

Healthier Communities Select Committee Agenda

Tuesday, 2 December 2014

7.00 pm,

Committee Room 2

Civic Suite

Lewisham Town Hall

London SE6 4RU

For more information contact: Timothy Andrew (02083147916)

This meeting is an open meeting and all items on the agenda may be audio recorded and/or filmed.

Part 1

Item	Pages
1. Minutes of the meeting held on 21 October 2014	1 - 12
2. Declarations of interest	13 - 16
3. Emergency services review update: London Ambulance Service To follow	
4. Community mental health review: update	17 - 20
5. Autism strategy	21 - 50
6. Leisure contracts	51 - 100
7. Sustainability of community health initiatives	101 - 118
8. Lewisham Future Programme: public health consultation To follow	
9. Select Committee work programme	119 - 138
10. Referrals to Mayor and Cabinet	

Healthier Communities Select Committee Members

Members of the committee, listed below, are summoned to attend the meeting to be held on Tuesday, 2 December 2014.

Barry Quirk, Chief Executive
Thursday, 20 November 2014

Councillor John Muldoon (Chair)	
Councillor Stella Jeffrey (Vice-Chair)	
Councillor Paul Bell	
Councillor Bill Brown	
Councillor Ami Ibitson	
Councillor Alicia Kennedy	
Councillor Jacq Paschoud	
Councillor Pat Raven	
Councillor Joan Reid	
Councillor Alan Till	
Councillor Alan Hall (ex-Officio)	
Councillor Gareth Siddorn (ex-Officio)	

MINUTES OF THE HEALTHIER COMMUNITIES SELECT COMMITTEE

Tuesday, 21 October 2014 at 7.00 pm

PRESENT: Councillors John Muldoon (Chair), Stella Jeffrey (Vice-Chair), Paul Bell, Bill Brown, Ami Ibitson, Alicia Kennedy, Jacq Paschoud, Pat Raven, Joan Reid, Alan Till and Alan Hall

ALSO PRESENT: Val Fulcher (Lewisham Healthwatch), Mayor Sir Steve Bullock (Mayor), Councillor Chris Best (Cabinet Member Health-Well-Being-Older People), Timothy Andrew (Scrutiny Manager), David Austin (Head of Corporate Resources), Aileen Buckton (Executive Director for Community Services), Dee Carlin (Head of Joint Commissioning) (LCCG/LBL), Charlotte Dale (Scrutiny Manager), Joy Ellery (Director of Knowledge, Governance and Communications) (Lewisham and Greenwich NHS Trust), Jeff Endean (Housing Programmes and Strategy Team Manager), Ruth Hutt (Public Health Consultant) (Public Health), Joan Hutton (Head of Assessment and Care Management), James Lee (Service Manager, Inclusion and Prevention), Genevieve Macklin (Head of Strategic Housing), Robert Mellors (Finance Manager, Community Services and Adult Social Care), Salena Mulhere (Overview and Scrutiny Manager), Georgina Nunney (Principal Lawyer), Geeta Subramaniam-Mooney (Head of Crime Reduction and Supporting People), Sarah Wainer (Head of Strategy, Partnerships and Improvement), Martin Wilkinson (Chief Officer, NHS Lewisham Clinical Commissioning Group) (Lewisham CCG), Rachel Braverman (Co-Chief Executive) (Lewisham Citizens Advice Bureau) and Susan Smith (Lewisham Mental Health Connection)

1. Minutes of the meeting held on 3 September 2014

Resolved: that the minutes of the meeting held on 3 September be agreed as a true record.

2. Declarations of interest

Councillor Jacq Paschoud - non prejudicial – learning disabled family member in receipt of relevant services.

Councillor John Muldoon – non prejudicial – lead governor at South London and Maudsley NHS foundation trust.

Councillor Pat Raven – non prejudicial – family member in receipt of a package of social care.

3. System resilience 2014/15

3.1 Martin Wilkinson (Chief Officer, Lewisham Clinical Commissioning Group) introduced the report. The following key points were noted:

- Previously, the approach to system resilience had focused on winter planning. It was now recognised that resilience plans needed to be active all year round.
- The CCG was working with partners to ensure there was a coordinated approach across Lewisham and south east London.
- An evaluation of the ‘yellow men’ campaign, which was designed to increase awareness of NHS services and prevent unnecessary visits to accident and emergency, indicated that it had been successful.

3.2 Joy Ellery (Director of Knowledge, Governance and Communications, Lewisham and Greenwich NHS trust) introduced a report on capacity solutions at the Trust. The following key points were noted:

- The report set out on-going work in the Trust to deal with limitations on capacity, with specific reference to the Queen Elizabeth Hospital (QEH) in Greenwich.
- Changes being proposed to stroke services at QEH would have a knock on effect in Lewisham, where additional capacity needed to be created to take patients being transferred from the Hyper-Acute Stroke Unit (HASU) at King's College Hospital.

3.3 Martin Wilkinson and Jot Ellery responded to questions from the Committee. The following key points were noted:

- Work was taking place to link the yellow man campaign to NHS 111.
- Advice from NHS 111 was based on the best available data. Referrals to A&E were dependent on a number of factors about the risk to patients.
- Lewisham would follow the London wide standards for seven day working, including maintaining the presence of senior staff at hospitals at weekends.

3.4 Joy Ellery (Director of Knowledge, Governance and Communications, Lewisham and Greenwich NHS trust) provided an update on the Trust's response Ebola. The following key points were noted:

- Inaccurate reports had been published in the media about a potential case of Ebola at Lewisham Hospital.
- A patient who represented a possible Ebola risk had been admitted at the hospital. He/she had been 'barrier nursed' and placed in their own room, with separate toilet facilities.
- The patient had not been locked in their room.
- The consultant on call had followed the hospital's protocols for a possible infectious outbreak and had deemed them to represent a low risk of infection.
- Staff at the hospital had decided to contact the national press
- The hospital had updated its protocols and continued to follow government guidance.
- More potential cases of Ebola could be expected.

3.5 The Chair thanked officers for the update and recommended that the Committee be satisfied that the appropriate protocols were in place at the hospital to manage possible cases of Ebola.

Resolved: that the report be noted.

4. Delivery of the Lewisham Health and Wellbeing priorities

4.1 Aileen Buckton (Executive Director for Community Services) introduced the report. The following key points were noted:

- The Health and Wellbeing Board (HWB) had agreed on nine priorities for improving health and wellbeing in Lewisham, covering the entire population.
- Delivery of priorities relating to children and young people were overseen by the Children and Young People's partnership board.

- All other priorities were overseen by a multi-agency delivery group of officers, who provided regular updates to the HWB on progress.
- Priorities one to seven were being managed by officers in Public Health.
- Priorities eight and nine, were related to reductions in avoidable admissions and were overseen by the adult integration board.
- The board did not consider every priority at every meeting.

4.2 Sir Steve Bullock (Mayor of Lewisham) addressed the Committee; the following key points were noted:

- Lewisham had taken a proactive approach to the work of the Health and Wellbeing Board.
- However, in its current form, the Board was not necessarily sustainable in the long term.
- The Board occupied an uncomfortable position between executive and scrutiny bodies.
- The Public Health joint Strategic Needs Assessment served as the basis for the Board's work.
- Recently the Board had considered a range of different issues.
- It was not clear why boards were given responsibility for coordinating the response to the problems identified from the review of failings at Winterbourne View.
- The Board had also taken on the coordination of health and social care integration and overseeing the delivery of the Better Care Fund.
- At its away day, the Board had agreed to focus on adding value to fewer priorities- including food, housing and social isolation.

4.3 Aileen Buckton (Executive Director for Community Services); Sir Steve Bullock (Mayor of Lewisham) and Martin Wilkinson (Chief Officer, Lewisham CCG) responded to questions from the Committee. The following key points were noted:

- In previous guidance for the Better Care Fund, partners had been directed to adopt a national target for reducing A&E admissions. This overall target had been dropped, but partners were still required to work in a planned way to prevent avoidable admissions.
- There could be no 'double running' of plans so work was required with partners to manage and reduce the potential risks of moving from one pattern of working to another.
- Officers had sought advice from legal about the scrutiny of the budget for Public Health. The responsibility for looking at the budget sat with the Healthier Communities select committee.
- The clinical commissioning group recognised the importance of improving access to primary care. Work was taking place to enhance capacity and improve access to services.
- The proposals in the budget had been mapped against the borough's health and wellbeing priorities – and it was considered that there would be no substantial impact on the delivery of these plans.
- It was recognised that there was a link between physical and mental health. The South London and Maudsley NHS foundation trust (SLAM) had recently become a 'smoke free' trust, as part of its efforts to improve the physical health of patients.

Resolved: to receive additional information about the Public Health budget in relation to the delivery of the Health and Wellbeing Board priorities and to note the report.

5. Lewisham Future Programme

5.1 David Austin (Head of Corporate Resources) introduced the report. He set out the difficult financial situation facing the Council and provided an overview of the process for scrutiny of the savings proposals.

5.2 David Austin responded to questions from the Committee, the following key points were noted:

- Information about numbers of, and expenditure on, agency staff was included in the Council's annual employment profile, which was scrutinised by Safer Stronger Communities Select Committee.
- The use of agency staff was not a specific area for review as part of the Lewisham Future Programme.
- The requirement for staffing was considered across all of the savings proposals.
- The use of agency staff was dependent on service requirements and user need.

5.3 Aileen Buckton (Executive Director for Community Services) introduced the adult social care proposals. The following key points were noted:

- The purpose of social care was to keep people safe and well cared for.
- The Lewisham Future Programme proposals were split across four areas:
 - Care (which was the area of highest cost)
 - Assessments and management
 - Prevention
 - Means testing
- The proposals for adult social care would require 'whole systems change' working with the five other South East London boroughs to deliver integrated changes to health and social care.

5.4 Joan Hutton (Head of Assessment and Care Management) introduced savings proposals A1: cost effective care packages. The following key points were noted:

- The savings proposal reiterated the focus on working with the service users and carers to support individuals to be as independent as possible.
- The most cost effective options for delivering care and support would be considered within the review and assessment process.
- Officers would ensure that each person assessed would be involved in determining how their care and support needs could be met. This would involve looking at how they might contribute to meeting their care and support needs.
- It was recognised that there were different ways of meeting people's care needs.
- Support could be reduced in an appropriate way.
- The laundry service had been running for 20 years; it had started at a time when people did not always have access to washing facilities at home, and when support for incontinence was not as effective, which was no longer the case.
- Individual users of the service would be re-assessed on a case by case basis to determine support needs in relation to laundry.

- A number of people were receiving meals on wheels at day centres. There were other, more cost effective ways of providing meals within these settings.
- There was a move towards personal budgets (where people were given information about the funding available to them) and direct payments (where people were given the money to fund and arrange their care).
- It was proposed that service users would be assisted to carry out online shopping, with carer support, using their direct payments.
- Links could be created with local providers such as cafes and restaurants to provide delivery services.
- Some people might pool their budgets and attend a restaurant or lunch club as a group
- Benchmarking with other boroughs indicated that the unit cost of Lewisham's meals on wheels was high.

5.5 Joan Hutton (Head of Assessment and Care Management) responded to questions from the Committee. The following key points were noted:

- Officers had assessed the potential for social isolation caused by the proposed reduction in the meals on wheels service and were assured that this was an avoidable risk.
- Most people had other care and support services as well as a meal. Very few people had meals on wheels only, but this would be looked at on a case by case basis.
- The Council could not receive direct payments for the delivery of an in-house service. This had been a 'grey area' under previous legislation but the Care Act strengthened the guidance, which specified that Councils should not deliver services for direct payments.
- No consultation was required with care workers – who were in many cases already assisting to prepare food and to do laundry.
- Individual assessments would determine how many people would lose or have a reduction to services that were provided. The process would consider alternatives, should they be needed.
- Direct payments provided approximately £11.70 per hour for personal care, a breakdown of costs would be provided.

5.6 Aileen Buckton (Executive Director for Community Services) introduced savings proposal A2: reduction in cost of learning disability provision. The following key points were noted:

- The wording of proposal A2 would be changed because officers recognised that the description was not clear.
- Part of the proposal was to charge people for receiving supported accommodation. Historic anomalies had resulted in some service users being charged whilst others were not. Charging for this service had been suspended pending a review of the charging policy.
- This was one of the options for change that would be included in the consultation.
- There were around 600 users of learning disability services. The value of service users' packages of support varied.
- There had been a change in the underlying factors affecting delivery of service in this area.
- The adult social care budget would be used to maintain service users and to keep them safe. Other services would work to develop service users' independence and skills.

- It was recognised that the wording of the savings proposal was unclear – and it would be reworded before it was considered by Public Accounts Select Committee.
- Work would take place to avoid the risks of implementing the changes on clients and staff.
- Further work on mitigating the potential impact of the changes would be carried out as the proposal progressed.

5.7 In response to questions from the Committee, the following key points were noted:

- Work to enable independence and develop skills of service users would be funded, as part of a holistic approach to service delivery.
- Mayor and Cabinet was due to take a decision about the savings proposals at its meeting on 12 November, subject to the decision making process, further work would take place to assess the specific risks to the delivery of the savings.

5.8 Joan Hutton (Head of Assessment and Care Management) introduced savings proposal A3: changes to sensory services, the following key points were noted:

- Sensory services were dispersed across care management teams.
- The proposal would reduce staffing costs but maintain service delivery.
- More choice and control would be provided for service users and specialist services would be maintained.
- Officers were working with neighbouring boroughs to identify opportunities for support in the wider market

5.9 In response to questions from the Committee, the following key points were noted:

- Staff training would be provided, where necessary.
- There was a number of customer service staff with sign language skills.
- Rehabilitation services were not required by all service users.
- There would be an enhanced focus on provision of information and guidance about self-care.
- There would be a cost for buying in advice services – these were not yet known but further work would be carried out.
- Consultation could not take place with service users before a decision on whether or not to proceed with the proposal had been made by Mayor and Cabinet.
- Specialist services would still be provided – but would be dependent on an analysis of service user needs.

5.10 Aileen Buckton introduced savings proposal A4: remodelling building based day services, the following key points were noted:

- The proposal set out indicative savings that could be made from changing the delivery of day services so that they were less restricted to the use of buildings.

5.11 In response to questions from the Committee, the following key points were noted:

- Work would continue to reduce social isolation, the phrase ‘reduction in demand for services’ was not a reference to making it more difficult for people to access services, rather it was a recognition that people wanted something different from that which could be provided at day centres.

- Information would be provided about the outcomes for people who had been using the Hughesfield day centre.
- Officers would consider the needs of group provision and self-help groups in the consultation.

5.12 The Committee also discussed the proposals to charge for home care and non-residential care services (proposal A5) and to extend charging to those learning disabled users in supported accommodation adult social care services (proposal A2); the following key points were noted:

- The Committee would be involved in the consultation process.
- The Council could not receive direct payments for the provision of services, and there was likely to be a limited market for service from other boroughs.
- Charging would be means tested. Charges would only apply if users had sufficient funds.
- Disability related costs would be included in funding assessments.

5.13 Joan Hutton (Head of Assessment and Care Management) introduced savings proposal A7: cost effective care for mental health, the following key points were noted:

- The proposal would impact on the provision of accommodation based services.
- Work would take place with partners to review needs.
- The Council would review alliance contracts to share the risks of provision with providers.

5.14 Joan Hutton (Head of Assessment and Care Management) introduced savings proposal A9: review of services to support people to live at home. The following key points were noted:

- New approaches were required to amalgamate and streamline existing services.
- The proposals would result in a staffing reorganisation.

5.15 Joan Hutton (Head of Assessment and Care Management) and Aileen Buckton (Executive Director of Community Services) responded to questions from the Committee, the following key points were noted:

- There were a number of vacancies in the existing staffing structure; however these could not automatically be deleted. Work would need to take place to align the aims of the service with appropriate levels of staffing with the right kinds of skills.
- The proposals would require consultation with staff, the details of which would be decided once a decision had been taken by Mayor and Cabinet on 12 November.
- The staffing consultation was a management process and would not be appropriate for scrutiny.
- It was clear that the workforce profile information provided was not correct. This would be rectified before the proposals were considered by the Public Accounts Select Committee.

5.16 Joan Hutton (Head of Assessment and Care Management) introduced savings proposal A10: proposals in respect of recouping health costs. The following key points were noted:

- The Council would be working to recoup the costs of health spending from complex cases in the community.
- Nursing costs for residential care were met by the CCG, however this was not the case for community care.
- Martin Wilkinson (Chief Officer, Lewisham CCG) advised the Committee that full discussion was required between partners before this proposal could be implemented.

5.17 Aileen Buckton (Executive Director for Community Services) introduced savings proposals A6 and A8: public health programme review (1 & 2), the following key points were noted:

- The proposals did not represent a cut from the Public Health budget, which was ring-fenced. These proposals would generate savings in some areas of existing public health spending, which would be distributed to other areas of Council spending on public health priorities.
- The proposals put forward under A6 would save £1.5m from a budget of £20m.
- It was anticipated that there would be changes to the way in which sexual health services were funded across London, so this part of the savings proposal was being withdrawn until further information was available.

5.18 Rachel Braverman (Lewisham Citizens Advice Bureau) was invited to address the Committee about the proposal to reduce funding for the provision of advice services in GPs surgeries; the following key points were noted (the full text of this contribution is available on request):

- The CAB GP Surgeries Project offered 363 Lewisham residents advice at last year, against a target of 300 clients.
- The main focus of the service was welfare benefits.
- Cases were also taken to tribunal, with a success rate of about 98%.
- There was a strong link between debt and health issues, particularly mental health problems.
- It cost about £400 to give advice to each client, which was good value.
- The project supported some of the most vulnerable people in the community.
- Last year the project raised at least £457,367 for clients.
- The service had a number of cases in which the support provided to residents enabled them to avoid problems and improve their health and wellbeing, which met the ambitions of the Health and Wellbeing Strategy.
- The CAB was concerned about the cut to this service alongside the 25% cut expected to the organisations main grant funding from the Council.
- The loss of the service would reduce money coming into the borough.
- The proposal to stop funding the GP surgeries project was to save money, whereas in reality the opposite would be the case.

5.19 Aileen Buckton (Executive Director for Community Services) responded to questions from the Committee, the following key points were noted:

- The Council did not intend to stop the GP surgeries advice project; but there were questions about how it would be delivered.
- The main grant programme would be used to fund advice giving services.
- Grant funding proposals would be decided in April.

- Funding available through main grants would be reduced by 25%, but this would not be the case for every organisation.

5.20 Councillor Alan Hall (Chair of the Overview and Scrutiny Committee) suggested that the public health savings proposals should be subject to further scrutiny.

5.21 James Lee (Service Manager, Inclusion) introduced savings proposal B1; reduction and remodelling of supporting people housing and floating support services. The following key points were noted:

- Supporting People funding had previously been ring-fenced, this was no longer the case.
- Officers had put forward proposals to reduce services, whilst attempting to protect the most vulnerable.
- Work had been carried out to assess the potential the risk of the proposals.
- The intention was to work with providers to reconfigure services rather than to 'salami slice' them.
- The proposed savings would be taken across two years.
- The proposals would be implemented in the context of changes to broader mental health provision.

5.22 Susan Smith (Lewisham Mental Health Connection) was invited to address the Committee, the following key points were noted (the full text of this contribution is available on request):

- The Lewisham Mental Health Connection was a forum for those involved in Mental Health Services in Lewisham to meet and share information and good practice. It consisted of providers, carers, community groups and service users.
- The group was concerned about the proposals and hoped to work with the Council to minimise the impact the savings might have on service users.
- The Mental Health Connection wanted to work with the Council to ensure that the option of supported housing remained for vulnerable people.
- Additional work should take place to assess the equalities impact of the proposals.

5.23 The Committee noted the contribution from the Lewisham Mental Health connection.

5.24 Geeta Subramaniam-Mooney (Head of Crime Reduction and Supporting People) introduced savings proposal K1: retendering and targeted reduction in drug and alcohol services, the following key points were noted:

- Savings were being proposed through contracting efficiencies.
- Work was taking place to reduce the demand for tier four residential rehabilitation – with the understanding that further work was needed to prepare service users for rehabilitation.
- This proposal would also result in a reduction in staffing.

The Committee agreed to refer its views to Public Accounts Select Committee as follows:

Use of agency staff

The Committee questions the Council's use of agency staff and consultants to provide services, in the context of staffing reductions. The Committee

recommends that the use of agency staff and consultants be reviewed before proposals are accepted to make reductions in numbers of permanent staff.

A1: Cost effective care packages

The Committee is concerned about the capacity of care workers to provide additional laundry and food preparation services. The Committee is also concerned about the number of people who will be affected by the changes being proposed to care packages. The Committee requests that additional information be sent to the Chair prior to his attendance at PAC. This information should include:

- The number of people currently receiving meals on wheels divided into: those at home and those at day centres.
- The number of people who had chosen not to take meals on wheels in the past twelve months, including any evidence of the effectiveness of alternative provision.
- Confirmation that no additional consultation or training was required with care workers to enable them to take on extra food preparation and laundry duties.
- The number of care packages it is anticipated would be cancelled and the number that would be reduced as a result of the proposal, as a proportion of all users.
- Information about the hourly rate paid for direct payments and whether this is enough to allow a service user to employ a carer through a care agency and for the worker employed by that agency to receive the London Living Wage.
- An additional breakdown of the £2.68m to be saved as part of the proposals.

A2: reduction in cost of Learning Disability provision

The Committee is concerned about the language and the brevity of the proposal. It feels that the proposal is insufficiently detailed to enable it to be scrutinised effectively. The Committee recommends that the savings proposal be rewritten in advance of scrutiny by Public Accounts Select Committee.

A3: Changes to sensory service provision

The Committee highlights the importance of ensuring that specialist training is available to staff and it requests additional information about the costs of buying in replacement information and advice services. The Committee requests that additional information about this proposal be sent to the Chair prior to his attendance at PAC. The information should include:

- Further details on how users with sensory impairments will obtain information and advice and make use of support planners.

A4: remodelling building based day services

The Committee expresses concerns about the removal of access to building based day services and requests that additional information be sent to the Chair prior to his attendance at PAC. The information should include:

- Information about the current provision for former users of Hughesfield day centre, setting out the proportion of users who had gone on to use other day centres.

A6 and A8 Public health programme review

The Committee feels that the proposal is insufficiently detailed to enable it to be scrutinised effectively. The Chair of Overview and Scrutiny proposes that special scrutiny arrangements be created to review the proposals.

The Committee requests that additional information be made available about future provision of advice services in GP practices, in the context of the possible loss of services being provided by Citizens Advice.

A9: review of services to support people to live at home

The Committee feels that the proposal is insufficiently detailed to enable it to be scrutinised effectively. In particular, the Committee feels that there is insufficient information to explain the reasons for the 25 vacant posts in the existing structure. The Committee recommends that the savings proposal be rewritten in advance of Public Accounts Select Committee and updated information about the workforce profile be provided.

Resolved: to agree the plan for consulting on charging for adult social care services; to share the committee's views with the Public Accounts Select Committee.

6. Adult integrated care programme

The report was noted for information.

7. Somerville and Kenton Court Extra Care schemes

7.1 Jeff Endean (Housing Strategy and Programmes Manager) introduced the report. The following key points were noted:

- A report about older people's housing in the borough had previously been considered by the Committee.
- This report set out the initial findings from a consultation about the future of the Kenton Court and Somerville Extra Care schemes.
- Residents had been supported in the consultation by an independent advocate.
- Findings of the consultation and recommendations would be presented to Mayor and Cabinet on 12 November.

7.2 Jeff Endean (Housing Strategy and Programmes Manager) responded to questions from the Committee, the following key points were noted:

- It was hoped that the completion of the consultation and a decision by Mayor and Cabinet on 12 November would end the period of uncertainty for residents of Kenton Court and Somerville.
- A third of the residents in these schemes had already moved to other accommodation.
- The Kenton Court and Somerville buildings were not suitable for Extra Care housing and the options for rebuilding or remodelling them were not considered to be feasible.

Resolved: to note the report.

8. Select Committee work programme

Resolved: that decisions about the work programme for the following meeting would be delegated to the Chair of the Committee.

9. Referrals to Mayor and Cabinet

Resolved: to refer the Committee's views about the Lewisham Future programme to Public Accounts Select Committee.

The meeting ended at 10.35 pm

Chair:

Date:

Healthier Communities Select Committee			
Title	Declaration of interests		
Contributor	Chief Executive	Item	2
Class	Part 1 (Open)	2 December 2014	

Declaration of interests

Members are asked to declare any personal interest they have in any item on the agenda.

1. Personal interests

There are three types of personal interest referred to in the Council's Member Code of Conduct:

- (1) Disclosable pecuniary interests
- (2) Other registerable interests
- (3) Non-registerable interests

2. Disclosable pecuniary interests are defined by regulation as:-

- (a) Employment, trade, profession or vocation of a relevant person* for profit or gain
- (b) Sponsorship – payment or provision of any other financial benefit (other than by the Council) within the 12 months prior to giving notice for inclusion in the register in respect of expenses incurred by you in carrying out duties as a member or towards your election expenses (including payment or financial benefit from a Trade Union).
- (c) Undischarged contracts between a relevant person* (or a firm in which they are a partner or a body corporate in which they are a director, or in the securities of which they have a beneficial interest) and the Council for goods, services or works.
- (d) Beneficial interests in land in the borough.
- (e) Licence to occupy land in the borough for one month or more.
- (f) Corporate tenancies – any tenancy, where to the member's knowledge, the Council is landlord and the tenant is a firm in which the relevant person* is a partner, a body corporate in which they are a director, or in the securities of which they have a beneficial interest.
- (g) Beneficial interest in securities of a body where:
 - (a) that body to the member's knowledge has a place of business or land in the borough;

(b) and either

- (i) the total nominal value of the securities exceeds £25,000 or 1/100 of the total issued share capital of that body; or
- (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person* has a beneficial interest exceeds 1/100 of the total issued share capital of that class.

