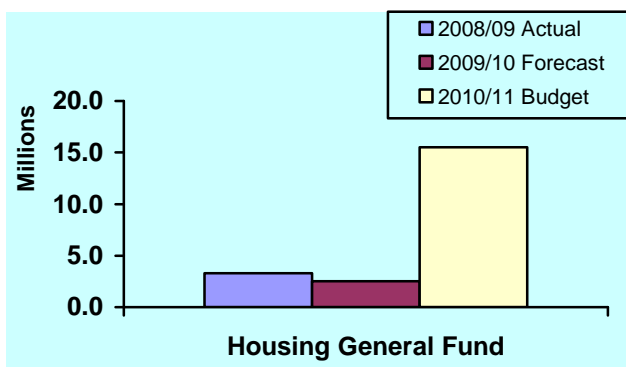
- **Public Protection** - provides a responsive, front line service to protect the public health and well being of people who live, work and visit Newham. Seven teams deliver a range of advice and enforcement services which help protect the health and safety of homes, workplaces, shops, food outlets and

entertainment venues. The service also safeguards the environment, including the monitoring of air quality. The Trading Standards Team has a key role in tackling under age sales as part of the drive to combat anti social behaviour. The service also deals with pest control and animal welfare and the Council's emergency planning role and business continuity.

- We inspected over 95% of high risk food premises and publicised their food hygiene rating on the 'Scores on the Doors' web-site.
- We worked with partners to clamp down on illegal underage sales of alcohol and completed nearly 200 test purchases April to December 2009. We have issued 6 cautions and completed 4 prosecutions in the same period.
- We have developed networks across the 5 Olympic boroughs to agree common standards in respect of public protection issues ready for the Olympics.



Key Financial Information



Housing General Fund	Total
	£m
2008/2009 Actual Spend	3.3
2009/2010 Forecast	2.5
2010/2011 Budget	15.5*

*The 2010/2011 Budget reflects the impact of the introduction of Local Housing Allowance for Temporary Accommodation tenancies.

Environment

Housing Revenue Account

The Housing Revenue Account (HRA) relates to the Council's housing stock. The housing management function is currently shared between Newham Homes (the ALMO), two Tenant Management Organisations (TMO), CTR Triangle and Carpenters Estate and two PFIs, Canning Town and Forest Gate. HRA is now split between housing management functions and a strategic housing role.

HRA Delegated Budgets

These are managed by Newham Homes and include:

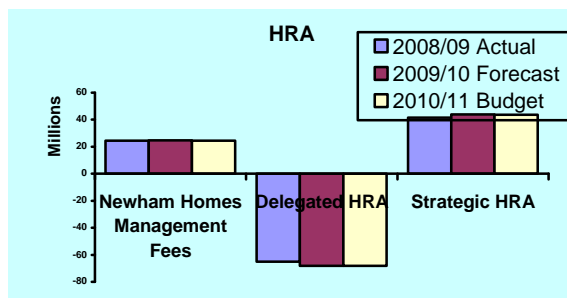
- ❖ Repairs
- ❖ Landlord electricity and gas supplies
- ❖ Rent & Leasehold income
- ❖ Number of staff employed 2

Newham Homes Ltd (The ALMO)

- ❖ Responsible for the management of 15,700 rented council dwellings, 5,300 leasehold properties and 3,700 garages (over 90% of the housing stock)
- ❖ Manages delegated HRA budgets on behalf of the Council
- ❖ Manages Decent Homes capital programme
- ❖ Receives a management fee from LBN

Strategic HRA – managed by H&PP

- ❖ Production of the HRA business plan
- ❖ Lettings and Housing waiting list
- ❖ Management and monitoring of PFIs and TMOs
- ❖ Number of staff employed 64



	2008/2009 Actual £m	2009/2010 Forecast £m	2010/2011 Budget £m
ALMO's Fee	24.5	24.8	24.5
Delegated HRA	(65.1)	(68.2)	(68.2)
Strategic HRA	41.6	43.8	43.7
Total	1.0	0.4	0.0

Housing Revenue Account Summary

	2008/2009 Actual £m	2009/2010 Forecast £m	2010/2011 Budget £m
Dwelling Rents (Gross)	(65.8)	(67.3)	(67.9)
Garages/Shops Rents	(3.3)	(2.8)	(2.8)
Leaseholder Charges	(5.5)	(5.9)	(5.6)
Charges for Services	(8.3)	(8.0)	(7.8)
Total Income	(82.9)	(84.0)	(84.1)
Repairs and Maintenance	14.4	12.1	12.1
Strategic Housing	11.2	8.6	6.3
PFI Unitary Payments	4.5	8.8	11.0
Other Delegated Expenditure	3.5	3.7	3.9
Newham Homes Management Fee	24.5	24.8	24.5
Leased Property	2.2	2.1	0.0
Subsidy and Capital Financing	23.6	24.3	26.3
Total Expenditure	83.9	84.4	84.1
Net Cost of HRA Service	1.0	0.4	0.0

Cleansing, Waste & Recycling

The Cleansing, Waste and Recycling Division incorporate activities which have an impact on the way streets and other public areas are looked after such as:

- Keeping streets clean
- Refuse collection and recycling (including the management of recycling bring sites)
- Waste management
- Maintaining public toilets (excluding parks)
- Vehicle management and maintenance for all council vehicles
- Passenger Transport Service for vulnerable clients to and from schools, colleges and day centres throughout the borough.

Weekly refuse collections are made from over 101,000 households and 1,800 businesses and over 30,000 special collections of bulky domestic refuse are carried out annually. In partnership with the East London Waste Authority (ELWA), the collection, management and disposal of 140,000 tonnes of waste requires rigorous planning and keeping the 160 local recycling bring sites in the borough clean and tidy is paramount in encouraging local people to recycle more.

The prime purpose and focus of the Cleansing, Waste & Recycling Division is:

Working with you for a cleaner, greener Newham

To achieve this, we need to engage the co-operation and support of residents and businesses in raising the quality of the environment.

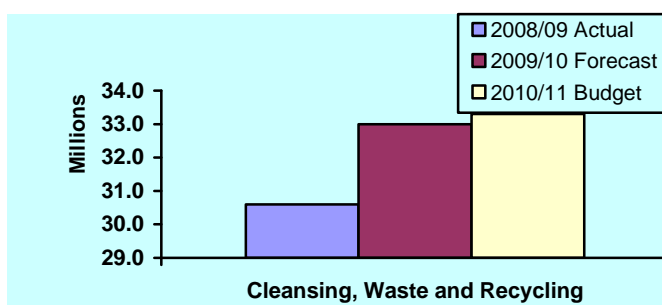
We also recognise that there are a small minority who have total disregard for other people and their environment. Working with our colleagues in the Council’s Community Safety Division, we aim to change the behaviour of the small minority of people, whose actions damage our environment by dumping rubbish, dropping litter, dog fouling, graffiti, fly posting and more. To enforce responsible behaviour the council will carry out an incremental stepped programme to inform, educate, encourage, engage and if necessary take enforcement action.

Significant improvements in productivity have been made in our cleansing and waste service through a modernisation of terms and conditions, investment in technology and a sharper focus on performance management. The number of hours spent on cleaning our streets has increased and our busiest streets are now swept much more often. This means the service is now delivering a 24/7 cleansing service across the borough.

More effort has been put into rapidly removing fly tips before they become a problem and the Division is also working towards reducing the amount of waste dumped at landfill by increasing the amount we recycle or re-use.

The Division operates a free Special Collection Service and more than 30% of special collections are now recycled. The response time for this service has also improved from five days to two day collections.

The amount of waste we recycle has increased this year to around 19% (15.5% last year) meaning that there is now less waste going to landfill. The Council will continue to improve on this performance over the next year to reduce wherever possible waste sent to landfill and meet the Mayors commitment of 27%.



Cleansing, Waste & Recycling	Total £m
2008/2009 Actual	30.6
2009/2010 Forecast	33.0
2010/2011 Budget	33.3

Environment

Highways, Transport & Parking

What We Do

The Division deals with activities relating to streets, controlling traffic and parking in the borough such as:

- Maintaining roads, pavements and bridges
- Public lighting
- Traffic management, road safety and school crossing patrols
- Car parks and on-street parking controls and enforcement
- Looking after green spaces and trees
- Winter maintenance
- Major Infrastructure Projects

The Division has responsibility for the provision and maintenance of 22 parks, 45 open green spaces and 17,000 street trees. It maintains 375km of roads and pavements and around 19,000 public lights. It manages 9 off-street car parks and 12,000 on-street managed parking spaces. There are over 100 bridges and other highway structures in Newham to monitor and keep safe along with the supervision of over 9,000 sets of road works carried out by utility companies each year.

What We Have Done

As a service we have been working to improve our standards and deliver the services residents and businesses want and deserve.

Listening to our Customers

- We have adopted a more sensitive approach to working with the local community regarding traffic and highway schemes.
- We've also listened to resident's concerns and are 'Designing out' anti-social behaviour right from the start in new schemes by providing good lighting, clearing away overgrown trees and shrubs and avoiding the use or else gating 'dead' areas or alleyways.
- We have also recruited 255 'Street watchers' - the Council's eyes and ears, to let us know as soon as they see any problems out in the streets.