*A relevant person is the member, their spouse or civil partner, or a person with whom they live as spouse or civil partner.

3. Other registerable interests

The Lewisham Member Code of Conduct requires members also to register the following interests:-

- (a) Membership or position of control or management in a body to which you were appointed or nominated by the Council
- (b) Any body exercising functions of a public nature or directed to charitable purposes, or whose principal purposes include the influence of public opinion or policy, including any political party
- (c) Any person from whom you have received a gift or hospitality with an estimated value of at least £25

4. Non registerable interests

Occasions may arise when a matter under consideration would or would be likely to affect the wellbeing of a member, their family, friend or close associate more than it would affect the wellbeing of those in the local area generally, but which is not required to be registered in the Register of Members' Interests (for example a matter concerning the closure of a school at which a Member's child attends).

5. Declaration and Impact of interest on members' participation

- (a) Where a member has any registerable interest in a matter and they are present at a meeting at which that matter is to be discussed, they must declare the nature of the interest at the earliest opportunity and in any event before the matter is considered. The declaration will be recorded in the minutes of the meeting. If the matter is a disclosable pecuniary interest the member must take no part in consideration of the matter and withdraw from the room before it is considered. They must not seek improperly to influence the decision in any way. **Failure to declare such an interest which has not already been entered in the Register of Members' Interests, or participation where such an interest exists, is liable to prosecution and on conviction carries a fine of up to £5000**
- (b) Where a member has a registerable interest which falls short of a disclosable pecuniary interest they must still declare the nature of the interest to the meeting at the earliest opportunity and in any event before the matter is considered, but they may stay in the room, participate in

consideration of the matter and vote on it unless paragraph (c) below applies.

- (c) Where a member has a registerable interest which falls short of a disclosable pecuniary interest, the member must consider whether a reasonable member of the public in possession of the facts would think that their interest is so significant that it would be likely to impair the member's judgement of the public interest. If so, the member must withdraw and take no part in consideration of the matter nor seek to influence the outcome improperly.
- (d) If a non-registerable interest arises which affects the wellbeing of a member, their, family, friend or close associate more than it would affect those in the local area generally, then the provisions relating to the declarations of interest and withdrawal apply as if it were a registerable interest.
- (e) Decisions relating to declarations of interests are for the member's personal judgement, though in cases of doubt they may wish to seek the advice of the Monitoring Officer.

6. Sensitive information

There are special provisions relating to sensitive interests. These are interests the disclosure of which would be likely to expose the member to risk of violence or intimidation where the Monitoring Officer has agreed that such interest need not be registered. Members with such an interest are referred to the Code and advised to seek advice from the Monitoring Officer in advance.

7. Exempt categories

There are exemptions to these provisions allowing members to participate in decisions notwithstanding interests that would otherwise prevent them doing so. These include:-

- (a) Housing – holding a tenancy or lease with the Council unless the matter relates to your particular tenancy or lease; (subject to arrears exception)
- (b) School meals, school transport and travelling expenses; if you are a parent or guardian of a child in full time education, or a school governor unless the matter relates particularly to the school your child attends or of which you are a governor;
- (c) Statutory sick pay; if you are in receipt
- (d) Allowances, payment or indemnity for members
- (e) Ceremonial honours for members
- (f) Setting Council Tax or precept (subject to arrears exception)

This page is intentionally left blank

Agenda Item 4

Healthier Communities Select Committee			
Title	Community mental health review update		
Contributor	Fran Bristow, Programme Director (Adult Mental Health Development Programme), SLaM	Item	4
Class	Part 1 (open)	2 December 2014	

1 Background

- 1.1 A paper proposing changes to the Lewisham Adult Mental Health Services was brought to the Healthier Communities Select Committee of 29th May 2013. The paper set out a proposed restructure of the community mental health teams provided by South London and Maudsley NHS Foundation Trust (SLaM).
- 1.2 The Committee received a further update at its meeting on 23rd October 2013, where the Committee reviewed the proposed changes to community mental health provision at SLaM and resolved to note the round-up of developments. The Committee also resolved that the proposed restructure of the community mental health teams provided by SLaM be welcomed as an enhancement of current services, in line with national policy, and not considered a substantial variation in the provision of services.
- 1.3 Officers from SLaM provided a verbal update to the Healthier Communities Select Committee on 16th July 2014. A member of the public requested to address the committee and was allocated five minutes to do so. It was resolved that the committee would receive an additional update from SLaM on the general issues raised at a future meeting.

2 Issues raised at the meeting of July 16th 2014

- 2.1 SLaM had failed in its duty to provide services for people with bi-polar disorder in line with the National Institute for Health Care Excellence (NICE) guidance.
- 2.2 There had been no handover process to GPs and there was a concern about the capacity of GPs to deal with complex cases in short consultations
- 2.3 An MP inquiry had been sent to SLaM by Heidi Alexander MP but no response had been received.

3 Update on the general issues raised

- 3.1 Prior to the implementation of the Adult Mental Health Model people with bi-polar affective disorder were supported within generic Support and Recovery teams. Following the review additional services have been developed including treatment teams specifically for people with mood, anxiety and personality disorders which provide a range of talking therapies that were previously not available, as well as continued prescription and review of medication. A new service specifically for people with bi-polar disorders is being introduced the service will provide support to people on discharge from hospital through a day treatment programme which

provides talking therapies, education about bi-polar disorder and review of medications prescribed. These services have been developed in line with best practice guidance and current research they are in line with recommendations from the National Institute for Health Care Excellence (Nice) Guidance.

- 3.2 It was noted in the meeting of July 16th 2014 that the perceived separation between primary and secondary care was a false distinction. GPs from the Clinical Commissioning Group (CCG) and SLaM were working together to ensure a smooth interface between primary and secondary care services. It was also noted that GPs currently deal with many people with complex conditions in their surgeries. A very clear handover process was set out within the implementation programme for the changes. This covered moves between teams within SLaM and for moves from SLaM to Primary Care. The majority of moves between services happened between 1st May and 1st September and are now complete. SLaM is undertaking an audit of service user and carer experience of the transfer process to look at the extent to which the protocols were followed and if they had the intended outcome for service users and carers. This audit is being led by SLaM's public and patient involvement leads, who are working with a group of service users and carers to develop the questions and process for the audit. It is anticipated that the audit will be completed by the middle of December 2014.
- 3.3 Of the 299 people receiving support who have a diagnosis of bi-polar disorder 4 have been transferred back to the care of their GPs, the remaining 295 continue to receive support from within SLaM services.
- 3.4 SLaM received 46 complaints from service users about adult services between 1st April 2014 and 30th September 2014 of these 3 related to dissatisfaction with transfer processes; 2 related to transfer between SLaM teams and 1 to transfer from a SLaM team to Primary Care.
- 3.5 An inquiry was received from Heidi Alexander MP and logged by SLaM on 6th June 2014. The response was sent dated 8th August 2014. The timeframe set out for responses to complaints is 20 working days. The response should therefore have been sent on 4th July. An apology was offered for the delay as the response was initially delayed because the letter was directed to the wrong service area and then further due to the complexity of the inquiry.

4 Further update

- 4.1 Since the meeting of 16th July a further meeting for stakeholders has been held. The meeting was held at the Civic Suite on 22nd September 2014. It was attended by 23 people. A brief presentation on the changes was given by the Programme Director which was followed by a question and answer sessions with a panel of staff from the different parts of the service.
- 4.2 It was agreed at the meeting that a further event would be arranged for January 2015. It was also noted that the annual Lewisham stakeholder day would be held in the Civic Suite on 20th November 2014, this event would include a brief update on the implementation of the community changes as part of a wider agenda.

Background documents

- Community mental health review report, Healthier Communities Select Committee 29th May 2013: <http://tinyurl.com/kk3q6ql>
- Healthier Communities Select Committee minutes, 29 May 2013: <http://tinyurl.com/lho6zjh>
- Community mental health review report – update, Healthier Communities Select Committee, 23rd October 2013: <http://tinyurl.com/kqrv7bx>
- Healthier Communities Select Committee minutes, 23rd October 2013: <http://tinyurl.com/ptueto3>
- Community mental health review – update, Healthier Communities Select Committee, 16th July 2014: <http://tinyurl.com/pyfpkzz>
- Healthier Communities Select Committee minutes, 16 July 2014: <http://tinyurl.com/o22bkzd>

This page is intentionally left blank

Healthier Communities Select Committee			
Title	Implementing the National Autism Strategy in Lewisham		
Contributor	Executive Directors for Community Services and Customer Services	Item	5
Class	Part 1 (open)	2 December 2014	

1. Purpose

- 1.1. This report provides an update for the Healthier Communities Select Committee on the progress of implementing the National Autism Strategy since July 2014.

2. Recommendations

- 2.1. It is recommended that Members of the Healthier Communities Select Committee:
 - 2.1.1 Discuss and note the contents of this update
 - 2.1.2 Support local implementation work

3. Background

- 3.1. Directors of Adult Social Services were requested by the Department of Health to take forward the second self-assessment exercise for the implementation of the Adult Autism Strategy.
- 3.2. It was a requirement of this process that submissions were discussed by the Local Health and Well Being Board. The Lewisham Autism Self Assessment Framework was discussed at the Health and Well Being Board on 19th November 2013.
- 3.3. At the request of the Chair a progress report was submitted to the Health and Wellbeing Board on 3rd July 2014. As specified by the Chair there was a particular emphasis on the inclusion of adults with autism in the local housing strategy and more detail on how Lewisham Housing was working to identify a range of housing to support residents with particular needs.

4. Progress since July 2014

- 4.1. **The inclusion of autism in the local Joint Strategic Needs Assessment and improving the data collected regarding numbers of adults with autism in the Borough.**
 - 4.1.1 In June 2013 Dr Ratna Ganguly, GP Vocational Trainee, Lewisham PublicHealth produced a report making recommendations for improvements to data collection for adults with autism.
 - 4.1.2 In Lewisham the majority of general practices use the same medical information software system, known as EMIS Web, to record patient data. All conditions or diagnoses utilise Read-codes as a method of recording. Although there are no

autism registers kept by GPs, the numbers of people with a known diagnosis of autism registered with a GP may be sought by auditing the codes. The report recommended that there should be a regular audit of people diagnosed with autism utilising the “READ” codes for Autism. However, to ensure that this audit was as accurate as possible there was a need for training for GPs/Practice staff in recognising/ identifying autism and appropriate referral routes to autism specific services.

- 4.1.3 In July 2014, Lewisham CCG commissioned Endersby Training to deliver two sessions on “An Introduction to Autism Spectrum Condition (ASC) for GPs in Lewisham”.
- 4.1.4 The aim of the training was to enlighten GPs in the London Borough of Lewisham about autism and to give them more confidence in being able to refer their patients for a formal diagnosis or to seek help from an autism specialist.
- 4.1.5 The training was attended by 29 GPs (out of a total of approx. 200 GPs in Lewisham) and was evaluated as being 95% excellent or good. Comments given in the evaluation were overwhelmingly positive with GPs particularly valuing the insight/expertise of the trainer and stating that attendance on the course would definitely improve their practice in the identification of patients with possible autism and relationship with patients already diagnosed.
- 4.1.6 Lewisham CCG is planning to engage with its membership regarding the first audit of people diagnosed with autism using the READ codes in early 2015.

4.2. **The Accommodation Needs of People with Autism**

- 4.2.1 The Housing and Autism Project Group has met three times since July 2014.
- 4.2.2 The Group is chaired by Jeff Endean (Housing Strategy and Programme Manager) and supported by Dave Shiress (Housing Strategy Officer).
- 4.2.3 Since September, Dave Shiress has been exploring opportunities for providing housing to adults with autism living in Lewisham. At the last meeting (6th October 2014) three options were discussed:

Option 1

- 4.2.3.1 Finding an empty Housing Association property where a current support specific service is being or has been decommissioned. A specialist autism provider such as Burgess Autistic Trust could enter into a lease with the H.A. This type of accommodation would be suitable for adults with low support needs. Support workers could be funded by an element of service charge covered by Housing Benefit.

Option 2

- 4.2.3.2 Finding a Housing Association partner to work on new build options. Possibly a cluster of 5/6 flats with space for staff. This would require accessing capital funds for ‘specialised housing’ (probably GLA or Department of Health).

Option 3

- 4.2.3.3 Officers from LBL Housing to run an awareness session for members of CLASH and professionals working with people with autism on housing options, such as how to access the housing register, how to access the private rented sector and how shared ownership schemes work.
- 4.2.4 So far efforts to identify a housing association provider to take forward options 1 and 2 have been unsuccessful. Whilst the Council acknowledges that a need for accommodation for adults on the autism spectrum exists, in the current environment it is difficult to find a housing provider willing and able to help meet this need.
- 4.2.5 Every effort will continue to find a Housing Provider and every other possible options/solutions will continue to be developed and discussed at future meetings (date of next meeting 1st December 2014)
- 4.2.6 Lewisham Clinical Commissioning Group currently commissions Burgess Autistic Trust to provide a Lewisham Information, Advice and Support Service for Adults with autism/asperger's Syndrome.
- 4.2.7 Burgess Autistic Trust (BAT) has a portfolio of accommodation in Bromley and for BAT, extension on this portfolio into Lewisham is a logical next step. Though finding a housing association partner is not without its difficulties, the existence of BAT presents a genuine opportunity to increase housing provision for people with autism in Lewisham.

4.3 Autism Innovation Fund

- 4.3.1 In August 2014 the Department of Health launched a time limited Autism Innovation Fund. The aims of the fund were to help drive creative and cost effective solutions and identify good models of practice that could be replicated in other areas.
- 4.3.2 There were four areas where the Government invited proposals:
These were;
- Advice and Information
 - Gaining and growing skills for independence
 - Early intervention and crisis prevention
 - Employment, particularly involving the use of apprenticeships
- 4.3.3 Organisations in Lewisham submitted their bids independently and were not obliged to share these with the Local Authority or confirm that they had submitted a bid. Six organisations contacted officers to express an interest in the bidding process. Ideas put forward included:
- Apprentices/work placements
 - Developing a computer application for ASD individuals
 - Innovative technology – all linked to gaining independence
 - "Experts by Experience" training programme (co-developed/delivered by adults with autism)
 - Training workshops,

- Provision of a training flat
- Autism Awareness Training
- Advocacy
- Support ASD individuals into volunteering.
- Support volunteers to work as buddies/befriending service for people with Autism

4.3.4 Due to the large number of bids received by the Department of Health, the evaluation process and decision making were significantly delayed. The London Borough of Lewisham was notified on 7th November 2014 that no organisations in Lewisham were successful in securing funding.

4.3.5 A small and non-recurrent grant of £18,500 has been awarded to every Local Authority in England. The purpose of this grant is to provide Councils with a contribution to the cost of supporting work around helping people with autism in line with “Think Autism” This funding could be used to purchase new electrical equipment or IT developments, or for making environments used by people with autism such as public buildings more autism friendly.

4.3.6 Plans on how this money will be used, must be discussed with local stakeholders (including people with autism) and submitted to the Department of Health by the 12th December 2014.

5. Conclusions

5.1. Lewisham is looking to establish a community that accepts and understands autism and which has an infrastructure that provides opportunities for adults with autism/asperger’s syndrome to live fulfilling and rewarding lives.

5.2. Officers will continue to work with partners in Health, Voluntary Sector and those with autism and their Carers to ensure we maximise opportunities to achieve the above aim.

5.3 Regular updates on progress will be provided to the Health and Wellbeing Board and to the Healthier Communities Select Committee on request.

Background Documents

[Health and Wellbeing Board Report – 19th November 2013](#)

[Health and Wellbeing Board Report – 3rd July 2014](#)

Self Assessment Frameworks submitted in 2013 -
www.improvinghealthandlives.org.uk/projects/autism2013

[Think Autism Fulfilling and Rewarding Lives, the strategy for adults with Autism in England: an update. April 2014](#)

If there are any queries on this report, please contact Corinne Moocarme, Joint Commissioning Team on 020 8314 3342. corinne.moocarme@nhs.net

Appendix 1

Autism in Lewisham

By Dr Ratna Ganguly:

General Practice Vocational Training Scheme (GPVTS) in Public Health

June 2013

Contents Page

1. Aims and Objectives	3
2. Methods	3
3. Facts and Figures	5
3.1 Definition	5
3.2 Prevalence	6
3.3 Key Inequalities	7
3.4 Targets and Performance	9
3.5 National Strategies	9
4. Adult Autism in Lewisham	11
4.1 Estimated Prevalence	11
4.2 Diagnosis and Referral Pathways in Lewisham	13
4.3 SLAM	15
4.4 Autism and General Practices	16
5. Current Activities and Services	18
5.1 Burgess Autistic Trust	18
5.2 Autism Awareness Training	20
5.3 Adult Social Services and Disability Services	21
5.4 Transition Services	21
6. Assets	23
6.1 CLASH	23
6.2 SIGNAL	24
6.3 National Autistic Society	24
7. Local Views	25
8. Recommendations	27
9. Conclusion	29
10. Appendices	30
11. References	31

1. Aims and Objectives

DoH Guidance (December 2010) Implementing “Fulfilling and Rewarding Lives” calls on Local Boroughs to develop their own Commissioning Plan around services for adults with autism that reflects the output of the Joint Strategic Needs Assessment (JSNA), based on effective needs analysis underpinned by good information about adults with autism in the area and all other relevant data around prevalence. The purpose of this report is to establish the current position in Lewisham in regard to information on Adults with Autism and make recommendations if required to enable a comprehensive JSNA to be completed on Adults with Autism in the future.

Aim: To gather existing information on adults with autism held by different health and social care organisations in Lewisham. To review this data together with that included in the 2009 Autism needs analysis-The needs of adults with an Autism Spectrum Disorder (particularly Asperger Syndrome and make recommendations to enable a comprehensive JSNA to be completed on Adults with Autism in the future.

Objectives:

- Contact frontline services in contact with adults with autism and gather data held by them.
- Hold discussion with managers of social care services and gain feed back on service provision.
- Review the 2009 – Autism needs analysis-The needs of adults with an Autism Spectrum Disorder (particularly Asperger Syndrome) by Sadie King, and identify any areas for further examination
- Document available information on services for adults with autism in Lewisham.

2. Methods

Health, social care and voluntary services were contacted to provide data on the number and needs of adults with autism in Lewisham they supported. These organisations included: The Autism Diagnosis Centre at the Ladywell Unit; SLAM (South London and Maudsley Mental Health Trust); the Transition Services; Adult Social Care/Social Care

Assessment and Information Team (SCAIT); Adult Learning Disability Team; The Burgess Autistic Trust and Campaign in Lewisham for Autism Spectrum Housing (CLASH).

All services and groups were requested, in writing, to provide details pertaining to the service, epidemiological data, and information on education, housing status, carers and health matters of Lewisham's adults with autism.

A search was carried out at the Lewisham Clinical Commissioning Group (CCG) to elicit read codes used in the EMIS medical information software system, used to document autism diagnoses in general practice.

Two meetings were held with members of Adult Social Care and Disability services to elicit difficulties with data gathering within the Integrated Adult Services (IAS) electronic service user records system and to discuss any issues in relation to service provision.

This report is based on the data generated and a review of the Autism Needs Analysis (2009).

3. Facts and Figures

3.1 Definition

Autism refers to a group of enduring developmental disorders which range from mild characteristics, in which people are able to live independent lives, to severe autism whereby considerable specialist support is required¹. For this reason it is considered to be a spectrum disorder or preferentially known as Autistic Spectrum Condition (ASC).

The diagnosis of Autism is based on the criteria set out by the Diagnostic and Statistical Manual of Mental Disorders (DSMIV) and the International classification of diseases and related health problems (ICD10). The former classification system is undergoing revision. All autistic people are known to have a "triad of impairments" of which the degree of impairment may vary². The criteria include;

1. Difficulties in reciprocal social interaction with difficulties recognising or comprehending how others feel and expressing their own emotions.

2. Impaired communication skills, a deficit or complete lack of spoken language development. Difficulties initiating and sustaining conversations. Repetitive or idiosyncratic speech.

3. Limited, stereotyped and repetitive patterns of behaviour, interest and activities. Which include intense preoccupations with matters of interest, rigid adherence to ritual and routines. Physical repetitive manners, such as flapping of the hands.

Autistic people may also experience sensory over or under sensitivity in one or more sensory modalities. Other conditions may also co-exist with autism (see appendix 2).

3.2 Prevalence:

In children, Baird et al (2006) estimated the total prevalence of Autistic Spectrum Disorder (ASD) to be 1.16% of the UK's total population⁶. Subsequent studies estimate the prevalence to range from 1.5% to 2.1%^{7, 8}. However the National Autism Plan for children in 2003 noted that children with high functioning autism had living skills that enabled them to lead a relatively 'normal' life, and were not picked up by studies. These children were likely to be diagnosed later in life. Therefore, the prevalence figure within child populations is likely to underestimate the true prevalence⁹. Baird et al, in their report about the prevalence of autism spectrum among a cohort of children in South Thames, noted that 55% of those with ASD had an IQ below 70%⁴.

The estimated prevalence for autism in adults has been variable due to differences in the way autism was diagnosed and defined³. Relatively newer reports suggest a prevalence of 400, 000-500, 000 adults in the UK have autism, or 116 per 10,000⁴. The prevalence figures for adults with autism have been based upon collating data on adults scoring highly on the Autism Diagnostic Observation Schedule, which aims to identify positive cases of autism¹⁰. The rate of autism is higher among males than females, 1.8% to 0.2% respectively. This corresponds with figures found in childhood population studies.

Observations made by the National Autistic Society estimated that figures for people with autism with coexisting learning disabilities, (IQ less than 70) varied greatly and that it is not possible to give accurate figures. Many able people with ASD may never come to the attention of services, as they have learned ways to overcome difficulties with communication and social interaction. These people may be in fulfilling vocations that

suit their needs and talents. Other intellectually able adults may require support from services, as a result of particular impairments that relate to difficulties in their social interactions. Such impairments may have an impact on their lives, in that they reduce the individuals' chances of employment and achieving independence.

Twenty to thirty per cent of adults with learning disabilities, who are known to adult social services, have a diagnosis of autism, totalling 35,000–58,000 people across England⁵. Better understanding of the nature of autism among referrers and clinicians who make the diagnoses i.e. psychiatrist has contributed to increased trends of ASC¹.

3.3 The key inequalities

Due to the varying degrees of ability and disability, juxtaposed with the absence of usual development, and the presence of unusual skills, ASC is greatly misunderstood. This ultimately affects people's decisions about support and help for adults with autism¹⁰.

Research has shown that 30% of people with disabilities live below the poverty-line and that the health outcomes for disabled people are poorer than those for the general population, this figure includes adults with autism¹¹.

Adults with ASC lead more restricted lives, are less independent and experience higher unemployment, stress, health problems, sleep disorders, bullying, discrimination, neglect and vulnerability^{13, 14}. A large number of adults with autism continue to reside with their families rather than independently in their own homes¹⁵.

The 2008 campaign "I Exist" initiated by the National Autistic Society involved a survey of adults with autism, parents and carers to identify the needs of 1400 adults with autism. Furthermore, in-depth interviews of adults with autism and surveys of PCTs/local authorities were carried out¹². The research found that 63% of adults with autism did not have adequate support to meet their needs and 33% of people experienced severe mental health problems as a result. Only 15% of adults with autism were in full term paid employment and 60% of parents stated that they lacked adequate support, which led to higher support needs later on in their lives.

The 2009 "Don't write me off" survey, a follow-up of the "I Exist" campaign, noted that of 323 respondents, over half spent time with neither a job nor benefits, some for over ten

years. Over 79% of those on Incapacity Benefit wanted employment. A total of 82% of adults with autism felt that they needed help when applying for benefits¹⁰.

A report by Kings College in London estimated the economic cost of autism in adults to be £25.5 billion per year (59% in services, 36% in lost employment and 5% in family expenses). Estimated average annual costs for adults with a high-functioning ASD range from £33,000 to £88,000⁵.

The issues of poor understanding and awareness of autism is reiterated in a report by the University of Sussex, who were commissioned by Social Care Institute for Excellence (SCIE) to assess the needs of people with autism and their families. Their findings included the following¹:

- There is a lack of awareness about autism, among some social care staff, other professions and society in general.
- The 'invisibility' or lack of physical signs of autism leads to Adults with autism' interaction to be considered odd, ill-mannered or alarming.
- Completing forms or taking part in social care assessments for benefits, requires the need for good social communication and social interaction, which people with autism lack. Thus creating another barrier to accessing services/support.
- Some people with autism are talented and very articulate. In the absence of learning disabilities, professionals have assumed that they do not need social care support. People with learning difficulties are supported by learning disabilities teams. Adults with Asperger Syndrome with IQs above 70, with no mental illness, are excluded from social care services as well as learning disability and mental health services.
- A large number of services including drug and alcohol services, feel unequipped to deal with adults with autism and lack confidence in referring people with autism to specialized services. However these specialist autism services are scarce, and can be geographically or financially difficult to access.
- Many social services have generic teams, which have separate teams for initial assessment and for ongoing care. This lack of consistency in staffing can be difficult for people with autism.

3.4 Targets and performance:

The National Audit Office report “Supporting People with Autism through Adulthood” examined the available services including health and social care, education, benefits and employment support for adults with autism and their carers⁵.

NHS organizations, local authority social services offer little data on the number of adults with autism in their area. This in turn diminishes their ability to identify need and facilitate planning and commissioning to bring about appropriate services. In the report only 18% of responding Local Authorities and NHS partners were able to provide detailed information on the number of adults with low functioning autism receiving services. In total, 12% of local authorities were able to offer data on high functioning groups, with 35 % providing estimate figures for adults with autism.

Furthermore, 20% of GPs reported that they kept registers of patients with autism. However only 12 % kept registers of all patients falling within the autism spectrum, 6% had registers of patients with high-functioning autism, and 2% registered patients with low-functioning autism

3.5 National strategies

The 2009 Autism Act was the first of its kind, being a disability specific law in England. It placed pressure on the government in regards to the following area

1. Produce an adult autism strategy by 1 April 2010 (Fulfilling and Rewarding lives)– This was published on the 2nd March 2010
2. To issue statutory guidance for local authorities and local health bodies on supporting the needs of adults with autism by December 2010. This guidance was published on 17 December 2010.

The Fulfilling and Rewarding Lives Strategy promoted key actions:

1. Improved training of frontline professionals in autism

Firstly there is a need to improve training of frontline professionals, as awareness and understanding of autism has been poor in the past. A recent report by the National Audit Office elicited that 80% of GPs did not feel that they had a comprehensive understanding of autism. The government has committed to providing £500,000 improve training among

frontline professionals in health and social care.

2. The development of local autism teams

There were calls to develop local autism teams stressing the importance ensuring that adults who have an IQs above 70 (ineligible for support from the learning disability team) or with no significant co-existing mental illness (and thus also ineligible for support via mental health teams) do not “fall in the gap” created by traditional service boundaries.

3. Actions for better planning and commissioning of services, (including involving people with autism and their parents/carers)

Improved planning and commissioning of services, including involving people with autism and their parents/carers is required including JSNAs to initiate the appropriate development of local services to meet the needs of adults with autism and encourage the development of local autism partnership boards, that bring together different organisations, services and stakeholders locally and set a clear direction for improved services.

4. Actions for improving access to diagnosis and post-diagnostic support

Improving access to diagnosis and post-diagnostic support must be tackled. Furthermore, many GPs have identified that they do not have the expertise to identify people with suspected autism for referral even if there was a diagnostic centre for referrals. The paucity in local diagnostic services and a lack of formal diagnosis among adults serves as a barrier to accessing support and services

5. Leadership structures at national, regional and local levels for delivery

A lack of leadership at all levels on autism has been a key barrier to the development of services for adults with autism. Both directors of adult social services, commissioners and ministers for care services should be clear about the commissioning responsibilities for adults with autism.

6. Proposals for reviewing the strategy to make sure that it is working

It is important that the implementation of the strategy should be reviewed to make any important revision. The government has addressed this by committing to a formal review of the strategy in 2013 and to take action if the strategy is not delivered.

Furthermore in 2010 the department of health set out guidance “Implementing Fulfilling and Rewarding Lives: Statutory guidance for local authorities and NHS organisations to support implementation of the autism strategy. The government identified seven quality outcomes and three service ambitions that go beyond the remit of health and social care, tackling areas such as housing, employment and autistic adults’ satisfaction of public services¹⁸.

4. Adults with Autism in Lewisham:

4.1 Estimated Prevalence

There is a need to understand the number of adults with autism living in Lewisham in order to undertake a needs assessment and to understand service needs.

The following tables from the Institute of Public Care- PANSI, represents Lewisham’s population and future projected population by age, gender and ethnicity¹⁶. The figures are based on the ‘Autism Spectrum Disorders in Adults living in households throughout England’ a report from the Adult Psychiatric Morbidity Survey of 2007 published by the Health and Social Care Information Centre in September 2009. The prevalence rates have been applied to ONS population projections of people aged 18 to 64, to give estimated numbers predicted to have autistic spectrum disorder to 2020.

People in Lewisham aged 18-64 predicted to have an Autistic Spectrum condition projected to 2020

Autistic spectrum disorders – By Age	2012	2014	2016	2018	2020
People aged 18-24 predicted to have autistic spectrum disorders	266	260	255	250	242
People aged 25-34 predicted to have autistic spectrum disorders	568	595	613	629	639
People aged 35-44 predicted to have autistic spectrum disorders	474	502	529	554	585
People aged 45-54 predicted to have autistic spectrum disorders	368	384	397	410	413
People aged 55-64 predicted to have autistic spectrum disorders	212	222	240	264	286

Total population aged 18-64 predicted to have autistic spectrum disorders	1,888	1,963	2,034	2,107	2,165
---	--------------	--------------	--------------	--------------	--------------

By 2020 it has been estimated that the total prevalence of adults with autism in Lewisham will be 2,165 in Lewisham. Arguably this is the tip of the iceberg as many with high functioning autism and Asperger Syndrome may not be diagnosed. Moreover, of the adults with the condition, it is not possible to estimate how many will have a formal diagnosis. A formal diagnosis may enable individuals to seek out services and help from adult/disability services.

People aged 18-64 predicted to have autistic spectrum disorders, by age and gender, projected to 2020

ASD by gender: Males	2012	2014	2016	2018	2020
Males aged 18-24 predicted to have autistic spectrum disorders	238	232	227	223	216
Males aged 25-34 predicted to have autistic spectrum disorders	511	536	553	567	576
Males aged 35-44 predicted to have autistic spectrum disorders	427	454	479	502	531
Males aged 45-54 predicted to have autistic spectrum disorders	329	344	356	369	373
Males aged 55-64 predicted to have autistic spectrum disorders	189	198	214	236	256
Total Males aged 18-64 predicted to have autistic spectrum disorders	1 694	1764	1829	1897	1952
ASD by gender: Female	2012	2014	2016	2018	2021
Females aged 18-24 predicted to have autistic spectrum disorders	28	28	28	27	26
Females aged 25-34 predicted to have autistic spectrum disorders	56	59	60	62	63
Females aged 35-44 predicted to have autistic spectrum disorders	47	48	50	52	54
Females aged 45-54 predicted to have autistic spectrum disorders	39	40	41	41	41
Females aged 55-64 predicted to have autistic spectrum disorders	23	24	26	28	31
Total Females aged 18-64 predicted to have autistic spectrum disorders	193	199	205	210	215

The rate among men remains higher than that among women which reflects the figures from childhood population studies.

4.2 Diagnosis and Referral pathways in Lewisham

NICE guidelines suggest that for adults with possible autism, who do not have a moderate or severe learning disability, assessors should use the Autism-Spectrum Quotient. This is list of ten questions that sets out to identify key difficulties experienced in relation to the “triad of impairments” experienced by adults with autism. If the client has difficulty reading, the assessor is expected to read the question out to the client. A score above 6, or a diagnosis based on clinical judgment warrants a referral to a local diagnostic service for a comprehensive autism assessment¹⁷. This tool is being used within general practice settings.

Assessing challenging behaviour requires a functional analysis which comprises evaluations of factors that trigger or maintain the behaviour. This can be undertaken by combination of care/learning disability and other primary care services.

In Lewisham, the Autism Spectrum Diagnostic Clinic offers assessment and psychological support including Cognitive Behaviour Therapy (CBT) to adults diagnosed with autism. The clinic takes place at the South London and Maudsley’s Ladywell Unit, in Lewisham. The clinic was opened in June 2011 and is held once weekly. The service is undertaken by a consultant psychiatrist and a clinical psychologist. All referrals from the community are directed through the Community Mental Health Team (CMHT). This is done in order to rule out co-existing mental health problems in clients prior to their assessment. Direct consultant referrals can not be made and referrals are mostly received from GPs, The Burgess Autistic Trust, other psychiatrists and the CMHT. The average waiting time for an assessment is 6 weeks.

In a discussion with the Senior Clinical Psychologist at the South London and Maudsley’s diagnostic clinic, the clinician expressed that the clinics are extremely busy and had a steady stream of referrals. Most assessments focused on identifying and managing the “triad” of symptoms affecting the individual. There were discussions with carers but little communication with other services .i.e. Adult Social Services. The clinic have detailed notes about the autistic individuals following assessments, however information on education, housing and financial circumstances, are not documented in a systematic way, and written in free text. As these details are not coded, collating or auditing the data

is impossible and would require going through the entire patient record and extracting relevant data.

There was interest in looking at how such data can be recorded in future. It was also considered useful to broaden communication with other services involved in the care of adults with autism.

The following table was compiled for the diagnostic clinic’s October 2012 business meeting, and shows the number of assessments and diagnoses made in Lewisham from June 2011 to October 2012.

Table 2: Autism Assessment carried out by the Ladywell diagnostic service from June 2011-October 2012

NO. OF ASSESSMENTS	APPOINTMENTS TO SEE CARERS	NO. of Did Not Attend (DNA'S)	NO. OF FOLLOW-UPS SEEN TO DATE	NO. DIAGNOSED WITH ASD
34 seen (3 scheduled)	3	4	2	est.28

Source: South London and Maudsley NHS Foundation Trust Lewisham Adult ASC & ADHD Service, Lewisham Hospital-Ladywell Unit

In a 16 month period 34 to 37 autism assessments were carried out in Lewisham and a total of 28 adults were formally diagnosed with autism. The clinic also stated that nine clients are currently awaiting assessment.

4.3 South London and Maudsley

South London and Maudsley Mental Health Trust were approached to provide information about adults with autism in Lewisham. The information governance department gathered the data from *Insight* – The trusts information reporting tool, linked to the electronic patient records system. Tables 1-3 below indicate that there were 33 referrals for diagnoses of adult autism in Lewisham and that general practitioners made the majority of referrals.

Table 1: Number of referrals received for the diagnosis of adult with suspected autism in the last 5 years

Referrer	GP	Other MH Trust	Social Services	Carer	Other
Total no	19	2	2	1	9

Table 3 - Gender of patients with a formal diagnosis of Autism

Gender	No of patients
Female	3
Male	17
total	20

Table 2: Age range - Patients with a formal ASD Diagnosis

Age range	Total
18-22	8
23-42	6
43-57	6
Grand total	20

Table 4: Ethnicity of patients with a formal diagnosis of Autism

Ethnicity	Total
White	9
Black	4
Asian or Mixed	3
Not stated	4
Grand Total	20

The information provided by SLAM illustrates the expected high prevalence of autism among males, rather than females. The majority of adults were aged 18-22 and were White, closely followed by African Caribbean groups.

However there is a disparity between the information held by SLAM and the diagnostic services, reiterating that health and social care institutions are not correctly documenting details about adults with autism.

4.4 Autism and Lewisham General Practices

The GP interactive website is a tool that can be accessed by all GPs and practices in Lewisham. It provides access to activity data, prescribing/ performance information, quality alerts, and service information. It is a resource to support practice engagement and to facilitate effective commissioning. The site provides GPs with guidance and local referral pathways for adult autism. The Autism Spectrum Quotient (AQ-10),a quick referral guide for adults with suspected autism who do not have a learning disability is being developed for the website. See Figure 1.

In Lewisham 42 out of 43 general practices use the same medical information software system, known as EMIS Web, to record patient data. All conditions or diagnoses utilise Read-codes as a method of recording. Although there are no autism registers kept by GPs, the numbers of people with a known diagnosis of autism registered with a GP may be sought by auditing the codes in Figure 2. This data is not available at present but should become accessible in the near future.

Figure 1. GP Interactive Website: Referral Pathways for Adults with Autism

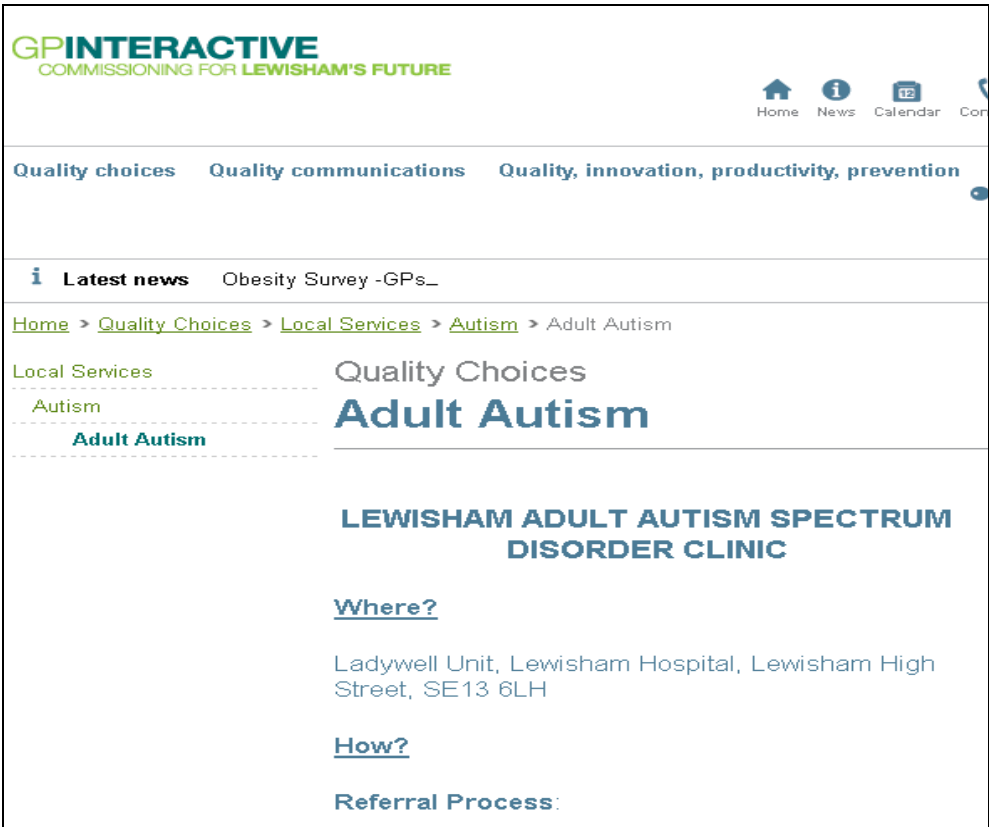


Figure 2: EMIS WEB© Read-Codes For Adult ASD

Diagnosis	Read-code
Autistic spectrum disorder	Eu84z-1
Autism	E140-2
Autistic disorder	Eu840-1
Suspected autism	1J9
Asperger Syndrome	Eu845
Atypical Autism	Eu841

5. Current Activities and Services:

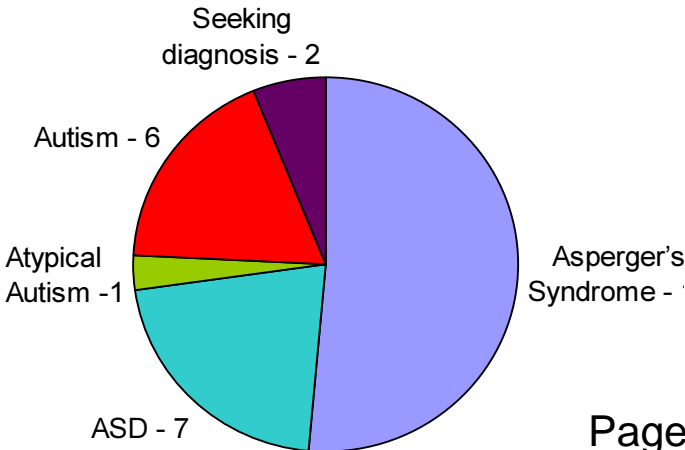
5.1 Burgess Autistic Trust

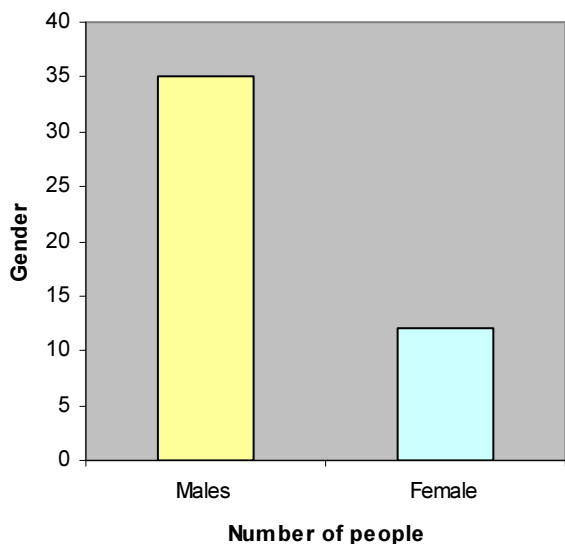
The Lewisham Joint Commissioning Unit have commissioned The Burgess Autistic Trust (BAT) a specialist independent charity to provide information, advice and support to adults with Autism in Lewisham. The service provides support to adults aged 19+ includes, help with further education, employment, social skills and peer support. Burgess Autistic Trust has an open referral system and is targeted towards those who are FACS (Fair Access to Care Services) ineligible, i.e. not eligible for social services support. Currently the Burgess Autistic Trust has 47 service users that have been referred and fully reviewed by the service. In addition there have been a further 54 independent enquiries. The following graphs 1-4 contain data collated by the Burgess Autistic Trust pertaining to the service users.

Data for Lewisham ASD Information, Support and Advice Service

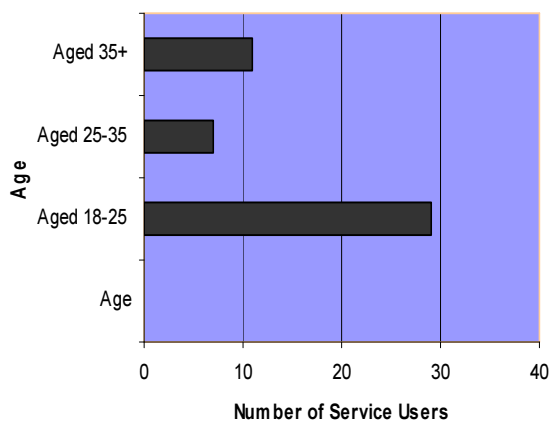
Graph 1: Gender of Service Users

Graph 2: Range of Diagnoses

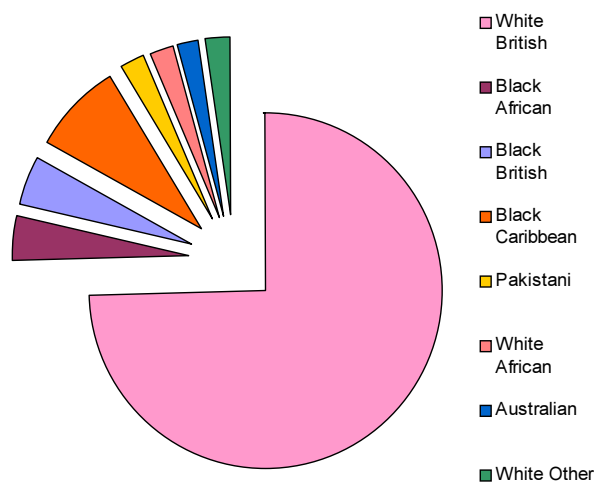




Graph 4: Ethnic Distribution



Graph 3: Age Distribution



Burgess Autistic Trust report that a large percentage of people stated that they were unhappy about their living circumstances. Thirty-two out of the fifty-four adults with autism were still living with their parents. Service users raised their concerns stating that their accommodation arrangements were as precarious as “sofa surfing” to time limited housing placements and living with friends or family.

Figure 3: Housing status of BAT service Users

Living circumstances	Number of People
Living independently	8
Living with family/spouse	5
Living with parents	32
Supported Living	1
Shared house	1

In all, 33 people were not in any education, employment or training and only 6 people were in employment (Figure 4). Most of the service users received employment and support allowance (ESA) and participate in work related activity groups. Over 50% of people informed BAT that they were actively seeking and wanting employment. BAT is working towards developing the employment support they presently offer (Figure 3).

Figure 4: Education and Employment status of BAT service users

Education, Employment, unemployed	Number of People
NEET – Not in Education, Employment or Training	33
Employed	6
Education	7
Unknown	1

5.2 Autism Awareness Training

Lewisham has commissioned Autism Awareness training from Enderby Training for frontline staff working in health and social care. This was based on statutory guidance detailed in the 2009 Autism Act. The half-day training provides people with key learning about autistic people’s cognitive processing and communication difficulties. The course aims to improve professionals’ communication and understanding of the needs of autistic individuals, and how to meet their specific needs. It also highlights the importance of considering the impact that an environment can have on autistic people.

5.3 Adult Social Services and Disability Services

Adult Learning Disability services offer support to disabled people with a concurrent diagnosis of autism. The Learning Disability service was unable to offer any details of their autistic service users. There is no champion with specialist training in managing disabled adults with autism within the service. There was very little in the way of data – from their IAS service user electronic records system.

The SCAIT team is the first port of call for any person in Lewisham requiring social care needs assessment and support. Social workers working in the frontline recognise that assessing needs is more important than a person’s diagnosis, however social workers

stated a diagnosis of autism would open doors to more specialist services and support for people.

The SCAIT team record all data on to an electronic records system- IAS. In discussions with three frontline social workers, all three stated that there was no easy way of formally recording a diagnosis of autism on the records, owing to a lack of an appropriate drop down menu or tick box to record the diagnosis/suspected diagnosis. Any details pertaining to autism would be mentioned in the free text part of the records. Furthermore the social workers felt inexperienced in dealing with adults with autism and were not aware of the Endersby training or Burgess Autistic Trust as a newly commissioned resource for FACS ineligible Adults with autism. This demonstrates the need for improved training and better communication between different health, social care and specialist services so as to appropriately direct an autistic person to the correct services.

5.4 Transition Services

Lewisham's transition services, helps young people with disabilities or learning disabilities make the transition into adult life. The report 'Implementing fulfilling and rewarding lives' emphasises the need for transition to be planned and managed over a number of years, and for young people with autism, and their families and carers to be involved in transition planning. However, the report also highlights the need for information to be passed on between children's and adult services. This is vital not only for the long-term needs of the individual to be met, but also to share information about the numbers of children with autism in a local area and to assist longer-term service planning.

In the process of transition many may find themselves no longer eligible for the same services. However their adult status may entitle them to receive benefits and further support.

A Review of services for children and young people with autism spectrum disorder in Lewisham carried out by Public Health in 2012 highlighted that joint working between Children and Young People services and Adult services needs to be addressed urgently.

The transition team was approached for information about the numbers of young adults with autism and the support they are given however in the timescale no information was

received from this service. This information is vital in order to assess number of young adults with autism in Lewisham currently and in the future.

6. Assets

6.1 CLASH

The CLASH (Campaign in Lewisham for Autism Spectrum Housing) is a lobbying group representing people diagnosed with Asperger Syndrome or high functioning autism in the Lewisham community with housing needs. CLASH have worked to increase public awareness of the need for housing for adults with autism and acceptance of people with the condition within local communities. They have carried out surveys among their members to gather people’s views on needs and experiences of local specialist housing provisions. The survey and other recommendations by CLASH has provided useful information to inform future commissioning and examine current housing provisions. CLASH currently has 60 members (Figure 5).

Figure 5 : Members of CLASH by Ward in Lewisham

Ward	No of members by their addresses / wards
Bellingham	3
Blackheath	1
Brockley	3
Catford South	3
Crofton Park	8
Downham	5
Forest Hill	3
Grove Park	4
Ladywell	3
Lee Green	5
Lewisham Central	5
New Cross	1
Perry Vale	5
Rushey Green	5
Telegraph Hill	3
Whitefoot	3
TOTAL	60

6.2 Support Information, Guidance News for Autism in Lewisham Family Support Limited. (SIGNAL FS Limited):

SIGNAL FS Limited is a Lewisham based voluntary parent support group, which was set in 1993 by parents of children with autism spectrum condition and Asperger Syndrome. It is a charity that is mainly run by parent volunteers.

The charity offers support to parents of children with autism, provides up to date research and education on topics related to autism. SIGNAL are also involved in lobbying for improved educational provision, promoting better community awareness of autism and provide clubs and activity groups for children with autism²⁰.

6.3 National Autistic Society.

The National Autistic Society is the UK's largest provider of specialist autism services, providing key support to 10,000 people every year. Branches in the South East include Bexley, Greenwich, Lambeth and Southwark. Their services range from providing emotional support, education, and recreational activities for children with autism, their parents and carers, together with groups for adults with autism, their families/carers, professionals working with them and drop-in information and advice sessions²¹.

7. Local Views:

In 2011 CLASH held discussions with the heads of strategic housing in Lewisham and agreed to carry out a survey to assess the housing needs among its members. In all, 20 members were surveyed. A total of 19 respondents were parents or carers of an individual with autism, in many cases these individuals with autism offered their experiences and views. The 20th respondent was an adult with autism.

The respondents did not have clear preferences between flats or converted houses or a specific locality for housing development in Lewisham. The respondents highlighted the need for adequate security in the properties and special consideration to lighting arrangements, to minimise sensory disturbance.

The respondents voiced the need to have trained staff in the day and for some also in the evenings to provide further support to individuals who need it. There was a preference for the residences to be in close proximity to transport, leisure and shopping infrastructure.

Further support and training in relation to managing finances, access to health care, activities of daily living i.e. cooking and self-care was deemed very important in facilitating supported/independent living²².

These issues were also reflected in the qualitative needs assessment of Lewisham adults with autism carried out in 2009. Two key concerns raised by the adults with autism was the tendency for them to become socially isolated and open to exploitation due to their social naivety. There was a need for a local service which promoted socialization, mentoring schemes and drop in services for advice and skills development.

The majority of participants reported negative experiences in regards to their early education. A combination of bullying, insensitive teachers, inappropriate schooling or home schooling undermined their progress to higher or further education. Those participants already in college state they received adequate support but that it would have been useful for the support to be in place from the very start of their education. Most participants relied heavily on their parents or the voluntary sector for support.

Lack of formal education achievement was noted to be particularly problematic for adults with 'high functioning autism' as these are the people who have more potential to complete training, which would help them achieve greater autonomy, employment and an improved quality of life.