Environmental Improvements

- The Division has implemented 16 park improvement schemes including new play equipment and 'trim trails', replaced 800 streetlights, renewed over 180,000 square metres of carriageway and over 80,000 square metres of footway. The programme was directly linked to the mayor's commitments for 2009/2010 and progress of the programme has been widely and regularly reported in the 'Newham Mag' and the Community Forum 'In Focus' supplements.
- The Division has adopted a sustainable 'Holistic' approach to funding programmes e.g. spring clean, street furniture, overgrown tree/shrub clearance, and importantly - funding for future maintenance.

Parking

- Provided a free Parking Permit for every household in a Controlled Parking Zone area

Keeping people safe on our roads

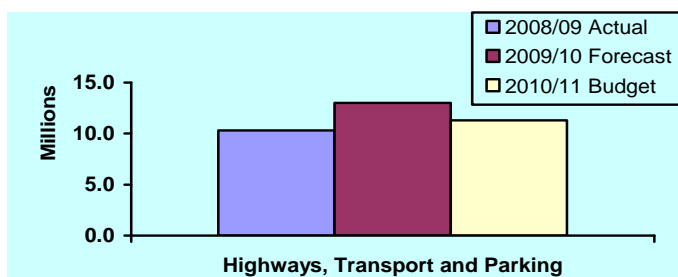
- Rolled out School Travel Plans to more than 95% schools in the borough
- The number of deaths on the road continue to fall ahead of Government targets from 3 deaths (2006), 8 deaths (2007) to around 1 death (2008)

Greening the Borough

- Planted 400 new trees in the borough with around another 700 trees to be planted next year

Inclusivity

- Formalised Parking bays for disabled people so that they can be legally enforced. Monthly average enforcement against vehicles parked on bays designated for disabled people in 2008/2009 was 209 with 16 vehicles removed compared with 157 enforcement and 13 vehicles removed in previous year.



Highways, Transport & Parking	Total £m
2008/2009 Actual	10.3
2009/2010 Forecast	13.0
2010/2011 Budget	11.3

Regeneration, Planning & Property

The Regeneration, Planning and Property Directorate provides the vision and strategic direction for regeneration within Newham, delivering physical and economic change and leading high-performing and continuously improving strategic and operational services

The Directorate restructured during 2009/2010 with the creation of four new divisions to place services in the best position to deliver on Newham's ambitious regeneration agenda



Olympic Stadium under construction

Development Services Division

- **Development Control**

This service deals with planning applications from local house-holders and from business and works to ensure development meets planning standards and fits with local requirements.

- **Building Control**

This service involves inspecting building work to ensure that it meets legally required standards. Newham, as part of a five-borough consortium (JLAB), provides building control services for the Olympic Stadium and other venues. There is significant work associated with major building work due to new development in the Royals, Stratford and Canning Town.

- **Land Charges**

This service provides local land charge search information to the public. Work continues to automate the process as far as possible to improve productivity.

Property Division

The Division is responsible for the strategic and operational estate management of the Council's commercial and operational property portfolio. The Division leads on developing the Council's property asset management plans, land and property development, commercial property management, Council Tax for NNDR, valuations and inspections.

Major Sites Division

The Division plans and directs the preparation of master plan development and frameworks to guide and harness development opportunities in consultation with the local community. The service also promotes and drives negotiations on major infrastructure schemes to secure strategic objectives.

The Division aims to realise the regeneration and redevelopment potential of major sites in the Borough. The focus of regeneration activity remains Stratford City, Stratford Town Centre, Lower Lea Valley, Canning Town, Royal Docks and East Beckton.

The focus of the **Canning Town and Custom House** Project is to co-ordinate the Council's regeneration for the Canning Town and Custom House area. This £3.7 billion housing renewal and infrastructure project aims to transform the area physically, socially and economically.



Rathbone Market, Canning Town

Executive Director's Office and 2012 Unit

This area provides leadership and managerial support to the Directorate as a whole and for special projects.

The 2012 Unit ensures that the Newham has a co-ordinated and effective strategy for managing the impacts of the delivery and staging of the Games while maximising the legacy for Newham from the 2012 Games. Key priorities include:

- Engaging with the key 2012 stakeholder agencies
- Boroughs' network and the local community
- Co-ordination of Council preparation for the Games
- Leading the Newham response to post Games legacy development work

Strategy Division

- **Spatial Planning and Regeneration Policy**

The service is responsible for maintaining and producing the local statutory Planning framework which involves the creation of the Local Development Framework. The key document is the Core Strategy which demonstrates how the Sustainable Community Strategy will be implemented as well as setting out how targets are to be met. The team also provides transportation comments on planning applications and helps formulate transport policy for the Borough.