Lewisham residents also raised concerns about conflicts at home for young adults with autism. There were incidences of violence from autistic teens requiring police intervention. There were other reports of young adults becoming withdrawn, socially isolated and over dependent on their families. This exacerbates their disengagement from the world and contributes towards crisis in later years when parents are too old to care for them.

Out of borough special residential services have been reported to be highly valuable, however there are no residential or supported housing options in Lewisham for people with higher functioning autism. Participants noted that services provided by the Learning disability services were excellent, but failed to cater to ASD related social and communication impairments, which caused decline in service users mental health.

Removing ASD adults from their families, their culture and communities required a large adjustment and raised serious concerns among families. This highlights the need for cultural and religious sensitivity in service provision.

The needs assessments detailed that Lewisham carers save services substantial money, however without support, the stresses upon a carer can result in increased need for health care services for ASD sufferers and their carers in the long run. This problem stresses the need for better dialogue between carers/families of autistic people and services, aimed at keeping up to date with local needs.

8. Recommendations

Following review of the 2009 Autism Needs Analysis and talking to a number of health and social care professionals, a number of recommendations for future development have been made.

Formal documentation of an autism diagnosis, is an area that needs to be addressed by Adult Social Care and Lewisham Disability Services. Better documentation will enable the local authority to develop a better understanding of the needs of autistic people.

1. Improvement of the Integrated Adult Services – patient records systems need to incorporate a drop down box for autism, i.e. Intellectual disability (inc Autism and Asperger Syndrome).
2. Promote and provide on-going training to health and social care staff to equip them to deal with confidence with services users with autism.
3. Nominate individuals to be Autism champions in the Adults Social Care and Disability department, to raise awareness of the condition, promote training and support front line professionals/colleagues to keep up to date on available services i.e. Burgess Autistic Trust and NAS groups.
4. Implement the recommendations from the Review of services for children and young people with autism spectrum disorder in Lewisham, on transition.

Recommendation 29: Transition between children and adult services, and in particular the current gap existing for young people with ASD without mental health or learning impairment needs to be addressed urgently by joint working between Children and Young People services and Adult services.

5. Robust protocols to be in place ensure that people diagnosed at the Ladywell Autism Clinic are referred to the appropriate services
6. More communication with Lewisham Clinical Commissioning Group would be useful. A regular audit of the number of people diagnosed with Autism should be carried out. Because of the homogenous use of EMIS patient record systems among Lewisham general practices, numbers of adults with autism in general practice can be audited using the given Read codes.

9. Conclusion

Autism is a group of enduring developmental disorders. Higher functioning people cope well on a day to day basis whereas others require significant support. There are substantial health and social inequalities faced by autistic people, which has led to UK's first ever disability specific act, the Autism Act 2009. National measures and guidance have been undertaken to improve autism diagnostic services, awareness and training of health and social care professionals. This in turn facilitates better commissioning of services, aligning with the views and needs of people with autism and their carers.

In Lewisham the projected estimate of the number of adults with autism in 2020 is 2167. In line with national guidance, Lewisham has taken positive steps in commissioning services for adults with autism autistic people i.e. The Burgess Autistic Trust, and training, i.e. Endersby training. However the lack of formal documentation about adults with autism who contact services in Lewisham contributes to a partial understanding of the needs of adults with autism. To enable the completion of a comprehensive JSNA topic on Adults with Autism to inform commission of services will require that these recommendations are carefully considered.

10. Appendices:

Appendix 1: DSMIV criteria- TABLE

Appendix 2: CONDITIONS CO-EXISTING WITH AUTISM - TABLE

11. References

1 SCIE guide 43: Improving access to social care for adults with autism : October 2011: p3.

2. <http://www.autreat.com/dsm4-autism.html>

3. DOH :Service for adults with autistic spectrum conditions (ASC)
Good practice advice for primary care trust and local authority commissioners – Best practice guidance 02/04/2009.

*4. Baird, G. et al (2006), 'Prevalence of disorders of the autism spectrum in a population cohort of children in South Thames: the Special Needs and Autism Project (SNAP)', The Lancet, 368 (9531), pp210-15.

*5. Knapp et al (2007) The economic consequences of autism in the UK. Cited in the National Audit Office (2009) Supporting People with autism through adulthood, London: The Stationery Office.

*6. Baird G, Simonoff E, Pickles A, Chandler S, Loucas T, Meldrum D, Charman T. (2006) Prevalence of disorders of the autism spectrum in a population cohort of children in South Thames: The special needs and autism project (snap). Lancet;368:2010-2015.

*7. Baron-Cohen S, Scott F, Allison C, Williams J, Bolton P, Matthews F, Byrne C. Prevalence of autism spectrum conditions: Uk school- based population study. BJ Psyche 2009;194:500-5009.

*8. Posserud MB, Lundervold A, Gillberg C, Autistic features in a total population of 7-9 year old children assessed by the ASSQ(autism spectrum screening Questionnaire). Journal of child Psychology and psychiatry. 2006;368@210 – 215.

*9. National Autism Plan for Children 2003.

10. Mills, R. and Francis, J. (2010) Access to social care and support for adults with autistic spectrum conditions, Research Briefing 32, London: Social Care Institute for Excellence.
11. Don't Write Me Off: make the system fair for people with autism, (The National Autistic Society, 2009).
12. <http://www.autism.org.uk/iexist>
13. Tantam, D. (2003) 'The challenge of adolescents and adults with Asperger Syndrome', *Child and Adolescent Psychiatric Clinics of North America*, vol 12, no 1, pp 143–163, vii–viii.
14. Tani, P., Lindberg, N., Nieminen-von Wendt, T., von Wendt, L., Virkkala, J., Appelberg, B. and Porkka-Heiskanen, T. (2004) 'Sleep in young adults with Asperger syndrome', *Neuropsychobiology*, vol 50, pp 147–152.
15. NAS (2008) Think Differently – Act Positively: Public perceptions of autism, p. 19.
16. <http://www.pansi.org.uk>
17. Nice Clinical guideline 142. Autism: recognition, referral, diagnosis and management of adults on the autism spectrum. June 2012.
18. Foundation for People with Learning Disabilities (2007) The Economic consequences of autism in the UK.
19. <http://www.lewishammylifemychoice.org.uk/i-need-help-with/disabilities-and-sensory-loss/specialist-help-for-people-with-disabilities/transitions-into-adulthood.aspx>.
20. Signal.
21. NAS: <http://www.autism.org.uk/our-services/find-nas-services-in-your-area/local-branches/branches-in-england/branches-in-london.aspx>,
22. CLASH report.

Healthier Communities Select Committee			
Title	Leisure contracts update		
Contributor	Executive Director for Community Services	Item	6
Class	Part 1 (open)	2 December 2014	

1. Summary and Purpose of Report

- 1.1 This report invites comments from the Healthier Communities Select Committee on progress made with the two leisure centre contracts, 1Life (formerly Leisure Connection) for the Downham Health & Leisure Centre; and Fusion for the other leisure facilities across the borough.
- 1.2 Set out within the report are updates on the contracts against four strategic objectives: improve health and wellbeing and tackle inequalities; contribute to community cohesion; contribute to the regeneration of the borough; and employment for local people.
- 1.3 There is also a more general update on the operational performance of the contractors – focussing on the priority issues concerning Officers and Members. The annual reports from both operators for the year 2013/14 are attached as appendices.

2. Recommendations

- 2.1 Members of the Healthier Communities Select Committee are recommended to note and comment on the contents of the report.

3. Background and History

- 3.1 The borough's leisure facilities are managed on behalf of the Council by two contractors, Fusion Lifestyle and 1Life (formerly Leisure Connection).
- 3.2 On 1 June 2011, Mayor & Cabinet (Contracts) approved the award of the Leisure Services Contract to Fusion Lifestyle for a period of fifteen years. The contract commenced on 15 October 2011 with immediate transfer of The Bridge Leisure Centre, Ladywell Arena, Ladywell Leisure Centre and Wavelengths Leisure Centre.
- 3.3 In addition to these leisure centres, previously managed by Parkwood Leisure, the contract has since included the new centre on Loampit Vale (Glass Mill), Forest Hill Pools, Forest Hill School Sports Centre and the Warren Avenue playing fields. Bellingham Leisure and Lifestyles Centre finally transferred to Fusion 1st February 2014.
- 3.4 Fusion Lifestyle is a registered charity and as such is required to demonstrate charitable objectives. According to their website their objective is "to deliver high quality sport, health and wellbeing services that are inclusive and accessible to all without stigma or inequity. In particular we overcome barriers to participation, including socio-economic, age, gender, disability, cultural and ethnicity".
- 3.5 Downham Health & Leisure Centre opened in March 2007, and is managed by 1Life (formerly Leisure Connection Ltd) operating through an Industrial and Provident Society (IPS) or trust, Downham Lifestyles Limited. According to their new Managing Director this rebranding exercise has been undertaken in order to "align ourselves with and capture the aspirations and objectives of our clients and reflect our ethos as a provider of a wide range of services including health and wellbeing, sports and physical activity, and arts and culture".

- 3.6 1Life have a 32 year contract through a PFI. The centre includes health care facilities, library, community hall, and leisure services (including a 25m swimming pool, teaching pool, gym, studios, floodlit AstroTurf and multi use games area, and playing fields). The Citizens Advice Bureau is now located in the building.

4. Policy Context

- 4.1 Lewisham's Sustainable Community Strategy 2008 – 2020 '*Shaping our Future*' reflects the many individual strategies and plans endorsed by different agencies and partnerships in Lewisham. All are working with our citizens to build a successful and sustainable future. The key principles of this strategy are reflected throughout the new leisure contract to ensure regular delivery to local residents over the life of the contract.

These key principles are:

- Ambitious and achieving – where people are inspired and supported to fulfil their potential
- Safer – where people feel safe and live free from crime, antisocial behaviour and abuse
- Empowered and responsible – where people are actively involved in their local area and contribute to supportive communities
- Clean, green and liveable – where people live in high quality housing and can care for and enjoy their environment
- Healthy, active and enjoyable – where people can actively participate in maintaining and improving their health and well-being
- Dynamic and prosperous – where people are part of vibrant communities and town centres, well connected to London and beyond.

5. Leisure Contracts Update

- 5.1 The key strategic areas of influence for the leisure contracts are as follows:

- to improve health and wellbeing and tackle inequalities
- to contribute to community cohesion
- to contribute to the regeneration of the borough
- employment for local people

Progress against each of these are set out below.

5.2 Improve health and wellbeing and tackle inequalities

- 5.2.1 A key objective of the two leisure contracts and the borough Sports Plan is to increase participation in sport and physical activity by local residents, through the use of the leisure facilities.
- 5.2.2 **Participation:** General participation of the Fusion leisure centres has increased significantly during the 2013-14 period: the number of people using all the facilities increased to 1,099,032 during these 12 months (846,963 in 12/13). This was helped in no small measure by the addition of Bellingham (February 2014) and the replacement of Ladywell Leisure Centre by Glass Mill (June 2013). Participation across target groups has also been extremely positive during this 12 month period, with 150% increase by over 60s; 179% increase by disabled users; 202% increase by BME users; 33% increase of under-16s; and 140% of women users.
- 5.2.3 During 2013-14 a total of 455,588 visits were made to the Downham Centre; an increase of 12.5% on the previous year. The centre has made an impressive recovery after previously being affected by the opening of Forest Hill Pools. 1Life has delivered this improvement through consistently good service provision as the only physical improvement has been the gym refurbishment. The Downham contract provides a range of activities geared towards

participation of certain groups. Young people can take part in pre school sports club, trampoline and an extensive swim school programme. BME groups are targeted via the Community Liaison Manager and people with disabilities participated in Boccia and swim sessions. Adult swimming lessons were very popular and the 60+ Legacy programme had tai chi and line dancing. Particular activities are delivered specifically for women, such as Back to Netball and women only swim sessions.

- 5.2.4 **Free swimming:** Free swimming is available for residents aged 16 and under and 60+ with a Lewisham library card. Across the Fusion contract there were 29,285 free swims during 2013-14 (up 3% on the previous year) ; and at Downham 2013-14 usage matched the previous year with 18,000 visits. However, the standards of swimming amongst schoolchildren, at the point at which they begin lessons, is really poor. A piece of work will be done in the coming year to try and understand the reasons for this and to implement a targeted programme to raise standards.
- 5.2.5 **Be Active:** The Be Active card provides concessions and free access to leisure activities across the borough. Across the Fusion sites there were 30921 visits up 154%. In Downham the number of Be Active members grows month on month, with 12,125 visits to the centre since it started. Even with the increases in uptake of the scheme we feel there is still greater potential and a review is currently underway to improve the ease of use for customers, to use new technology for targeted marketing and to consider streamlined administrative structures.
- 5.2.6 **Exercise on Referral and Active Heart:** These two schemes are run jointly with NHS Lewisham and allow eligible residents experiencing health issues to be referred into tailored exercise courses by their GP or cardiac staff at the hospital. Fusion received 2166 referrals across 4 centres in 2013-14 however only 25.7% attended an initial group assessment. Completion rates are poor and work is being undertaken by Public Health to increase the percentage that complete and also to consider aligning the branding of these and similar 'lifestyle' initiatives under the Be Active umbrella.
- 5.2.7 **Health promotion & activities:** 1Life work with their partners in the Downham Health & Leisure Centre to promote healthy lifestyles. For example, free NHS health checks, Downham Celebrates, IAPT and Delicious Nutritious.
- 5.2.8 **Healthy eating:** Within both contracts there is a requirement for healthy food and healthy vending. Downham has recently installed school compliant drinks vending machines which are 80% water based; and the café has started to use local fruit & vegetable and meat suppliers. The menus at Fusion managed sites are closely monitored to ensure that healthy options are included.
- 5.2.9 **Pricing:** Working with the Council, Fusion and 1Life provide subsidised fees and charges for Lewisham residents (with a Lewisham library card) and have a pricing strategy that is highly competitive within the industry. The reduced economic circumstances of some residents is addressed particularly through the Be Active card and the Free Swim is very popular.
- 5.2.10 **Inclusivity:** Access for all is a cornerstone of both contracts. Forest Hill Pools has 'excellent' status for the Inclusive Fitness Initiative (IFI) whilst all the other Fusion sites have provisional IFI status until January 2016. Downham does not possess an IFI accreditation but is planning to work towards it. At Downham the Seals swimming club use the pool for disabled swimming sessions, and the MS Society have two targeted weekly exercise sessions. A Trans Swimming Session has recently started at Glass Mill and is attracting people from across London.

5.3 Contribute to community cohesion

5.3.1 Both contracts undertake a number of activities and initiatives which encourage participation, bring communities together and provide opportunities. Examples include the following.

5.3.2 Fusion support the development of a number of sports clubs; including London Thunder Basketball Club at Forest Hill School Sports Centre; Lewisham Borough Football Club, Kent Athletics Club and S Factor at Ladywell Arena; Bromley Youth Football Club at the Bridge; Saxon Crown at Glass Mill and a number of martial arts organisations at Wavelengths.

5.3.3 Fusion centres have offered additional activities through external funding. The Friday Night Project for youth across Lewisham, Croydon and Southwark has been extended from the Bridge to include activities at Glass Mill. Black History Month is celebrated each year and there was a particularly popular exhibition in Downham this year.

5.3.4 Downham Health and Leisure Centre supported a number of activities as well, including:

- Swimathon
- Girls Football Festival
- The annual 'Downham Celebrates' event
- National Bike Week
- Jimmy Mizen Spinathon

5.3.5 1Life awarded funding of over £5425 to six groups during 2013-14 including looked after children, girls and children with disabilities.

5.4 Regeneration of the Borough

5.4.1 Overall, the Council has viewed investment in leisure facilities as a way of regenerating town centres and offering community based facilities in densely populated and poorer neighbourhoods. These in themselves offer opportunities to promote community engagement, cohesion and healthy lifestyles.

5.4.2 **Glass Mill:** Glass Mill opened to the public at the beginning of June 2013 and is the culmination of several years of major investment in the borough's leisure facilities. Forming part of the new Barratt's Renaissance development, the leisure centre has state of the art facilities, including a 25m competition pool, 20m learner pool, 100 station gym, two studios, health suite, climbing wall, crèche, meeting room and café. There have been teething problems with the construction with a number of defects surfacing throughout the first year of operation. These have largely been resolved but the remedial works have meant some disruption to customers.

5.4.3 **Forest Hill Pools:** Forest Hill pools opened in September 2012; a brand new facility retaining its original façade. Over 1,200 people came through the doors on its opening weekend and usage numbers have remained high.

5.4.4 **Wavelengths:** The £1.5m redevelopment of Wavelengths was completed in 2013/14 transforming the building into a modern facility.

5.4.5 **The Bridge:** This centre is now the weakest in the portfolio but an extensive improvement in the offer will come shortly as a result of the application of 'lifecycle' monies to improve the customer experience and to invest in the mechanical and electrical services to ensure consistency of provision. A draft list of projects has been compiled. There will be a programme of customer engagement on the basis of this draft list before quotations are sought and works undertaken through 2014/15.

- 5.4.6 **Bellingham Leisure and Lifestyle Centre:** The site was finally integrated into the Fusion contract in February 2014 and the refurbished synthetic football pitch was launched shortly after.
- 5.4.7 **Downham Health & Leisure Centre:** Lifecycle monies are currently being spent on a major refresh of the site with redecorations throughout the building.
- 5.5 Employment for local people
- 5.5.1 The two leisure contracts provide opportunities for employment and training for local residents.
- 5.5.2 72% of Fusion staff working in the borough's centres are Lewisham residents, and 8 apprentices are studying leisure related NVQs. A range of training is provided to all staff, and a number of the courses are available to local residents where space permits.
- 5.5.3 The Council worked closely with Fusion to choose a local café provider for the new Glass Mill centre. Local café, Rhubarb and Custard won the contract, and are now also the Wavelengths and Bellingham café provider.
- 5.5.4 1Life have secured funding to enable their training provider ICON to deliver NVQ accredited courses to existing staff aged 18-24 who do not possess any formal qualifications. Teachsport will shortly be offering work experience for local unemployed people in conjunction with 1Life.
- 5.6 Operational Issues
- 5.6.1 Contact for the operators is with the Community Assets Manager who is also the Authorised Officer in relation to the contracts. There is almost daily informal dialogue with formal monthly and quarterly meetings.
- 5.6.2 The contract with Fusion is self monitoring with a requirement for the contractor to report shortcomings in service delivery against prescribed standards zone by zone. Should any shortcomings not be remedied within the specified time limit, the Council can apply financial penalties to the contractor. The level of these penalties is dictated in the contract.
- 5.6.3 A recent Internal Audit highlighted the need for the Council to seek independent assurance to protect both financial and reputational risk. As a consequence external technical monitoring of the contract on a quarterly basis has been implemented to supplement statutory compliance assessed by Corporate Asset Services. In addition the Community Assets Manager undertakes twice quarterly formal monitoring visits to each site to confirm that specified standards in the contract are being delivered.
- 5.6.4 Fusion operates a number of customer feedback mechanisms. These include speaking directly with a member of staff, filling in feedback forms (hard copy or online), attending a one to one session with the Centre Manager or attending the regular Customer Forums which are advertised in the centres and online. Attendance varies considerably reflecting the issues of the time. Fusion has recently compiled a document which outlines the standards that customers should expect from Fusion when dealing with complaints.
- 5.6.5 There is a healthy, robust, productive and collaborative relationship which is reflected in the progress the contracts have made in the last year (please see appendices for Annual reports).

5.6.6 The key challenges at Fusion sites over the last year are as follows:-

1. Poor standards of cleaning – this is largely an issue at Glass Mill although several of the sites have suffered through the year. Fusion are constantly reviewing arrangements with their cleaning sub contractor and standards are still subject to fluctuation month by month, although performance is slowly improving. This is a basic housekeeping issue and both the operator and the Council are being vigilant in monitoring performance.
2. Queue management – Fusion have been slow to appreciate the volume of foot traffic at Glass Mill (particularly at peak times). Much of the problem was lack of flexibility in responding to changing demands. Fusion have now implemented a raft of initiatives which is helping with the situation – online booking for swimming lessons, additional staff on reception, buzzer to back office calling for assistance, a change in culture amongst staff so that they can assist and a self help kiosk at reception. There is still work to do here and this is another housekeeping issue which is a basic of good service delivery.
3. Telephone answering – Anecdotal and survey responses indicate customers are struggling to reach Fusion on the phone. This has been discussed at length at formal meetings. Fusion is investing in a new 030 phone number which is currently being trialled at Glass Mill to provide Fusion with greater management information to ensure that staff are deployed based upon need and to ensure that standards at least match those of the Council.
4. Complaints management – This has been a problem area with considerable feedback from customers that Fusion are not dealing with complaints effectively. Fusion are fully aware of their obligations and responsibilities and they are putting considerable effort behind improving response rates. Following a request from the Community Assets Manager Fusion have now compiled and displayed a complaints policy which outlines standards that customers should expect.
5. Defects management Glass Mill – The very many defects have disrupted service at this tremendous site which is performing very well. Late delivery of the car park, the need to replace the gym floor and much of the tiling in the wet changing areas needing replacement have contributed to disrupting service. Much of this has now been rectified.
6. Anti Social behaviour at Glass Mill - there is a multi agency problem solving action plan in place to address problems of youth nuisance in and around the leisure centre. Police have been undertaking increased patrols of the leisure centre area and neighbouring Cornmill Gardens for a number of months now and attend the centre. A number of meetings have been held in recent months between leisure centre management, council staff and local police to agree actions to address the concerns. Previous actions have included increased visible police presence, monitoring of CCTV, community safety surgeries by council staff within the centre and employment of a security guard to manage the public foyer area and deter anti social behaviour. A recent meeting was held in November where it was agreed that a number of extra measures should be looked at including involving schools, increased signage around codes of conduct, and looking at employing another security guard due to the success of this measure previously. Some of these actions have already been implemented and police and council officers will continue to work with leisure centre staff on this action plan to ensure these issues
7. The Bridge Leisure Centre – The Bridge is now the weakest site in a portfolio of fantastic facilities. The team on site are doing the best they can in keeping the facilities clean and functional but they are in a very poor state. In the coming months a large proportion of the 'lifecycle' fund will be applied to the Bridge in order to give it a facelift and improve the quality of the experience for customers. There is an extensive draft list of projects with assigned budgets which will be refined once quotations are received.

8. Wavelengths – Defects management – Following the recent improvements at this facility the final account of the project, managed by Fusion, has not been agreed. A number of long term faults, such as the lack of hot water in the dryside men’s showers has only just been rectified.

5.6.7 Downham – This site has been delivering quietly consistent and good performance which is reflected in the increase in usage. There have been minor issues around pool closures due to lack of staff which was addressed through adjusting rotas.

6. Financial Implications

6.1 There are no immediate financial implications arising from this report.

7. Equalities Implications

7.1 An Equalities Impact Assessment (EIA) for the Council’s leisure services specification was conducted before both contracts were tendered. A number of the actions contained within the EIA aim to deliver a positive impact on equality in the Borough. Some highlights of this include:

- Free gym inductions have been offered for the Exercise on Referral and Active Heart programmes; and subsidised access for Be Active members.
- Specific single sex sessions are being programmed including the continuation of the successful ‘women’s only’ evening at Forest Hill pools.
- Free access to facilities for national sportsmen and women of all ages is being provided for the duration of the contract (FANS scheme).
- 50 hours of free access per year is being utilised by the Council’s sports & Leisure Service. Emphasis will be placed on delivery of activities for the equalities groups listed within the EIA.

8. Legal Implications

8.1 There are no legal implications arising from this report.

9. Conclusion

9.1 Through the borough’s two leisure providers, Fusion and 1Life (formerly Leisure Connection), the Council can provide many benefits to local people such as; employment, state of the art facilities, subsidised and free activities for those most in need, and health improvements. Continuous monitoring and working in partnership with the two contractors will ensure continued benefit for local people.

If there are any queries on this report please contact David Walton, Community Assets Manager on 020 8314 8256.