- **Economic Regeneration**

This Service is the strategic lead on employment and enterprise issues within the authority. The key priorities of the service remain developing and extending the very successful work of Workplace and the Mayor's Employment Project and producing an Economic Development Strategy.

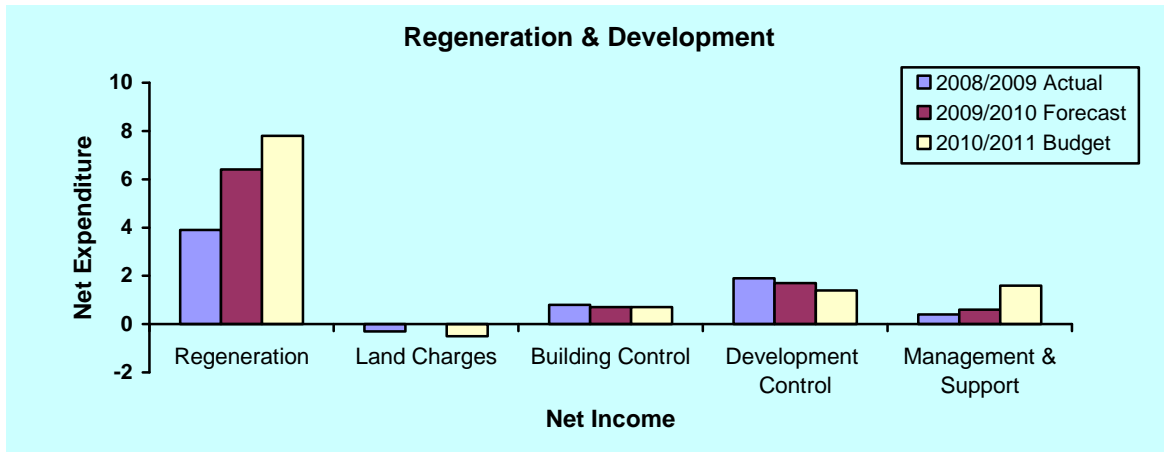
- **Technical Support**

The priority for the service is to embed GIS into desktop solutions and provide the technical infrastructure to deliver it to the Directorate and Council. The service also undertakes a quality assurance role for the Division.

Key financial information

Regeneration & Development

	Regeneration £m	Local Land Charges £m	Building Control £m	Development Control £m	Mgmt support £m
2008/2009 Actual	3.9	-0.3	0.8	1.9	0.4
2009/2010 Forecast	6.4	-0.0	0.7	1.7	0.6
2010/2011 Budget	7.8	-0.5	0.7	1.4	1.6



Chobham Academy - Education Campus, Stratford City

Key financial information



Council Tax, Benefits & the Language Shop

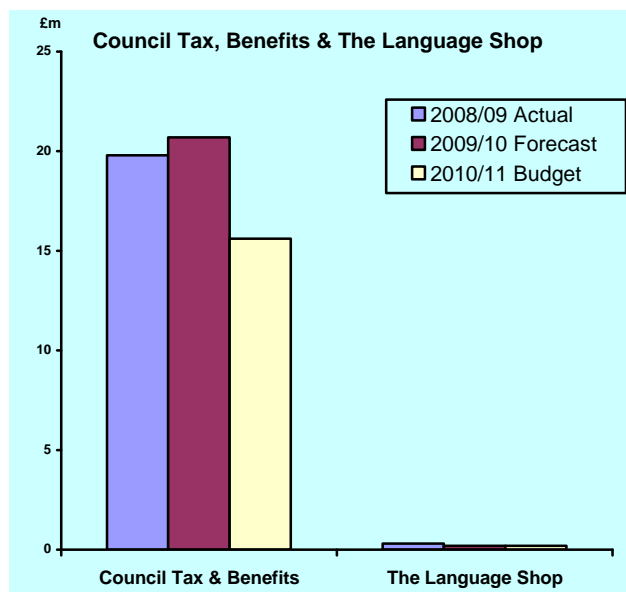
	Council Tax & Benefits £m	The Language Shop £m	Total £m
2008/2009 Actual	19.8	0.3	20.1
2009/2010 Forecast	20.7	0.2	20.9
2010/2011 Budget	15.6	0.2	15.8

Council Tax & Benefits
The Language Shop

The Council Tax & Benefits Service (CT&B) 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 offers a full range of translation and interpretation services internally to Newham council services and also externally to a range of other Local Authorities and Health sector organisations.



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 2009/2010? **Yes/ No**
- 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: _____

The organisation you are representing: _____

Your email address: _____

Your organisation's address: _____

Please email comments to the chief.accountant@newham.gov.uk or post this form addressed for the attention of the Chief Accountant at:

London Borough of Newham
Financial Management and Accountancy
Newham Dockside
1000 Dockside Road
London
E16 2QU