This page is intentionally left blank

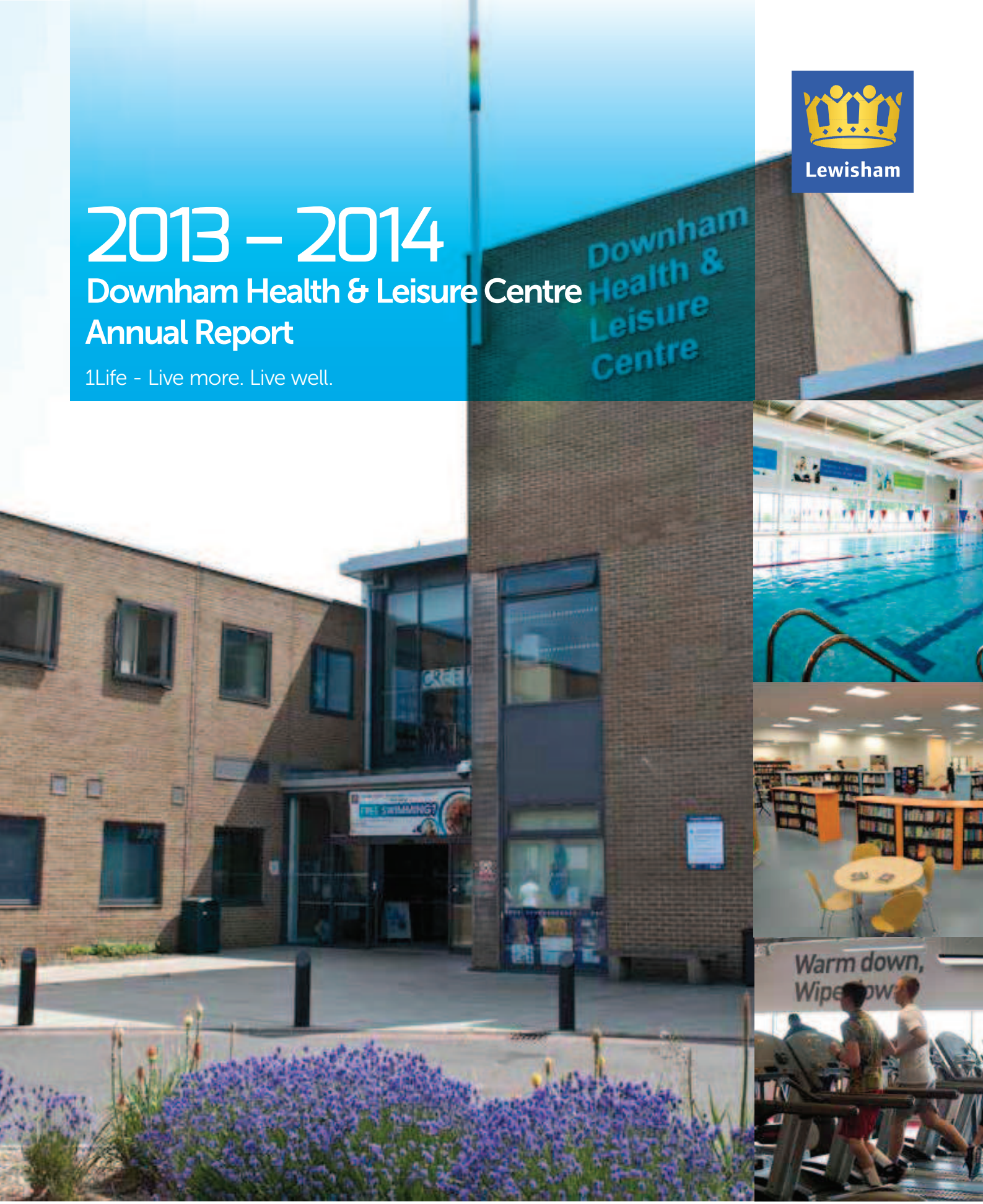


2013 – 2014

Downham Health & Leisure Centre

Annual Report

1Life - Live more. Live well.



Managed by Downham Lifestyles Ltd in partnership with Lewisham Council. Operated by 1Life.



Trustee's foreward

Downham Lifestyles Limited (DLL), Lewisham Council and 1Life (previously Leisure Connection Limited) continue to successfully work together throughout the year to maintain a high standard of service and an attractive, community-based programme.

The vision of 1Life is to engage with people and communities, to enhance lives through health and wellbeing, sport and activity, learning and the arts.

Some of our key highlights in the report are detailed below.

The increase in participation at the Leisure Centre cannot go unnoticed. The factors that have contributed to this throughout the year are the new gym refurbishment and the increased free swimming usage. The Leisure Centre also ensures to reach out to a variety of different community groups as detailed in the annual plans.

The Leisure Centre aims to be the local community hub and this is highlighted with the many events that are organised throughout the year. The main two biggest events include the Downham Celebrates events. However there are many charity events that take place too, to include the annual Swimathon.

The Library have also had a fantastic year with the main highlights being a visit from the author Malorie Blackman and the successful Summer Reading Challenge where all of the local schools were visited.

The Leisure Centre has had a wide range of positive public relations through press releases and the social media platforms are getting busier all of the time. There were also a variety of comments received which have all helped to improve the Leisure Centre.

There has been a fantastic saving on the Leisure Centre's gas and electric which is helping to reduce the carbon footprint.

All of this would not be possible without the Leisure Centre staff, the Library, NHS, local schools and clubs and groups that use the Leisure Centre. We look forward to continuing these successful relationships.

The four pillars are:

1. Putting customers first
2. Doing things well
3. Knowing our stuff
4. Working together

Downham Lifestyles Limited and Downham Health & Leisure Centre have been embracing the new brand values since January and look forward to the future with 1Life.

In 2013/14 we were pleased to invest in brand new gym equipment and a gym redecoration, which has in turn increased the Leisure Centre membership base and participation figures significantly.

The Industrial Provident Society (IPS) made awards of small grants to groups and partners who use the facilities at Downham Health & Leisure Centre. Many grants were awarded throughout the year, some of these were:

- £1,000 to provide free spaces for looked after children on the Fit for Sport holiday camps from Easter. Successfully, 43 days were given to local looked after children.
- £500 to host free coached tennis sessions for children and to provide all equipment. There were 9 children who took part in the free five weeks of sessions.
- £1,500 to fund Boccia equipment and free sessions. There were a number of participants who attended the free sessions.
- £1,000 to a number of current hirers of the Leisure Centre to help promote their sessions or offer free taster sessions.
- £800 to Dalmain Athletic Girls Football Club to run a tournament, festival and school football sessions for girls. This will take place in 2014/15.
- £625 to buy a set of steps for disabled groups to help them mount the trampoline safely.

The Trustees and Downham Health & Leisure Centre are pleased to present the Annual Report for 2013/14 which gives detailed information on many aspects of DLL's operation.

Our thanks to Lewisham Council, 1Life staff, sports coaches, personal trainers, our partner organisations and especially those who continue to use these excellent local facilities.

Colin Barlow
David Coffield
David Carpenter

Executive summary

Welcome to the annual report for Downham Health & Leisure Centre. This report will focus on the achievements and developments for the year beginning the 1 April 2013 until 31 March 2014. The report will encompass many highlights of the previous year for the Leisure Centre and Library. The statistics of users for both services will be looked at in detail. The Leisure Centre will also report on health and safety, cleaning, partnership working and much more.

Downham Health & Leisure Centre is managed by 1Life operating through an Industrial and Provident Society (IPS) and Downham Lifestyles Limited.

The partnership is advantageous and continues to work successfully through its joint views. The customer is always put first and asked for their views, comments and ideas for new exciting initiatives and projects to take place.

It is always ensured that the partnership is working together to achieve Lewisham Council's key objectives and priorities, ensuring the community's wellbeing and allowing for a vibrant economy for all residents and Leisure Centre users.

The Annual Services Report will provide information on Downham Health & Leisure Centre operated by 1Life on behalf of Lewisham Council. The report will include the Leisure Centre's success stories, customer testimonials and the Library's developments over the past year. It will also look to the future year to discuss the exciting new developments of 2014/15.

• Facilities and services at a glance	5
• Leisure Centre success stories	6
• Library success stories	8
• Leisure Centre usage	10
• Encouraging participation	14
• Partnership working	15
• Non-user survey	16
• Health and wellbeing	18
• Maintenance	18
• Customer and public relations	19
• Customer satisfaction	21
• Member retention	22
• Staff satisfaction	23
• Training and development	24
• Health and safety	24
• Environmental Impact	25
• Cleaning	25
• New developments	26
• Concluding statement	27



Facilities and services

Downham Health & Leisure Centre is very proud of the fantastic facilities and services which are available to the local community.

Facilities

- 25m swimming pool and teaching pool
- Gym fitness suite
- State-of-the-art library facilities on the lower and upper floors
- Health care facilities, GP surgeries, community health, specialist community dental practice
- Community hall that can be hired by local community groups
- Multi-purpose studio used for spinning and community groups
- Fitness studio featuring a programme of the latest classes
- Meeting rooms for hire
- Spaces for organisations and groups to deliver and promote activities
- Floodlit Astroturf area with football pitch markings
- Floodlit multi-games court with tennis, netball and basketball markings
- Two adult football pitches, four junior pitches and a pavilion for changing at Downham Playing Fields
- Café with healthy meals and snacks
- Crèche for children from birth until 5 years old
- First class changing facilities for the swimming pool, gym and football pitches



Services provided by the Leisure Centre

- Swim School
- Badminton and table tennis
- Personal training
- Sports courses
- Holiday programmes
- Fitness classes
- Spinning classes
- Exercise referral sessions
- Cardiac sessions
- School swimming lessons
- Private swimming lessons
- Community liaison within the local area
- Stop smoking service
- Health trainers giving advice
- Support the clubs that use the facilities

Services provided by Downham Library

For adults

- Wide range of books, CDs and DVDs
- Live events: author visits, films, talks, community celebrations
- Reading group
- Literacy, numeracy and IT adult learning sessions
- 50+ social group meetings including Reminiscence Group
- 18 PCs and 15 iMac computers with free internet and email
- UK Online Centre providing free introductory IT sessions
- Silver surfer IT sessions for the over 50s
- Access to self help, community and council information
- Family learning and parenting sessions
- Film screenings for adults and families

For young people

- Baby bounce and rhyme
- Interactive stories and songs for under 5s
- Stories, entertainment, craft and music activities
- Reading challenges, games and quizzes
- Support with homework
- Guidance in using a range of IT software, including games
- PCs and iMacs available out of school
- Teen space with computers and TV screen
- Film screenings

For schools and community organisations

- Class visits to select books and attend story times and author visits
- Library skills and IT training for school visits
- Outreach and library promotion within the community
- Active involvement in community festivals and events
- MP and Councillor Surgeries
- Space for organisations and groups to deliver and promote activities
- Meeting rooms for hire

Leisure Centre success stories

There are many success stories that have happened at the Leisure Centre, including the increase in participation, gym refurbishment as well as an increase in free swimming usage and reduction in our carbon footprint. These will all be discussed later in the annual report. Throughout the year Downham Health & Leisure Centre has been successful in hosting many events, from charity to community events and competitions, as well as gaining funding for activities. The most noticeable of these are detailed below.



Swimathon

The Swimathon took place on Friday 26 and Saturday 27 April. There were around 30 people that took part in the swimming events. Coopers Lane School joined in on the Friday session and swam 1931 lengths, they raised £600. In total we raised £2,195.

9v9 goal funding

We successfully received match funding from the Football Foundation for new 9v9 goals for the new format of under 11 football. A local football club regularly uses the new goals for their matches.

Girls football festival

In May a girls football festival was arranged in partnership with the London Football Association and Dalmain Athletic Girls Football Club. Five teams took part, the girls thoroughly enjoyed the tournament.

Downham Celebrates summer fair

Downham Celebrates took place on 8 June organised by the Downham Celebrates committee. It went very well with over 3,000 local residents in attendance to browse the stalls as well as taking part in free taster sessions of football, tennis, cheerleading, jewellery making, wall climbing, roller skating and much more.

Downham Celebrates Christmas fair

This took place on Saturday 14 December. It was a great success with a lot of attendees and stalls. There were a vast range of performers including many cultural dancers, a choir and cheerleading. Activities included a football taster session, cheerleading taster session, roller skating disco and much more.





National Bike Week

During this week (15-23 June) we arranged a gym challenge which was very well received by members who competed against the times on the board to cycle 5km. Members asked to carry on the challenge for the rest of the month, which we did. We also offered free bike maintenance in partnership with Lewisham Council, 17 people took up the opportunity to ensure their bike was ready for National Bike Week.

Jimmy Mizen Spinathon

On Sunday 12 May a three hour Spinathon took place at Downham Health & Leisure Centre to raise money for the Jimmy Mizen Foundation. The year of 2013 marked five years since Jimmy's death and when he would have been 21 years old. The foundation raises money to help young people. The Spinathon raised a total of £1,171.25 including gift aid.



Swim School gala

This took place on Saturday 27 July for swimmers in stages five to ten. A total of 19 swimmers competed in stroke races as well as fun float races. All who attended received a medal and a swim school bag.

McMillan coffee morning

The coffee morning took place on Friday 27 September where around 50 people donated or brought some cakes/tea and coffee. A regular customer also helped out on the day and donated her own homemade cakes. A total of £80.80 was raised on the day.

NSPCC Go Green campaign

On 18 February we collected £183.43 for NSPCC by asking customers to donate during the line dancing class and by selling 'green' cakes.

Roller skating sessions

We were successful in receiving funding from the Downham Assembly to run roller skating coaching sessions on Friday nights for children aged 6-11 years. The sessions have been very busy with great feedback from those who participate.

Panathlon

The Leisure Centre hosted a South London Swim Competition as part of the Panathlon Challenge, which is run by the charity the Panathlon Foundation. The event gave disabled students the opportunity to take part in individual races and team challenges. The event involved 52 students from a number of local schools, including Marjorie McClure and Riverside School in Bromley. The teams worked extremely hard and showed great teamwork and as a result, the standard was high. The students took part in a number of events including 25m swimming races, team challenges and float races in a bid to win points for their school; the overall points reflected just how close the competition was.

Library success stories



Activities

Over 10,000 people attended regular activities held throughout the year, including weekly baby bounce, crafts, storytelling, film screenings, IT sessions, and more. In June, October and January library staff created special activities around specific children's authors which attracted nearly 2,000 children and their teachers to visit the library for a story, a quiz and an opportunity to borrow books. Staff promoted library services at Phoenix Day at Forster Park (May), Grove Park Funday (June), Corbett Estate (September) and helped organise Downham Celebrates (June) and Winter Fair (December) in the Leisure Centre. Downham Library also hosted nearly 200 regular public sessions including Polish Club, Chess Club, Neighbourhood Day Centre and "Silver Surfers".

Under 5s

Under 5s activities include weekly storytelling and song events which regularly attract nearly 20 children plus parents each week, in total 926 children and 760 parents last year. Downham's smiley face chart, which rewards children with a smiley sticker for borrowing books, was so successful that it has been rolled out to other branches. Activities include regular opportunities to dress up, for example as a fairytale character when Bookstart Bear came for a visit.

Malorie Blackman visit

Children's Laureate Malorie Blackman met with Lewisham pupils at a book signing event held at Downham Library on 8th July to promote her new book *Noble Conflict*. The Lewisham-raised writer answered questions from 130 students from Bonus Pastor Catholic College and Haberdashers' Aske's Knights Academy.

School outreach

Library staff made at least 66 visits to school classes, and there have been return visits in response. Most pleasing was renewed regular contact with Rangefield School and also with Good Shepherd Primary, who now send nursery classes every week. Downderry Primary School sent every class in the entire school for a library induction visit. Many of these school visits were undertaken in partnership with leisure staff to promote both reading and leisure offers, and one result is that now Knights Temple Grove children combine a visit to the library before their weekly swimming session.

National Storytelling Week, January – February 2014

Building on last year's successful schools programme based on Jill Murphy's books, Downham library staff devised a programme of storytelling and interactive quiz sessions inspired by Janet and Allan Ahlberg's books. The programme was delivered in two versions to be appropriate for all primary classes, and whereas last year there were 400 children and 17 class visits, this year 1,200

children participated over three weeks in 46 class visits. Their work was on display in the Leisure Centre and every class received a certificate.

Summer Reading Challenge

The 2013 Summer Reading Challenge was "Creepy House" and staff visited every primary school in Downham to encourage participation, and signed up 622 starters, 25% more than last year. Library staff and some teenage volunteers helped 319 children complete the challenge of reading six books in the summer holidays. This was 21% more than last year with a completion rate of 55%, an upward trend for the last 4 years. The children read 2,173 books over the eight weeks and children's book issues were 11,312, a 10% increase on 2012. Children who completed the challenge received a certificate at their school. There were 58 schools represented, although more than half of the children (170 children) attended the seven Downham schools. Of the other schools, 32 were Lewisham schools, 13 Bromley schools, 16 others included nurseries, private schools and secondary schools.

The "Creepy House" theme inspired a set of events including films, crafts and storytelling which attracted over 500 children in the summer. The children particularly enjoyed "Alien Day" which included the story Aliens love Smelly Jelly followed by a craft activity involving real jelly. Many of the children who took part in the Summer Reading Challenge also took advantage of the free swimming programme and other leisure activities as well.

London Cityread

Downham promoted London Cityread, a month long event encouraging the whole of London to read the same book, by hosting Lego animation workshops for younger readers. This year's book for younger readers was Private Peaceful by Michael Morpurgo, and the children recreated a scene from the book using Lego and software in the Mac Suite.



Reminiscence Group

In February 2013 Downham staff invited the older community to visit the library for a cup of tea and a chat to reminisce together about topics such as travel, money, food, films, seaside, school, and Christmas, and there was a special session with Horniman Museum staff when the Romanian Egg Exhibition was at Downham. The Reminiscence Group is now a core group of 8-10 who meet monthly and new members are welcome. Feedback is good from the group who say they enjoy meeting new neighbours and find out more about what is going on in the community.



Horniman Romanian egg exhibition

Downham hosted a Horniman touring exhibition of decorated Romanian Eggs from February to April 2014. In addition to regular visitors, staff ran two Saturday craft events and Horniman staff ran a Schools Egg Day for 60 Year 4 pupils from Good Shepherd and Downderry schools.

Leisure Centre usage

A total of 455,588 visits were made to the Leisure Centre through the year from April 2013 to March 2014. The library reported 363,058 visits and 91,181 book issues throughout the year.

Table 1: Leisure Centre usage figures

Leisure Centre visits	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Total
2013-14	35,285	36,979	40,495	44,200	34,995	38,021	38,002	37,137	30,795	39,494	38,142	42,043	455,588
2012-13	35,990	36,136	35,756	38,281	31,935	38,866	32,967	31,196	25,161	31,955	30,776	35,831	404,850

Graph 1: Leisure Centre visits comparison between 2013-14 and 2012/13



Leisure Centre visits

As can be seen in the graph, for the majority of the year the Leisure Centre had more visits than 2012/13. There was a total increase of 50,738 visits to the Leisure Centre in 2013/14 which is very positive and shows participation has increased rapidly. There are a variety of reasons why there has been a substantial increase in usage. However the main reason is due to the gym refit in May 2013 which increased the number of memberships and therefore increased the facility usage. Other reasons are, the increase in children’s activities at the Leisure Centre. These include; an increase in school swimming, and additional activities such as trampolining, a pre school sports club and football sessions.



Library Visits

Graph 2: Library visits 2013/14

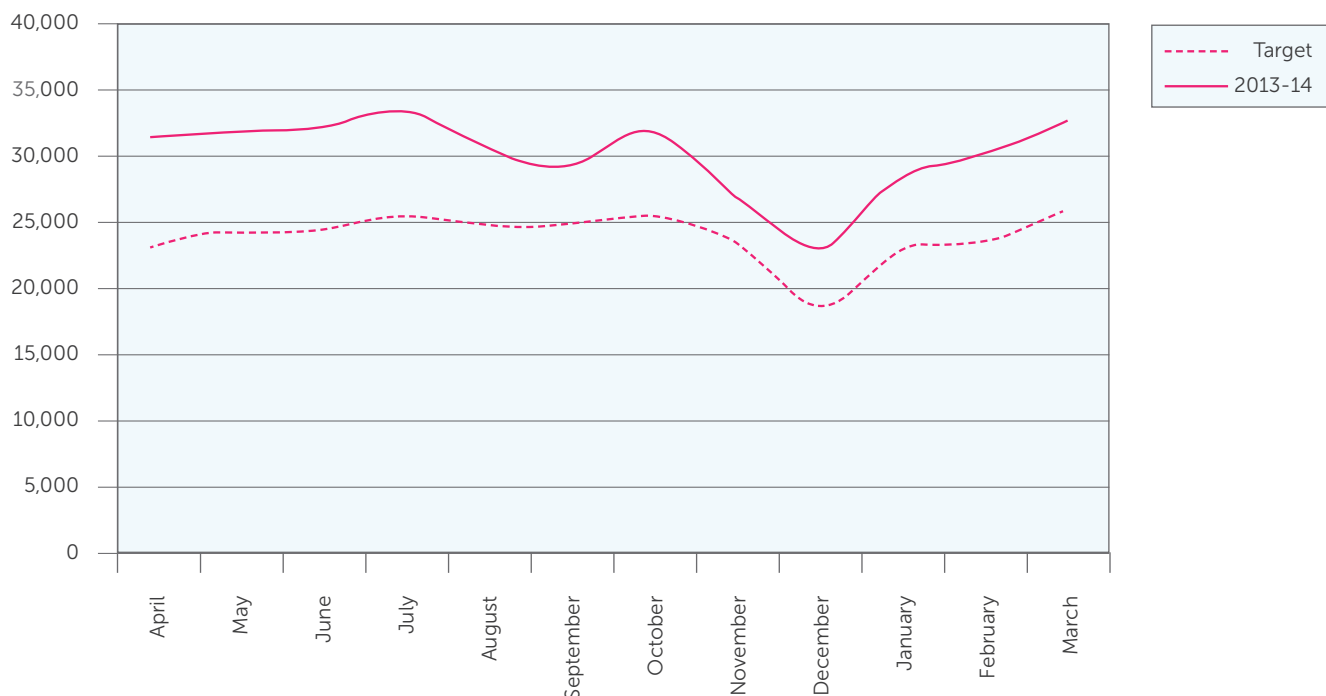


Table 2: Library visits 2013/14

Library visits	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March
Downham	31,699	32,000	31,966	33,590	30,763	29,326	32,101	27,211	23,099	28,503	30,004	32,796
Targets	23,144	24,439	24,568	25,760	25,174	25,070	25,876	23,713	18,808	23,151	23,651	26,137

Downham Library had 363,058 visitors during 2013/14, an increase of 4% on the previous year, which exceeded the target of 289,492 by 25%. Downham Celebrates was a factor with 3,216 visits to the library in one day. Following recent outreach to schools, Knights Temple Grove children now combine a visit to the library with their weekly swimming session and Good Shepherd Primary School send nursery classes every week. Rangefield School started attending again for the first time in several years. Other factors for the increase in visits are the impact of Be Active/Free Swim registration, the popularity of the Mac Suite, and free WiFi.

Downham Library joined 2,843 new borrowers in this year, a 5% increase against last year. This positive performance is due to the ongoing success of staff outreach to local schools as well as the popularity of the Free Swim/Be Active programme.

Graph 3: Library issues graph 2013/14

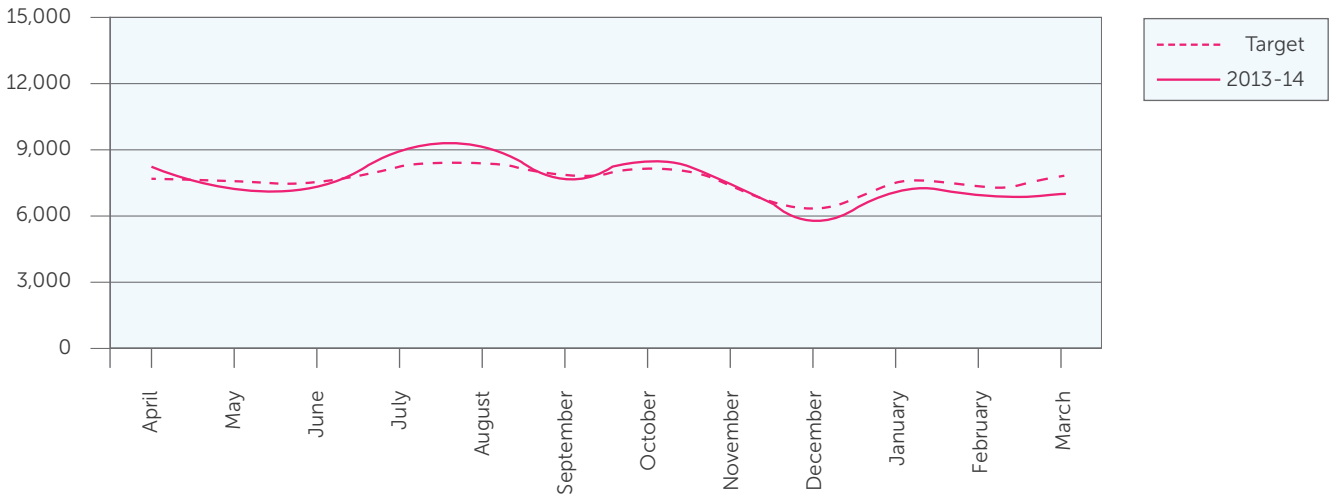


Table 3: Library issues table 2013/14

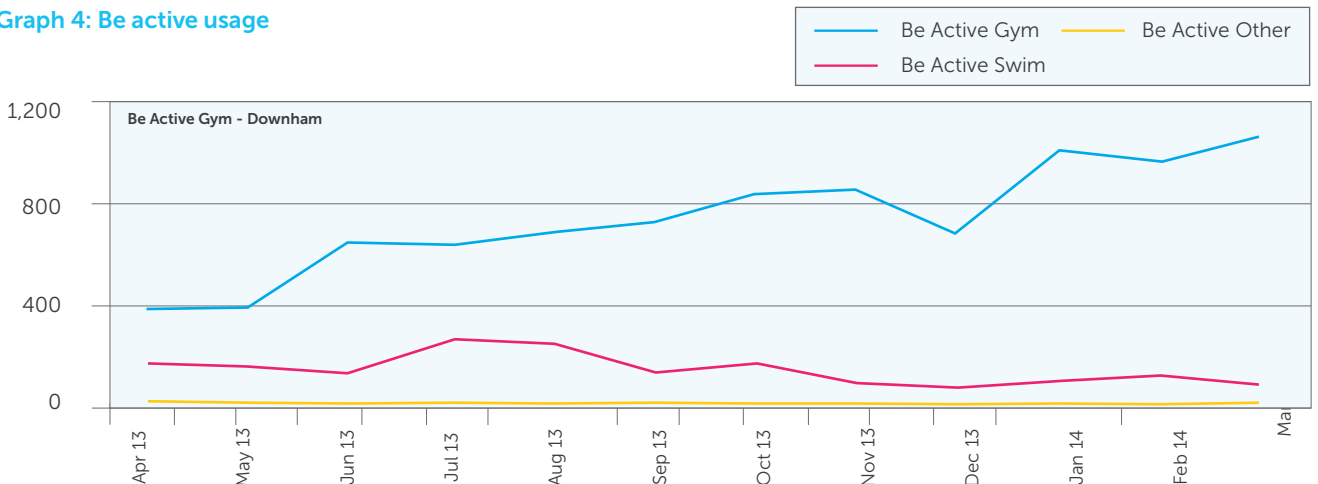
Library issues	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March
2013-14	8,181	7,166	7,278	8,967	9,144	7,584	8,500	7,518	5,803	7,165	6,870	7,005
Targets	7,693	7,678	7,454	8,216	8,392	7,795	8,176	7,488	6,296	7,631	7,295	7,775

Downham Library issued 91,181 items last year, an increase of 3% on the previous year (88,273), and just under the annual target 91,889. Library staff have increased book issues through regular displays updated to echo current events and celebrate holidays, book themed activities, reading groups, and the Smiley face sticker chart to provide an incentive for the under 5s to borrow more books. There were also significant peaks in issues of children’s books during the Summer Reading Challenge and in February with National Storytelling Week.

Public Internet Usage 2013/14

Overall public internet usage comprised of 47,571 bookings for the public PCs including 9,374 for the Mac Suite. Overall usage was up 8% on the previous year. A positive factor has been an increase in the number of Mac Suite sessions to accommodate the growing number of children aged 8-17 who want to use the room. There are also new activities in the Mac Suite for young people, especially teenagers during the holiday period, such as interactive Minecraft, Stop Frame Animation and Garageband sessions, supported by 1Life through a bursary. Over 700 children and young people used the Mac Suite over the summer holidays, 70% more than last year. There is also a notable increase in visitors accessing WiFi, especially students.

Graph 4: Be active usage



Be Active

The Be Active leisure discount programme has been running for 18 months and has grown steadily in popularity since September 2012. The Council scheme was created to provide leisure concessions to residents on low income through their library card registration or by signing up for a low cost 1Life membership. Seniors and residents on disability benefits can register for free access to the pool and gym; residents on eligible benefits and full time students can register for 25% discount. There is also provision for Carers and looked after children. Since the programme started, Downham recorded 9,900 separate Be Active Gym visits and 2,225 Be Active swims (this in addition to the free swim programme). In March 2014 there were nearly 1,000 individual visitors who accessed Be Active monthly through the use of the library card.

Lewisham free swimming

Downham Health & Leisure Centre and the library continued to promote free swimming to Lewisham residents under 16 and over 60 through outreach and education within the Leisure Centre and on registering for a library card. The graphs show the free swimming usage for each month and compares the two years.

Table 4: Free swimming figures

Month	2012-13	2013-14
April	1,439	1,342
May	1,515	1,268
June	1,532	1,347
July	2,605	2,591
August	3,237	2,932
September	2,500	1,206
October	844	1,393
November	1,044	1,044
December	596	790
January	692	1,094
February	1,035	1,428
March	758	1,565
Totals	17,797	18,000

Graph 5: Free swimming data for 2012/13 and 2013/14



As can be seen there was an additional 203 usages for the 2013/14 year, which is a positive increase. October 2013 and March 2014 shows a much higher than normal usage compared to 2012/13, this is down to the increased popularity during October half term and an early Easter in 2014. The summer months traditionally record the highest usage due to the school holidays.

Encouraging participation

To encourage participation, whether within exercise or within structured sporting activities, is at the top of the agenda at the Leisure Centre. The following target groups have been identified with a brief explanation of what we have achieved for that target group throughout the year. Usage figures for each target group are also included. However these are based on swipes/ bookings with accounts on the Leisure Centre booking system for the 2013/14 year, provided they have given all the correct information.

Young people

It has been identified that 17.06% of all ages given are young people under 18. A large proportion of this is swim school bookings.

Throughout 2013/14 the Leisure Centre aimed to increase the activities available for young people. This included starting a pre-school sports club, trampolining sessions, football sessions and tennis sessions. Additional funded sessions took place for swimming lessons for Key Stage 2 non swimmers and looked after children. Cricket and tennis sessions were funded during 2013/14 too. The swimming lesson programme reached its highest numbers in summer, to over 1000 swimmers. Rookie lifeguard sessions were also added to the programme.



BAME groups

The ethnicity of participants is shown as 35.53% are white British/Irish or other. Refused or unknown was 3.79% meaning that 60.68% are from other ethnic backgrounds.

To ensure BAME groups continue to participate in everything we offer, certain groups are added to make them more appealing for those seen as 'hard to reach'. We continue to offer ladies only swimming sessions which appeals to a wide range of groups. Badminton and table tennis sessions for ladies only took place during the year. IAPT provided self confidence classes for ladies only, some were specific to BAME only women too. Many different church leaders also use the Leisure Centre regularly.

Older people

It is shown that 11.9% of customers are in the 50+ age bracket, although this doesn't take into account swipes with a Be Active card.

The Leisure Centre has many activities available for older people over and above the Be Active membership. These include Zumba Gold, 60+ Aqua fit, line dancing and adult swimming lessons. These all continue to be very successful with a high number of older people taking part each week. For those who would rather socialise there is a 50+ social group that takes place each week.



People with disabilities

The report shows there are around 3.73% of people using the Leisure Centre with a disability, although this doesn't take into account the swipes of the Be Active card.

Boccia sessions were started in September, a great activity for those with mobility issues to try a sport which is just like bowls. The local disability club SEALS continues to use the pool for their sessions. Other groups that continue to use us each week include MS and Dementia groups. Within the year we also started trampolining sessions for a local adult autistic group which continues to run successfully. A local autistic school, Drumbeat, uses us extensively for swimming lessons, trampolining sessions and activities during the holidays.

Women and girls

It has been identified that there are 47.62% of women using the Leisure Centre and 37.33% are men (others are unknown or refused).

Many activities that are run at the Leisure Centre are for both men and women but other sessions are specific for women to encourage further participation. Our Back to Netball session continues to encourage women to participate in a session just for them. Ladies only swimming sessions take place each week to cater for those who only want to swim with ladies. Many promotions took place throughout the year to encourage ladies to bring a friend for free to the ladies only sessions and aqua fit.

Partnership working

1Life, the Leisure Centre, the Library and NHS continue to successfully work together to ensure a rounded community approach is achieved. The Library and Leisure Centre find it beneficial to work together during large events and outreach to schools and promotional opportunities. The services also have separate partners who they work with in relation to their specific areas of service.

Leisure Centre partnership working

Downham Library

The Leisure Centre and the library work closely together to go to schools, children's centres and nurseries to promote the Leisure Centre activities. The two services are also a main partner in organising Downham Celebrates.

Public health Lewisham

As mentioned previously the Leisure Centre has a close relationship to the NHS and delivers programmes with Public health Lewisham to include the exercise referral programme, shape up, lets get moving sessions and health trainer advice once a week.

Downham Celebrates

Two festivals are run annually at Downham Health & Leisure Centre by the Downham Celebrates committee made up of local councillors, businesses and residents. The festivals take place on the second Saturday of June and December and offer great activities and stalls for the whole family.

Clubs, churches and teams that hire

The Leisure Centre aims to keep a good relationships with the many groups that hire the Leisure Centre and outdoor facilities. The Leisure Centre ensures their services are promoted in line with the Leisure Centre's and the club is running well and happy with our service throughout the year.

Local youth groups

We continue to work with many youth groups to enable them to take part in different activities at the Leisure Centre. Throughout the year Good Shepherd Youth Club arranges activities with us which include swimming, trampolining, dance mats, football and roller skating. Other youth groups who have used us for similar activities include the 11 Forest Hill Scout, Cub and Beavers group and the 9th Lewisham Scout group.

IAPT (Improving Access to Psychological Therapies)

IAPT Lewisham is a free and confidential NHS service. It offers a range of psychological therapies to adults 18+. The service has ran many self confidence courses at the Leisure Centre throughout the year and provided additional advice during Mental Health Week.

Downham Nutrition Partnership and Delicious Nutritious

They are a charity based in Downham. Their aim is to try and reduce some of the barriers to healthy eating which people face. Throughout the year the Leisure Centre has worked with the groups on events and cook and eat courses.

Local schools

The Leisure Centre catered for 16 local schools who came in for school swimming lessons during 2013/14. Other activities and opportunities are offered to the schools. They are also always happy to pass on any Leisure Centre activity information to their pupils.

Stop smoking service

Every week the stop smoking service attends the Leisure Centre to give advice to help people stop smoking. They also book people in for appointments with them to continue to help them to stop.

Library partnerships

To ensure provision of a well-balanced, customer-focused programme of activities we have worked in partnership with our leisure centre partners and with the following groups:

- Community Education Lewisham – Literacy, Numeracy, IT, CV Advice and Lewisham Patchwork Project for 2014
- Polish Community Group – Polish sing-a-long
- SLAM
- Children's Centre Area 3
- Diabetes Self-help group – monthly meeting and advice sessions
- Lewisham Health Improvement Team – Healthy Lifestyle Advice Sessions
- Downham Nutrition Partnership – healthy eating displays

NHS

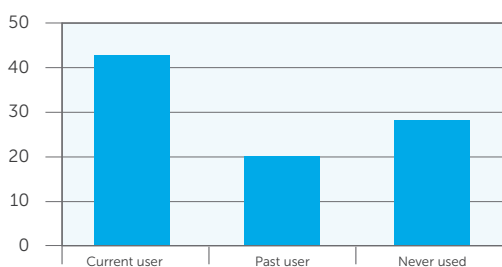
" Working in partnership with Downham Health & Leisure Centre has been very crucial in helping us engage with members of the local community. Through this partnership, the Lewisham Community Health Improvement Service has successfully, delivered the NHS Health Check to people from the south. Our fortnightly health Trainer drop in service at the foyer has given local residents the chance to engage and find out more about ways of improving their health and changing their lifestyle. It is hoped that we will continue to use the Leisure Centre to promote good health as well as deliver services to the people of Downham"

Lewisham Community Health Improvement Service

Non user survey

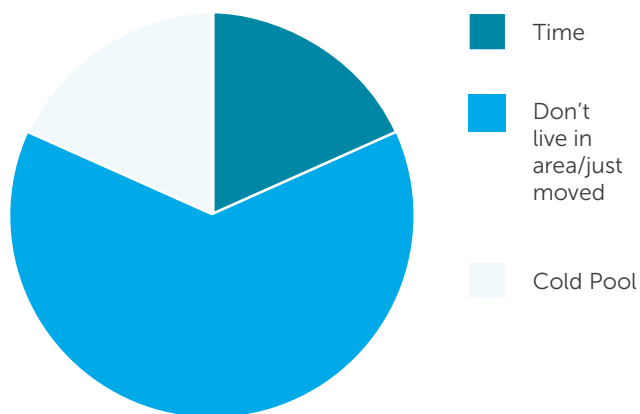
Downham Health & Leisure Centre is committed to providing the best possible service to the local community and ensuring that everyone locally knows what happens within the Leisure Centre. The following non user survey was carried out at the Phoenix Festival 2013. This means that some participants visited currently, some in the past and others were complete non users.

Graph 6: Non user survey answering: Have you ever used DHLC?



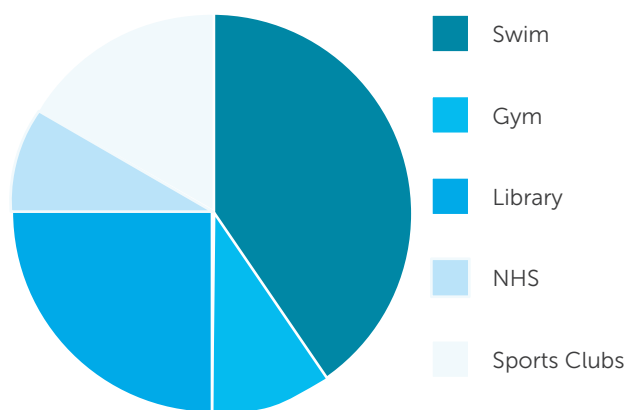
A total of 69% of people questioned had visited the Leisure Centre before which shows local people know about the Leisure Centre.

Graph 7: Non user survey answering: If you don't, why don't you currently use the Leisure Centre?



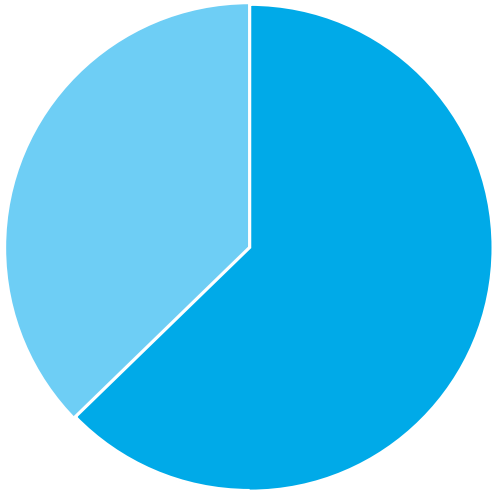
This is positive in the fact that the majority of respondents that had never used the Leisure Centre before were not local to the area or had just moved to the area.

Graph 8: Non user survey answering: If you do use the Leisure Centre what do you use?



The majority of people who had visited the Leisure Centre visited for the swimming pool, this is probably due to the free swimming offer.

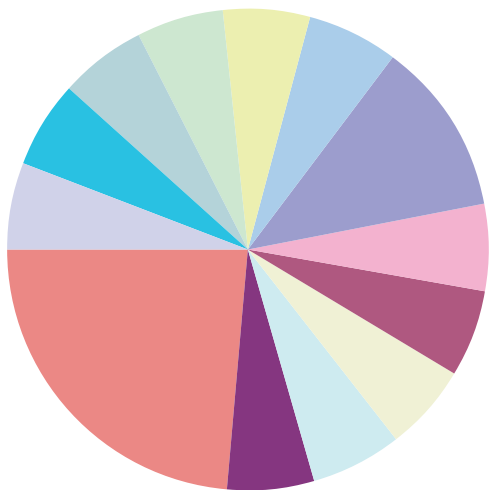
Graph 9:
Non user survey answering:
Are you aware of the services provided- swimming lessons/tennis sessions/football sessions?



- Yes
- No

The aim of the Phoenix festival is to promote the sessions that we have at the Leisure Centre so this was able to happen with those who said no

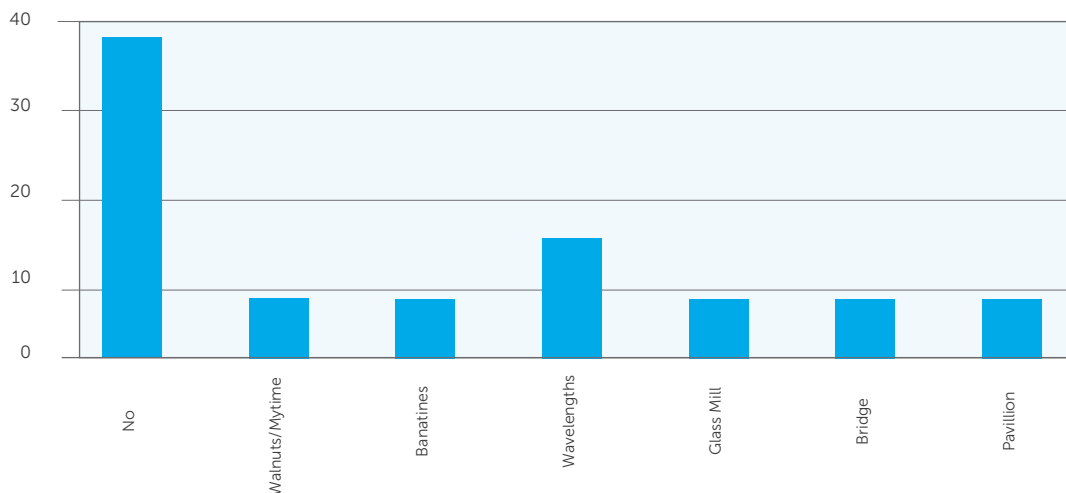
Graph 10: Non user survey answering: What would attract you to using the Leisure Centre?



- Swimming pool
- Cheaper gym
- Sauna/steam
- Bowling alley
- Ball pit
- Football
- Arts & crafts
- Tennis
- Gym
- More for young children
- Thinking of joining
- Library
- Free activities
- After school club

Many of these suggestions, unfortunately are not able to take place as it includes structural changes for example bowling alley, ball pit and sauna/seam. Since the survey football, tennis and more activities for younger children have been implemented.

Graph 11: Non user survey answering: Have you visited any other Leisure Centres in the past year?



This gives an overview of where individuals are going in the local area or if they are not going to a Leisure Centre at all.

Health and wellbeing

Downham Health & Leisure Centre ensures there is a health and wellbeing focus for customers on top of the sport and exercise classes that are offered. The Leisure Centre does this by linking events and offers to national days and weeks or offering regular activities and advice sessions.

Exercise Referral

We work closely with GPs and health professionals to help people who would benefit from exercise for specific health reasons. Individuals can take part in specific gym sessions, aqua sessions and Zumba sessions. In 2013/14 there have been 740 patients referred to the Leisure Centre.

Active heart

Active Heart is for anyone who has experienced a cardiac event. Individuals can be referred through the hospital or through the GP. Throughout the year participation figures for the session have equalled 1093.

Shape up

This programme is run in partnership with the NHS. The free eight week weight management programme provides the knowledge and skills to achieve and maintain a healthy weight. The groups have all been successful in losing weight, increasing their physical activity levels and reducing their BMIs.

Check and Change programme

This is also run in partnership with the NHS. Individuals can attend for free if they complete an NHS health check and are referred to the programme. In 2013/14 a men's only spinning session was organised.

BOOST

BOOST delivers family weight management programmes to build a better and healthier life for the whole family. They have conducted 1-2-1 interviews here as well as a teenage BOOST session. Downham Health & Leisure Centre is their most popular venue. 40 people have attended the Active Boost programmes and initial appointments have run over two terms, which has catered for around 80 families.

Delicious most nutritious

The local food organisation works to promote and develop everyone's love and need for nourishment through food. They hosted cook and eat and Yummy Explorers courses here for free.

Maintenance

The Leisure Centre has contracted Emcor Facilities Services to manage the day-to-day site maintenance issues that may arise through the normal usage of the Leisure Centre.

Emcor Facilities Services provides a pre-planned maintenance schedule for the Leisure Centre to which it reports back on a monthly basis on its completion.

The 'Help Desk' continues to ensure jobs are completed within the allocated timescales and allows for transparency within the self-monitoring contract.

Lifecycle

To ensure the Leisure Centre is continually looking its best, a number of key works are identified for each year in relation to its lifecycle. These projects take place throughout the year to update the facilities by making improvements on decoration or replacing equipment that has come to the end of its lifecycle. The projects that took place in 2013/14 can be seen below.

Health Centre area

- Main stairwell redecoration
- Large Meeting Room redecoration
- Main reception redecoration of green wall

Leisure area

- Keyboard
- CCTV
- Pump
- CCTV replace
- Community Hall - redecoration and MDF
- New CCTV Camera
- Fire Extinguisher
- CCTV DVR
- Swim Pool Seating
- Lift drive
- General re-lamping



Customer and public relations

We have a variety of ways to promote our activities, events and offers taking place throughout the year in the Leisure Centre. These include outreach to schools, local shops, nurseries and children's centres; press releases are sent out through our marketing company Manifest; posters and leaflets help to advertise the activity from within the Leisure Centre and social media is a great way to get the message out there easily.

Outreach to schools, shops, nurseries and children's centres

Throughout the year the sales team and the Community Liaison Manager go to local areas which include Bromley, Beckenham and Grove Park Train Station to promote Leisure Centre activities and memberships. The Community Liaison Manager and the Library work closely together to go to local schools, nurseries and children's centres to promote Leisure Centre activities, water safety, library events and read stories to the children.

Press releases

The Leisure Centre is targeted to send out 12 press releases per quarter, which is around one per week. We try to ensure this is met to get a good coverage throughout the year in the local papers for free. Some of the successful stories which were printed can be seen below.

Table 5: Printed press releases

Headline	Paper issued in	Circulation
'A slice of history' goes on display	News Shopper Lewisham & Catford	51,718
CHARITY CASH	News Shopper Lewisham & Catford	51,718
In brief	News Shopper Greenwich & Charlton	51,718
TOP CLASS	News Shopper Greenwich & Charlton (Main)	49,420
	News Shopper Lewisham & Catford (Main)	49,420
HEALTHY OFFER	News Shopper Greenwich & Charlton	49,420
	News Shopper Lewisham & Catford	49,420
Food for the needy	South London Press (Friday) (Main)	16,293
	Deptford, New Cross & South London Press	14,778
	Brixton & South London Press	14,778
	Dulwich & South London Press (Main)	1,200
	Streatham & South London Press	1,200
	Wandsworth & South London Press (Main)	1,200
	Wimbledon & South London Press (Main)	1,200
	Forest Hill, Sydenham & South London Press	1,200
Your what's On	Your Local Paper (Main)	1,000
Get fit, join gym for just £1	Mercury (Lewisham Borough) (Main)	33,352
	Mercury (Greenwich Borough) (Main)	43,745
Boost for disabled swimmers	South London Press (Tuesday) (Main)	10,797
QUIDS IN	News Shopper Greenwich & Charlton	49,420
YOUNG SPORTS	News Shopper Greenwich & Charlton	49,420
Pupils in swim success	Bromley Times (Main)	64,280

Figure 1: News Shopper Greenwich and Lewisham



Figure 2: Variety of newspapers



Figure 3: News Shopper Gravesend



Social media

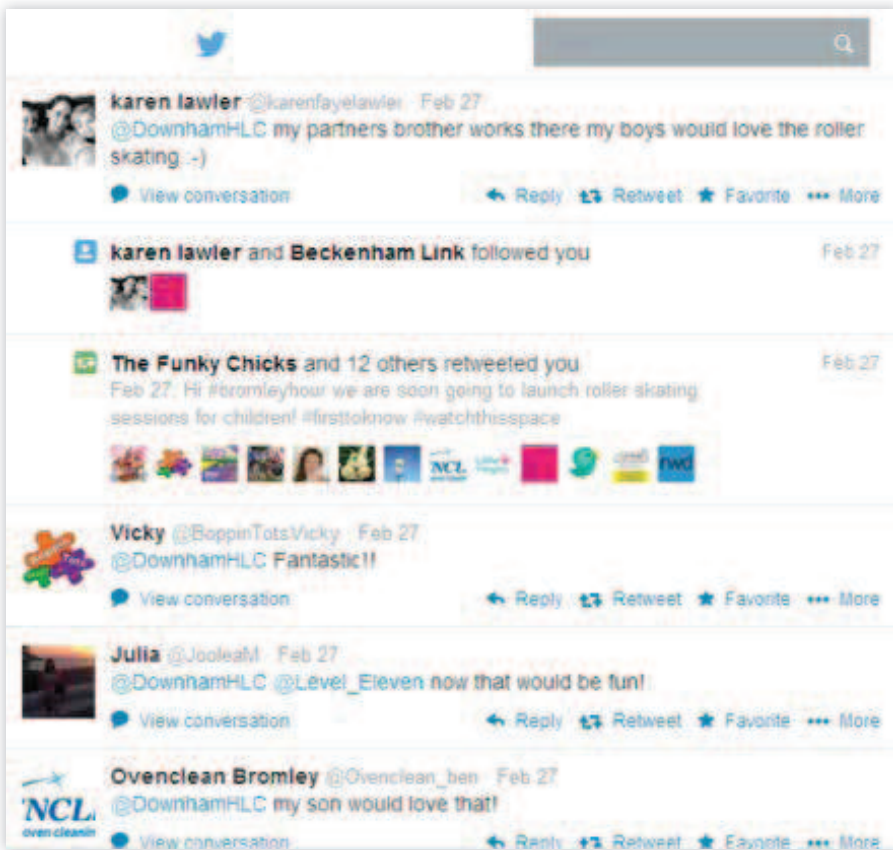
It has now been a year since we launched our social media sites on Twitter and Facebook. Updates are made daily which include facts, interest stories around health and fitness, workout tips as well as the promotion of Leisure Centre events, activities and news. Twitter is great for linking to other businesses in the local community and has encouraged local businesses to hire from us or join up as members themselves. There is a great community spirit during #BromleyHour with lots of retweets of activities. Facebook is great to reply to customer comments about the Leisure Centre and activities and share photos of events. On Twitter we have 450 followers and on Facebook we have 250 likes.

Figure 4: Twitter comments and retweets



Here is an example of a Facebook 'paid' reach post. This reached 8,104 people when usually our posts reach around 100. This is a great, cost effective way to promote our services.

Figure 5: Facebook comments and likes



This is a great example of a successful tweet during #BromleyHour. This initial tweet received many retweets as well as comments about our funded roller skating sessions.

Customer satisfaction

We value the views of our customers, this is emphasised in our 1Life pillars. The first one being to put customers first. There are many ways to contact us which include Facebook and Twitter. Here are some of the comments we have received:

Thank you for a good job with son's party, the staff were helpful and he really enjoyed it

Lovely swim at Downham and kids swim free

Love Elsa piloxing and Zumba and Ana's Zumba, can we have more classes

Had an awesome day at DHLC

Attended stretch and relax for first time and loved it, can we have an evening class too

The ladies at the Crèche are so lovely too! It makes it easy to go and workout knowing your kids will be happy and safe! I used the crèche nearly every week & several times a week during term time and never had any hassles nor problems! If I had another baby, I'd be happy to leave my baby in their care again! So totally recommend to other mums & dads out there!

I just wanted to say a massive thank you for all your organisation and hard work you put in to make sure our Swimathon was such a success

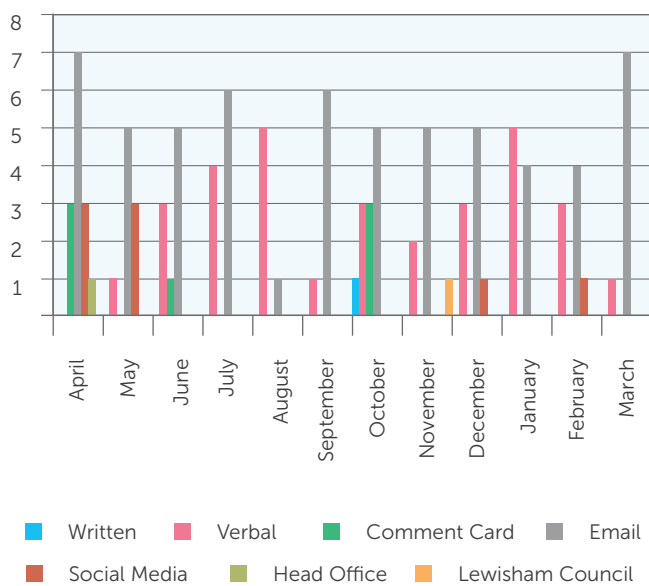
Loved the new Piloxing class

Off to my second home DHLC, for legs bums and tums, summer body is on it's way

@DownhamHLC gets the thumbs up & I am super fussy when it comes to gyms. Pool a little busy but should've checked timetable first.

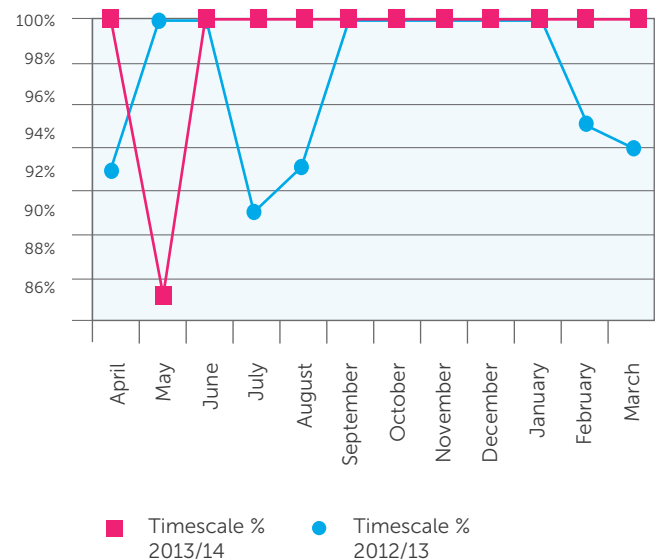
We measure how we receive customer comments each month as well as whether they were replied to within the timescale of 48 hours of receipt of the comment. These measurements are shown in the below graphs

Graph 12: How our customer comments were received



With technology and time changing it can be seen that emails are the most popular way to get in touch with us with verbal being the next.

Graph 13: Were comments replied to within the 48hr target time?



As can be seen apart from May, which was only one comment, customer comments were responded to 100% percent of the time throughout 2013/14 which is a large improvement on 2012/13

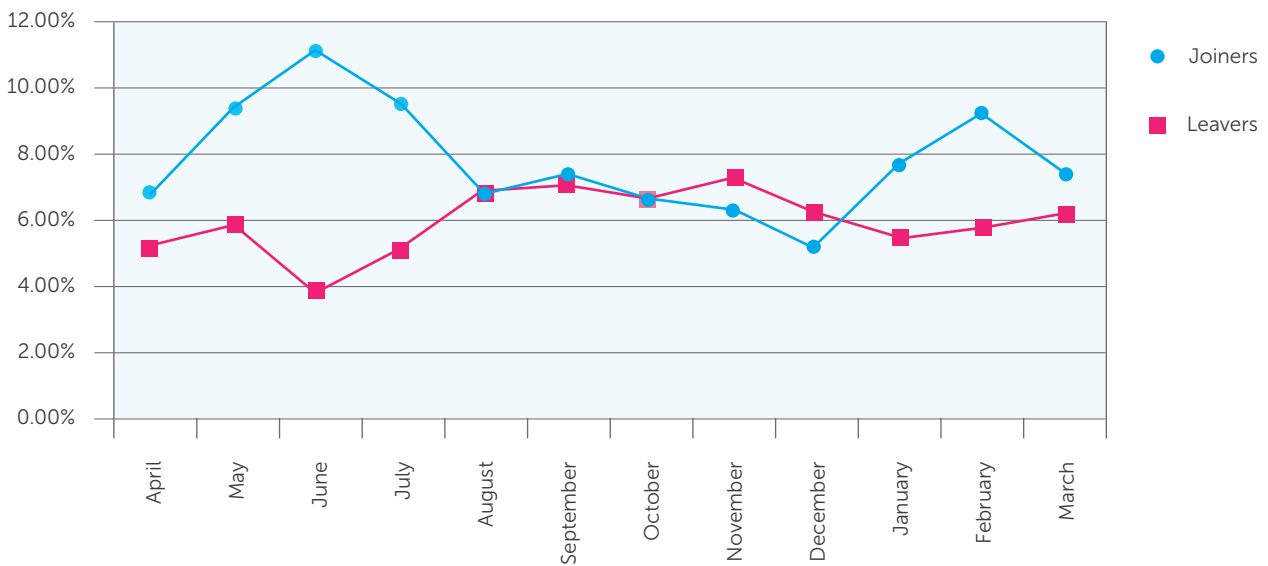
Member retention

Retention is historically within the industry a difficult measurement to control, with there being highs and lows throughout the year. Downham’s retention of its customers has been driven by cleanliness, maintenance and customer service predominantly, as well as key improvements such as the gym refurbishment. The chart and graph show the joiners, leavers and variance for each month throughout the year.

Table 6: Retention and joiners figures

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Totals
Joiners	6.74%	9.28%	10.98%	9.40%	6.67%	7.20%	6.46%	6.20%	5.06%	7.57%	9.15%	7.31%	7.67%
Leavers	5.10%	5.71%	3.80%	5.02%	6.77%	6.95%	6.46%	7.20%	6.05%	5.32%	5.64%	6.06%	5.84%
Variance	1.64%	3.57%	7.18%	4.38%	-0.10%	0.25%	0.00%	-1.00%	-0.99%	2.25%	3.51%	1.25%	1.83%

Graph 14: Retention and joiners graphs



The following can be seen from the above graph:

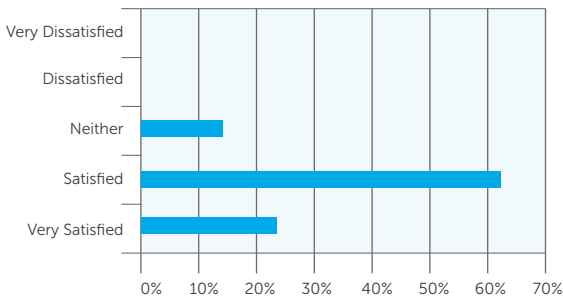
- Throughout the majority of months the amount of joiners outweighs the number of leavers
- Our strongest months for joiners were May, June and July. This was due to the new gym refit.
- By far the best month overall is June.



Staff satisfaction survey

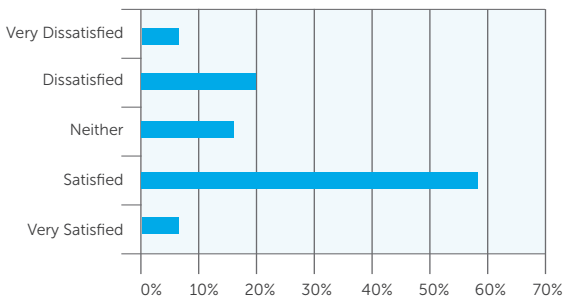
Annually, Downham Health & Leisure Centre carries out a staff satisfaction survey to all of the services at the Leisure Centre. This includes asking the NHS, Library and Leisure Centre staff for their feedback and satisfaction on a variety of questions. Each question is rated according to their satisfaction.

Graph 15: The facilities at Downham Health & Leisure Centre?



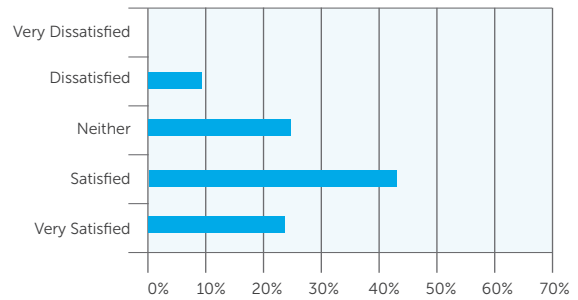
The satisfaction for this question is higher than the previous year which is positive. This year no one was dissatisfied, compared to 4% last year.

Graph 16: The cleanliness of the public areas



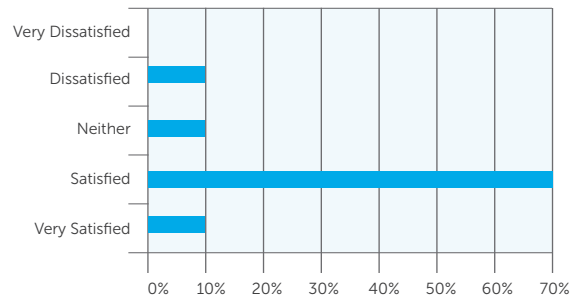
This question has more people satisfied in the cleanliness of public areas compared to last year with 39% which is 18% difference.

Graph 17: The Leisure Centre staff being friendly and professional



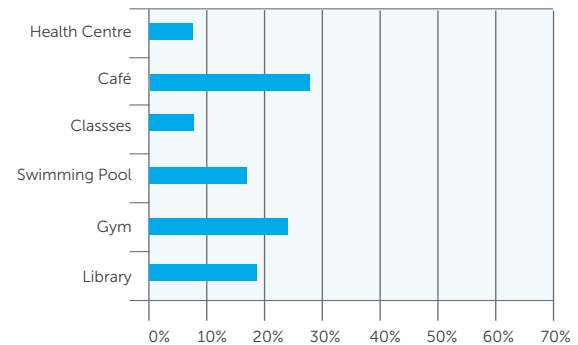
There is still further work to be done with regards to this question but it is still more positive compared to last year. There was no one very dissatisfied, compared to 4% last year.

Graph 18: Downham Health & Leisure Centre overall



The satisfaction for this question is higher than last year with over 70% satisfied compared to over 50% previously.

Graph 19: Have you used any of the below facilities at Downham Health & Leisure Centre?



It is great to see that the staff use the facilities on site as it shows they like what is on offer.

Training and development

1Life are committed to staff development and very passionate about the development of new staff, apprentices and being able to offer work experience to local young people. 1Life have worked hard on providing management training courses that will add value to the job roles within the business and have recently added to the range of courses that are available for all staff.

1Life has recently changed the company's training provider to ICON. Every member of staff in the Leisure Centre completes an eligibility form to take an ICON course. Those eligible can take a variety of courses including leisure management, customer service, fitness and sales courses. This is great for current members of staff to up skill or to learn a different area of the business.

To ensure current staff are up to date with the latest developments in the industry and to continually add to their qualifications continual professional development is embedded into the working environment at Downham Health & Leisure Centre.

One of the Leisure Centre's full time lifeguards was enrolled onto a course organised by 1Life via the company's training programme to become a NPLQ Trainer assessor. He can now run his own courses and train the other staff within the monthly NPLQ training sessions.

A lifeguard and Duty Manager enrolled onto a Level 1 Swimming teachers course which they successfully completed and have since been developing their skills by teaching the Leisure Centre swimming lessons.

The Leisure Centre hosted a football Level 1 course in partnership with Lewisham Football Partnership, which one of the lifeguard's was able to attend for free. They have since coached football at the Leisure Centre to further develop their skills.

The lifeguards complete their NPLQ (National Pool Lifeguard Qualification) training each month to keep refreshed and aware of any updates to the qualification. Swimming teachers were given the opportunity to gain or update their National Rescue Award for Swimming Teachers and Coaches. Training also takes place for this every four months to keep them abreast of any new information.

Current staff are also given opportunities to work in other roles to expand their knowledge of the Leisure Centre and to develop their careers further if they so wish.

We also like to work with local organisations to help support the unemployed within the local community to gain work experience and potential employment. We have a close relationship with local sports provider Teachsport who we regularly take on work experience students for a month in different areas of the Leisure Centre. One work experience student from Teachsport has now joined us on a permanent 30 hour contract. We have also joined up with Spice, a local volunteering scheme who give time credits to those who volunteer. We will work with them to encourage volunteering and in return volunteers can gain free entry to the facilities or entry to other local and national attractions.

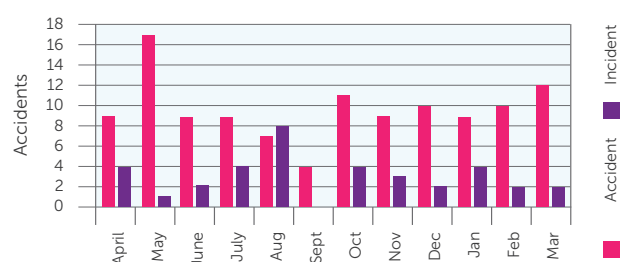
Health and safety

We take health and safety very seriously for staff and customers alike. Staff members are encouraged to keep health and safety at the forefront of their minds.

We are committed to providing a safe and healthy environment for the benefit of our employees, customers and contractors by achieving high standards of health and safety, including fire safety, in its operations.

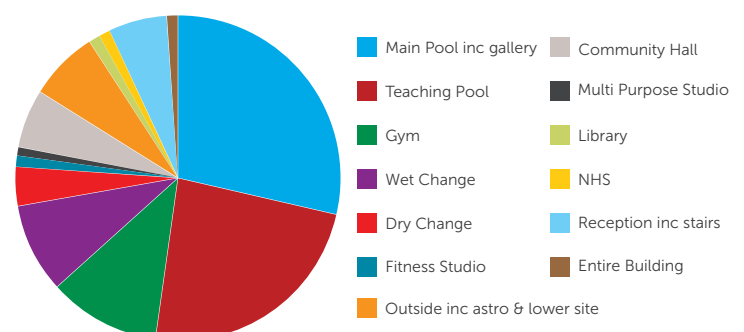
Graph 20: Number of accidents and incidents during 2013/14.

The graph shows the number of accidents and incidents which happened each month throughout 2013/14. A spike of accidents happened within the month of May and August had the most incidents. There were 26 fewer accidents in 2013/14 in comparison to 2012/13. However there were eight more incidents in 2013/14. Most were of a minor nature.



Graph 21: Where the accidents and incidents happened in the Leisure Centre

The pie chart shows where the accidents and incidents happened within the Leisure Centre. The two main places where they happened were the main pool and teaching pool. The main pool was also the place where the most accidents and incidents happened in 2012/13.



Environmental impact

Downham Health & Leisure Centre is committed to driving down the energy of the site across all areas of the building. We can control our energy consumption by ensuring the Building Management System (BMS) is managing our heating and water temperature effectively. Our pool covers which are put on nightly help to conserve the temperature of the water. We also ensure we recycle throughout the year. We have recently installed recycling bins for public use which will increase the recycling of cans and plastics.

Utilities

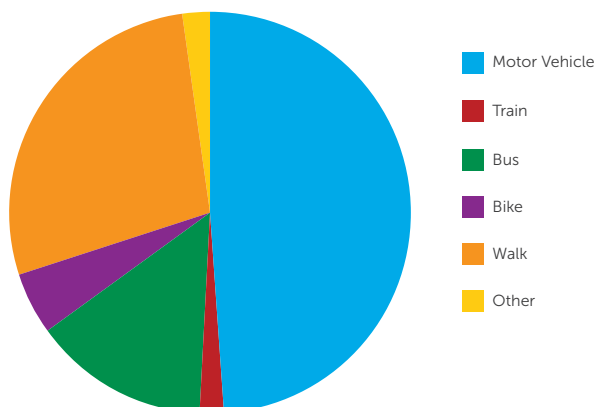
We closely measure how much gas and electricity we are consuming and compare it to the consumption of the previous year. With figures from October 2013 to March 2014 we have made some great savings on both gas and electricity year to date.

Gas 22.93% Electricity 5.24%

Green travel

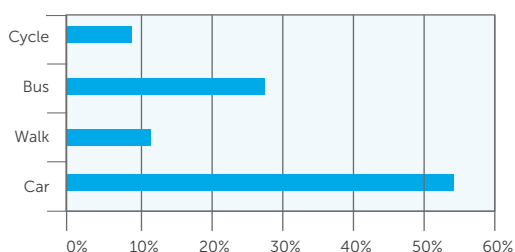
We encourage our customers and staff to use green ways to get to the Leisure Centre in order to help with our carbon footprint. The below chart shows the different ways that customers got to the Leisure Centre.

Graph 22: How our customers got to the Leisure Centre



The majority of people are still getting to the Leisure Centre via a motor vehicle, which is the same as 2012/13. A positive 34% of people walked to the Leisure Centre which is an increase on last year. Over the last year 10% more got the bus here in comparison to last year.

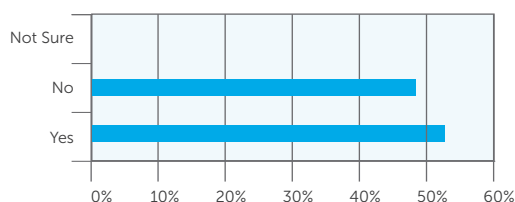
Graph 23: Staff questionnaire: How do you get to work?



The graph shows how staff for all of the services from within Downham Health & Leisure Centre got to work. The majority of people still use motor vehicles, more people are cycling this year.

The Leisure Centre has a green travel plan in place to promote the various cycling and walking events taking place throughout the year as well as to encourage customers and staff to think green when getting to the Leisure Centre. The graph shows that there are quite a few members of staff who are not aware of the green travel plan but this does not mean they have not been subject to the promotion of green travel.

Graph 24: Staff questionnaire: Do you know about the green travel plan?



Cleaning

1Life and Initial are responsible for the cleaning within the whole building. Initial Cleaning services carry out the cleaning for the NHS Block, Library areas, entrance foyers and all toilet areas in the building. 1Life staff carry out all other cleaning in the Leisure area. To ensure the cleanliness of the Leisure Centre a cleaning schedule is in place which covers daily, weekly and monthly cleaning tasks.

Table 7: Planned Cleaning by 1Life employees

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
95%*	95%*	96%	98%	98%	98%	98%	99%	99%	100%	99%	99%

Table 8: Reactive Cleaning within the Leisure Centre by 1Life employees

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
96%	100%	98%	100%	100%	98%	100%	99%	99%	98%	99%	98%

Table 9: Contract cleaning by Initial

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
95%*	95%*	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

* The report method changed in June. The figures shown for April and May are 1Life and Initial combined.

The performance standard is 95% which all of the areas have maintained or risen above, which is an improvement on last year. The reactive cleaning has improved on last year with an average of 98% compared to 97% last year. The reactive cleaning result demonstrates the quick response the team has to identified tasks.

New developments for 2014/15

After having reflected on the previous year at Downham Health & Leisure Centre we would like to look to the future to continually improve year on year.

The Leisure Centre and library will welcome the Citizen's Advice Bureau who will support residents with changes to benefit schemes. All services at the Leisure Centre will aim to successfully work in partnership on an ongoing basis.

Leisure Centre developments

The following are projects the Leisure Centre aim to carry out during 2014/15 in order to increase what we offer to the local community in all of our target areas.

- We will further embed the 1Life brand into the Leisure Centre throughout the year. The Leisure Centre ethos, customer relations and the look of the Leisure Centre will change in line with the new brand developments
- After increasing the activities for children in 2013/14 we will continue to further increase the available children's activities by developing the programme of teenage activities
- Although we increased the disability offering in 2013/14 we will be working towards the IFI accreditation and working with a local Downs Syndrome friendship group
- We will further develop our swimming programme by using the new management system Learn 2 which allows parents to view their child's progression online
- Our group fitness class programme will develop to include more Les Mills classes and other different classes like a boot camp session
- We will also have a greater focus on retention and attrition throughout 2014/15 with the support of a new company role of a 'Retention Manager'

Library developments

This year the Society of Chief Librarians and partners including Arts Council England and The Reading Agency launched four 'Universal Offers' – Health, Reading, Information, and Digital. These are the four service areas which modern users regard as integral to public libraries. Downham Library will place these offers at the heart of new developments next year:

Health & Wellbeing – "a commitment to provide a range of services including public health information and promotion, sign posting and referrals as well as creative and social reading activity"

- Promote relaunched national Reading Well on Prescription Scheme – books prescribed to support health & wellbeing by GPs
- Enhance provision of health information and signposting, in particular liaising with Downham Nutrition Partnership and Sexual Health Clinic
- Promote Reminiscence Group across the community
- Support Lewisham Patchwork Project culminating in community quilt at People's Day 2014
- Work with 1Life to promote the Be Active and free swimming programmes

Reading – "a commitment to provide a lively and engaging reading offer with reading groups, challenges, promotions and author events. It aims to focus libraries' attention and efforts on promoting key shared reading programmes."

- Establish a new local reading group
- Create future events focussing on authors for adults and children
- Host author visits
- Celebrate annual reading festivals such as World Book Day, World Book Night, and London City Read
- Participate in WWI Centenary commemorations through book displays and events

Information – "realise libraries' role in supporting people to access information and services online in life-critical areas such as careers and job seeking; health, personal financial information and benefits. Central to this offer is helping people to use vital government online information services."

- National Numeracy Challenge – promote and implement the challenge and its aims through staff to the public
- Information provision – signpost to council and other support services
- Generate visits by partnership organisations providing community information

Digital – "This offer recognises that the development of digital services, skills and access underpins so much of a 21st century library service. As such, it supports and enables the delivery of all of the universal offers."

- Free internet & WiFi access
- Clear and accessible online information about library services
- Staff trained to help customers access digital information
- Increase IT training and digital activities for all ages
- Art and music sessions for teenagers in Mac Suite
- Promote free eBooks and eResources with a special focus on homework support for local secondary school children

Concluding statement

At the end of the annual report 2012/13 we included some developments which we were planning on taking place this year. Below shows the developments proposed and the outcomes of these.

- In May 2013 there will be a gym refurbishment with new flooring and brand new equipment for members and pay as you go customers.
This took place and has substantially increased the number of people who are using the gym.
- After launching social media during 2012 we will continue to use this method of communication extensively to current members, new customers and community groups.
This is used daily to either promote new activities, give advice or post interest stories. Facebook has 250 likes and Twitter has 450 followers.
- We aim to offer a wider range of activities for younger people, including year round tennis and football courses.
Tennis sessions were run in the Summer 2013. Our football sessions were run with Millwall at the beginning of the year and are now coached by Crystal Palace. They are running smoothly every Monday. Other additional children's activities have included trampolining and a wider range of swimming sessions.
- We aim to expand the activities available for people with disabilities.
We have increased this with the Boccia sessions, the new trampolining and swimming sessions for Drumbeat and the trampolining session for the adult autistic group.
- We will commit to continually reduce our carbon footprint.
This has been achieved with the 22.93% saving in gas and 5.24% saving in electricity.
- We would like to increase the education and awareness of healthy eating and leading a healthy lifestyle.
We hosted a number of healthy eating events during the year with Downham Nutritional Partnership which were very successful.
- We would also like to reach the wider community to offer employment opportunities for coaching to those leaving school or in sixth form.
We worked with Teachsport to offer work experience to their students, which ended in one of them gaining employment at the Leisure Centre.

In conclusion, 2013/14 was a really successful year for the Leisure Centre with many improvements on the previous year. The gym refurbishment was a major improvement to the Leisure Centre, with it bringing over 50,000 more visitors. Further children's activities were added throughout the year which continue to go from strength to strength and the future will see the development of teenage activities offered. More and more community links were made which will continue to develop in the new year. The library and Leisure Centre would like to thank Sue Court, who retired in 2013/14, for her work both with the library and the Downham community. Two members of library staff, Amy Johnstone and Jessica Barlow, received Customer Service excellence awards – both have now been promoted to more senior roles and have left Downham Library. Ramel Foster, Apprentice at Downham Library, received Outstanding Contribution Award during the Lewisham Celebrating Achievement March 2014 ceremony, part of the Lewisham Apprenticeship Programme.

All of the Leisure Centre's services will continue to work together, with the addition of Citizen's Advice Bureau to the many services that successfully exist at Downham Health & Leisure Centre. Further exciting developments will take place in 2014/15 and we look forward to continue to work with the local community.

Fusion Lifestyle

Annual Report

LEWISHAM COUNCIL
CONTRACT YEAR 2013/14



Contents

Fusion Corporate Overview	p3
Introduction to the Fusion contract in Lewisham	p6
Annual performance review	p7
Looking forward to 2014/15	p23

Introduction from our Chief Executive

On behalf of the Trustees and staff of Fusion Lifestyle, I am pleased to welcome you to our second annual report for our partnership with Lewisham Council. Fusion Lifestyle is a registered charity which exists to provide the very highest quality sport and active leisure services and facilities to be enjoyed by all members of the community. We are intent on making our services available at affordable prices to as many people as possible, and on encouraging access for everyone, overcoming barriers to participation, financial or otherwise. Since we are a charity, all our incoming resources, our time and our efforts are invested in continuing to enhance our service and facilities.

The number of people using the services and facilities has increased substantially over the last year, with all key target demographic groups showing increases, in particular BME, disabled, women and 60+ target groups all showing 100% plus growth. Our teaching programmes continue to go from strength to strength with over 140,000 swimming lessons delivered to children and over 1,000 group exercise classes delivered per month.

The portfolio of sport and leisure facilities in Lewisham has seen continued investment throughout 2013/14: we have completed the £1.5m redevelopment of Wavelengths Leisure Centre; we opened the state of the art Glass Mill Leisure Centre in the heart of Lewisham and welcomed Bellingham Leisure and Lifestyle Centre into the Lewisham contract. We believe that this portfolio of first-rate new facilities provides Fusion Lifestyle with an unbeatable platform to further extend the scope and reach of our services. In the next 12 months we will continue to drive up participation, develop our programmes and activities and provide new opportunities for everyone in Lewisham.

Peter Kay
Chief Executive

Fusion achievements and performance

Fusion achieved another year of positive growth increasing turnover by 22% and delivering a surplus of £2m. Our investments in the portfolio continued in 2013 with £7m of capital improvements.

Over 2013, Fusion-managed facilities received over 15m visits and we achieved increases in participation levels in all of our target groups. Our sports and community development teams continued to build partnerships with our local communities and their efforts enabled Fusion to raise nearly £900k in external funding.

During 2013, we were awarded a 10-year contract to manage Bedford Borough Council's leisure facilities. We also secured the future of White Hart Lane Community Sports Centre with a 50-year lease and capital investment of £3.5m to transform the facility for years to come. Fusion team has again delivered like-for-like growth of 18% with significant improvements in income streams.

Finance

Fusion has successfully delivered a further year of growth, with turnover rising to £68m. This represents a 22% year-on-year growth driven by new partnerships, significant revenue uplifts from refurbished sites and healthy like-for-like growth across the portfolio. Cash balances remain strong at over £4.2m. The company has maintained its operating margins whilst undertaking major restructuring and redevelopment activity in its new contracts.

Net income



Net surplus



Public Benefit

Fusion seeks to promote sport and active leisure participation to the widest possible community, and to engage positively and inclusively with those who do not normally take part in active leisure. We carry out a vibrant programme of events within and beyond our sport and leisure facilities.

In 2013, these included:

- Swimathon across 39 swimming pools with over 1,100 swimmers and raising over £130,000 for Marie Curie Cancer Care
- Crisis "Winter Dip" an outdoor winter swim event which raised over £12,000 for the homeless
- Participation in other national fund raising and awareness events including Race for Life, Children in Need and Sports Relief Miles
- Organisation and support for local fun runs, five-a-side tournaments, health events, school fares and local authority events
- Recruitment of 100 volunteers for the London Marathon
- 300 open days where the local community are invited to use facilities free of charge
- Get Moving Campaign provided by Public Health Lewisham, 10 weeks of free exercise classes targeting inactive people

People

Fusion proudly employs over 3,000 team members delivering services across our portfolio. Throughout 2013, the Fusion Academy has gone from strength to strength by providing training, support and succession pathways for all employees at all levels of the organisation. Some of the successes include:

- Online Fusion Academy and class room based training
- Over 100 staff enrolled in Fusion's apprenticeship scheme
- Launch of service delivery programme "Service Excellence"
- Launch of Team Leader apprentice programme
- Launch of new work experience programme
- Over 20,000 successful courses completed in 2013
- 10,000 CPD sessions

Introduction to the Fusion contract in Lewisham

This year saw the much anticipated opening of the Glass Mill Leisure Centre, a £multimillion state of the art Leisure facility which replaced Ladywell Leisure Centre. This opened in July and has proved extremely popular with the local community.

We are proud to operate the full range of facilities across the borough and over 2013/14 have been operating the following locations:

- Forest Hill Pools
- Forest Hill School Sports Centre
- Ladywell Arena
- Lewisham Indoor Bowls Centre
- The Bridge Leisure Centre
- Warren Avenue Playing Fields
- Wavelengths Leisure Centre

Further additions to the contract in 2013 have been

- Bellingham Leisure and Lifestyle Centre
- Glass Mill Leisure Centre

Closures in 2013 include:

- Ladywell Leisure Centre

Annual performance review 2013/14



The following sections will cover the range of performance areas of the wider contract delivery for the period of April 2013 to March 2014. The areas that will be covered are as follows:

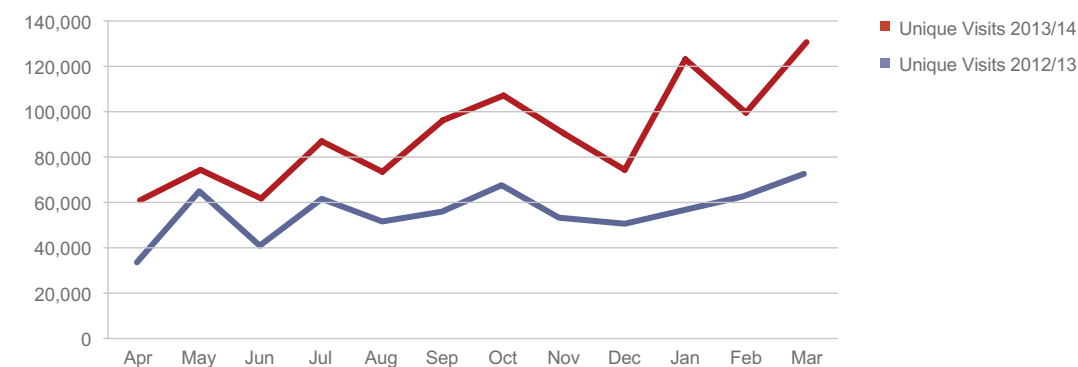
- Annual service planning
- Participation by activity
- Participation by target group
- Customer satisfaction and feedback
- User Surveys
- Environmental impact
- Health and safety
- Staff training
- Sports and community development

Annual service planning

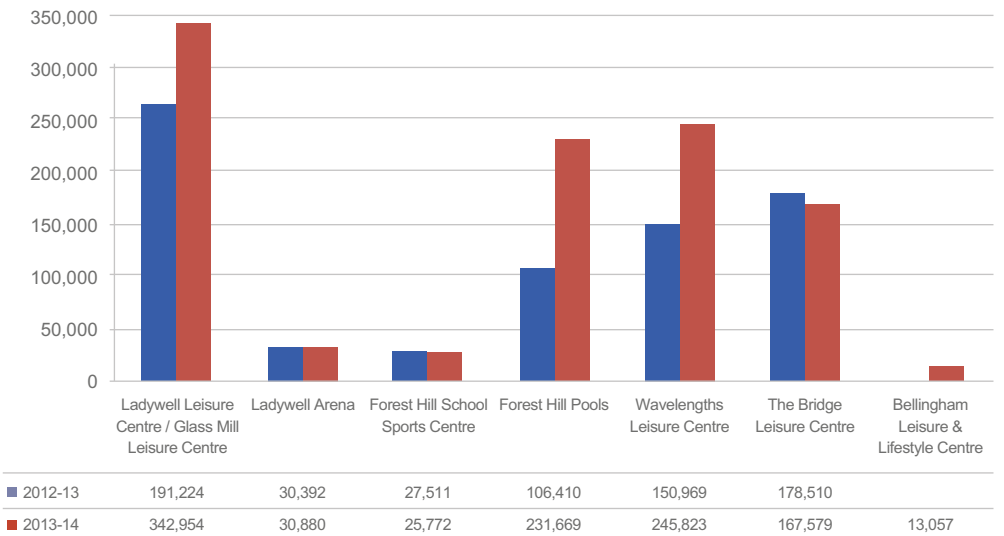
During 2013/14 Fusion has been working to an agreed annual service plan which covers all of the areas that will be reported upon within this annual review. The annual service plan is provided to Council officers by 31 December each year in draft form and then refined as a partnership to reflect both Fusion's and the Council's key aims and objectives over the forthcoming contract year. Once agreed this service plan lays the path for all planned activity over the next 12 months and Fusion reports frequently to officers as to progress through its monthly and quarterly client meeting cycle. Furthermore the service plan each year will reflect the key targets and will take into consideration the needs and views of the wider spectrum of local stakeholders, as part of Fusion's committed community approach.

Participation by activity

Participation has seen a steady increase over the 12 month period with all areas showing a positive uplift, with a total of 1.1 million unique visits. Junior activities and classes and courses have done particularly well with both showing over 150% uplift. In part this can be attributed to delivering over 250 classes per week throughout the centres.



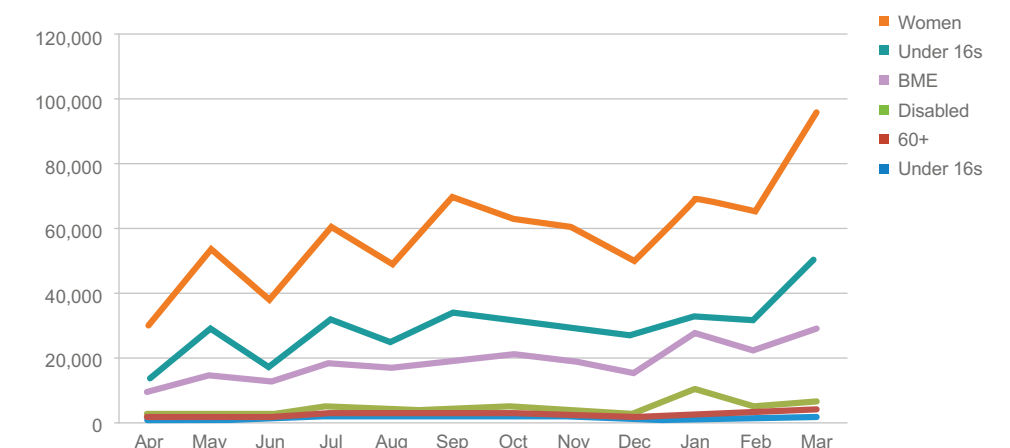
Participation by centre



Participation by target group

Unique visits across the target groups has been positive with all groups seeing an uplift.

- 60+ has seen a 150% uplift
- Disabled by 179%
- BME by 202%
- U16s by 33%, and
- Women by 140%



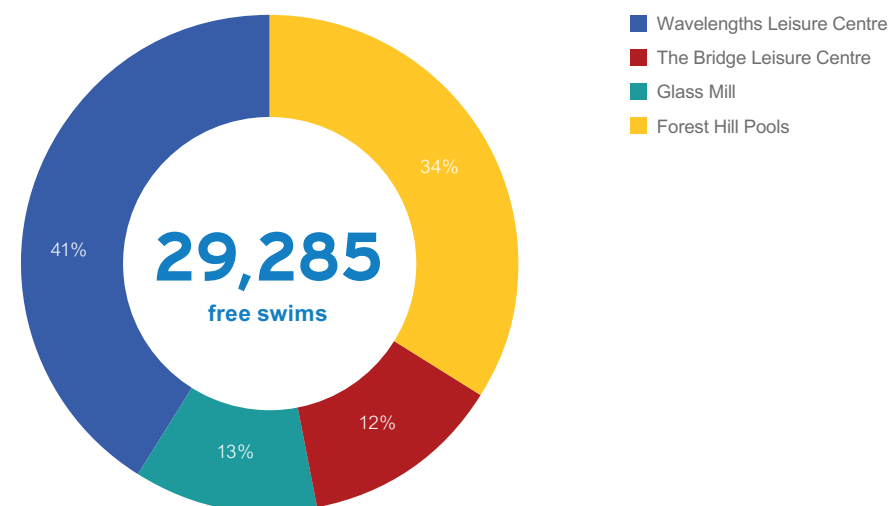
Be Active

Be Active is a leisure funding scheme designed to allow all members of the community access to leisure facilities. Be Active caters for a wide range of people and provides greater discounts. 30,921 activities have taken place in 2013/14 under the Be Active scheme and there are 414 Be Active members:

- 20,360 gym users
- 30,921 visits
- 10,253 swimmers
- 152 track users, and
- 156 users taking part in a variety of other activities.

Free swimming

Free swimming is an initiative for those residents aged 16 and under and 60 and over. Residents within these age brackets, with a Lewisham library card, can use any of the local leisure centre pools for free during public or general swimming sessions. The free swimming initiative has gone very well across the contract with 29,285 free swims during the past 12 months, which is 3% more than 2012/13.



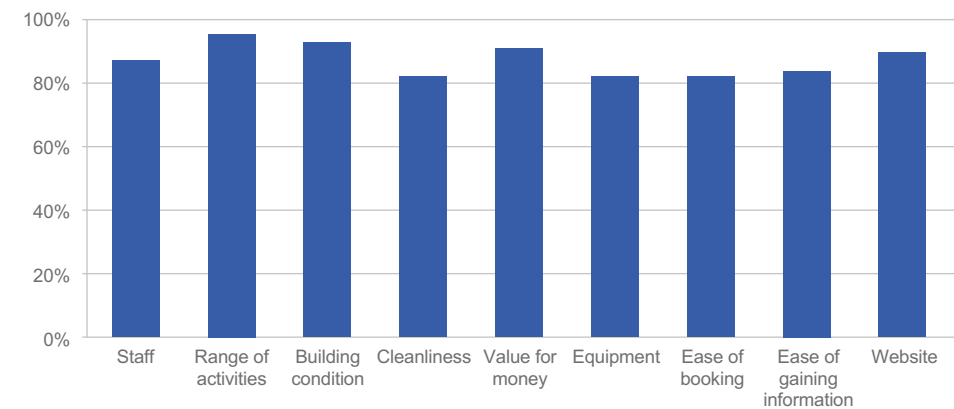
Customer satisfaction and feedback

Please Tell Us What You Think feedback

The contract has had 2,715 Please Tell Us What You Think cards completed during 2013/4. This gives an average contract score of 88% across the nine sections, an increase of 8% with improvements across each section. Our target remains 100% for staffing and 95% for all other sections.

April 2013 – March 2014 (average scores)

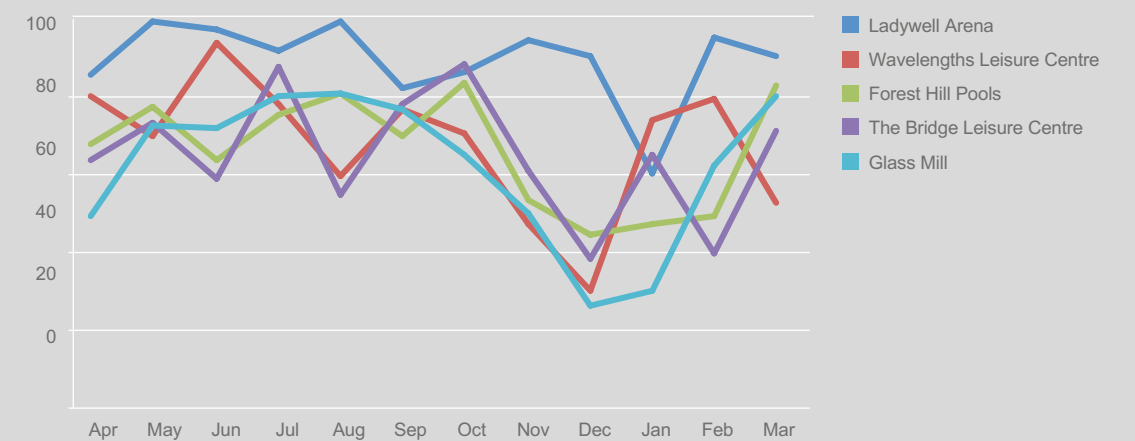
- Staff **87%**
- Range of activities **94%**
- Building condition **93%**
- Cleanliness **81%**
- Value for money **93%**
- Equipment **84%**
- Ease of booking **83%**
- Ease of gaining information **84%**
- Website **89%**



Mystery visit programme

All centres are now benefiting from a formal monthly mystery visit programme which assesses a number of criteria. The scores are compared across the group and resultant action plans put in place to ensure that each section demonstrates monthly improvement. The criteria includes general arrival, welcome, activities, catering, changing rooms, a membership enquiry, a telephone query and the website. This provides an overall score. All centres have seen improvements with overall scores ranging from 95% at Wavelengths to 76% at Forest Hill School.

MYSTERY VISIT SCORES



User Surveys

A total of 1,528 user surveys were undertaken across five centres during July 2013. The research was designed to investigate attitudes and behaviour around physical activity and exercise in general. The User Survey results will be used in planning for the future.

- The majority of those surveyed stated they visited Forest Hill Pools, The Bridge and Wavelengths weekly whilst users of Glass Mill and Ladywell Arena used the site 2-3 times a week.
- 68% of those surveyed stated the centre they were using was the nearest to their home and travelled between 0-2 miles to reach us.
- The majority of the sample (35%) used the centres for the gym at all but The Bridge, where 49% of users who use the centre do so for the swimming pool.
- Customer satisfaction ranked highest for the friendliness of staff (40%) at Forest Hill Pools, Ladywell Arena and The Bridge, whilst Glass Mill users were most satisfied with the cleanliness of the facility (67%) and Wavelengths users with the standard of coaching/tuition (31%).
- Forest Hill Pools and Ladywell Arena customers felt the quality of equipment was the most important aspect of their experience (60%) whilst Glass Mill, The Bridge and Wavelengths valued cleanliness of the facility of most importance (53%).

68%

of users live within 2 miles of a leisure centre.

60%

Forest Hill Pools and Ladywell Arena customers felt the quality of equipment was the most important aspect of their experience

53%

Glass Mill, The Bridge and Wavelengths valued cleanliness of the facility of most importance

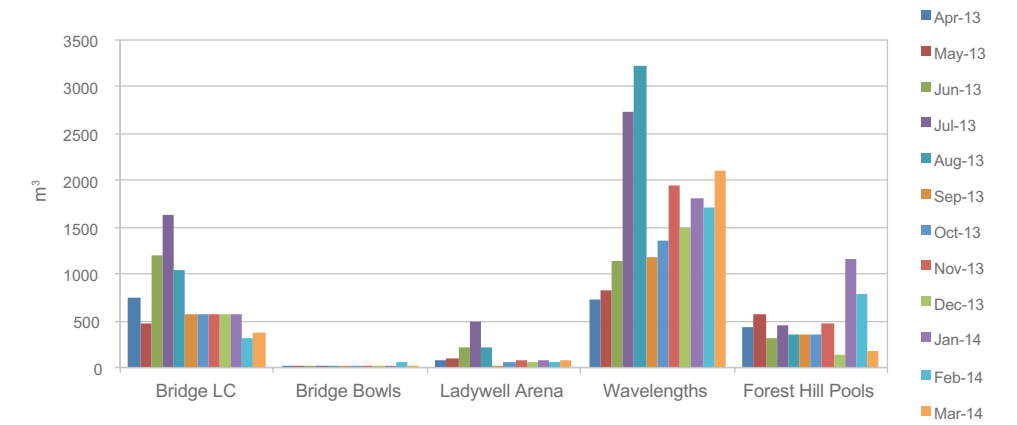


Environmental performance

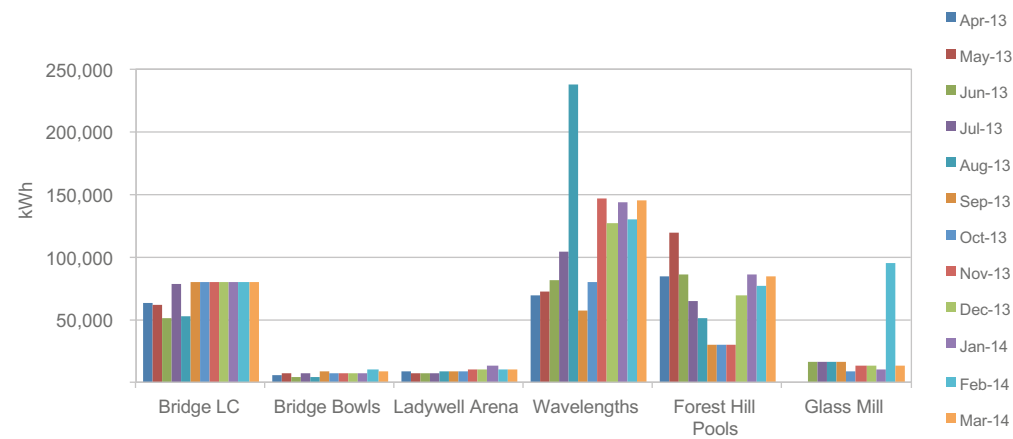
Headline performance

All leisure centres have seen lower than expected consumption figures on both electricity and water use. This has been partly due to the on-going staff training but has also been positively affected by new maintenance regimes and upgrade works in Wavelengths Leisure Centre. Gas consumption has been higher than expected this year across the contract.

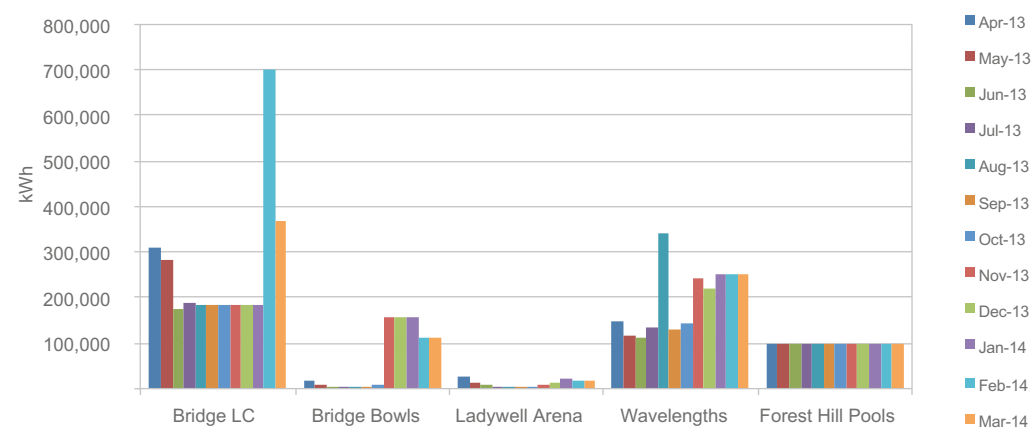
WATER USAGE – LEWISHAM 2013/14



ELECTRICITY USAGE – LEWISHAM 2013/14



GAS USAGE – LEWISHAM 2013/14

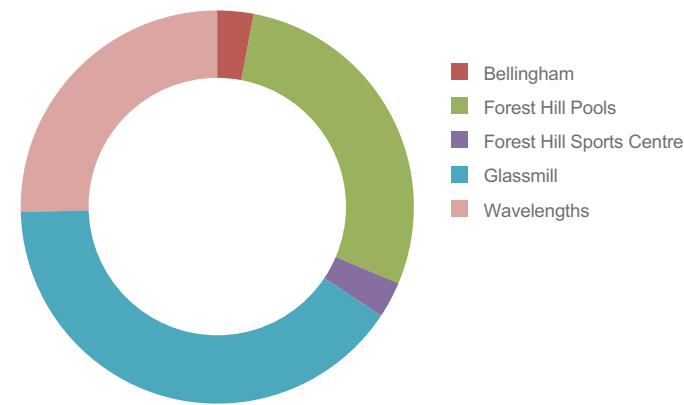


Health and Safety

Incidents

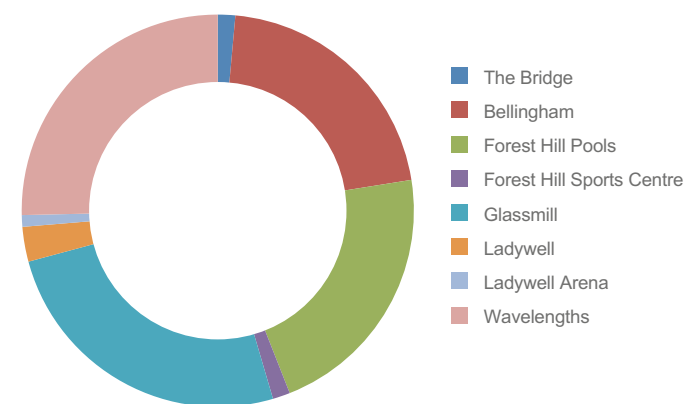
Incidents are categorised into six rating levels: service disruption or building closure, accidental damage, vandalism, theft or loss of belongings, violence or anti-social behaviour and fatality. During the 12 months we have seen a total of 67 incidents with 16% being cases of anti-social behaviour, 70% were theft related, 12% being service disruption, 1% of cases were accidental damage and 1% cases of vandalism. This is a contract-wide average of 0.22 incidents per 10,000 customer visits.

NUMBER OF INCIDENTS PER CENTRE



Accidents

Accidents are categorised into six levels of severity: near miss, minor first aid, cuts and bruises, hospital with minor injuries, hospital with major injuries and fatality. During the 12 months we have seen a total of 209 accidents with 18% being near misses, 65% requiring minor first aid, 12% were cuts and bruises and 4% requiring hospitalisation with minor injuries and 1% requiring hospitalisation for major injuries. This is an average of 0.61 accidents per 10,000 customer visits.



Staff Training

Qualified staff in Lewisham

In total 4896 hours of training was delivered to staff throughout 2013/14 with 72% of staff across the Lewisham contract are residents of Lewisham. Within the Lewisham contract Fusion have 40 staff that are Amateur Swimming Association qualified, 22 with a First Aid at Work qualification, 51 with a National Pool Lifeguard Qualification (NPLQ) and 14 with a Pool Plant Operators qualification. A team of Fusion-employed Technical Trainers ensure regular courses are run and that qualifications are renewed as and when required. All staff qualifications are centrally tracked and centres receive monthly, bespoke Fusion reports. Fusion Technical Trainers have delivered a number of NPLQ courses in Lewisham in the last 12 months, with 23 employees completing this training. Courses are open to external candidates and in some cases are put on specifically to attract local residents. Local residents will be encouraged to book onto the courses so long as the spaces are not all required for Fusion staff. Fusion has seven NPLQ Trainer Assessors in Lewisham, all of which have been with the business for over a year.

Mandatory staff training

All Fusion lifeguards complete two hours of Continuous Professional Development training every month. These weekly sessions cover all aspects of a recreation assistant role including water safety, first aid, incident management and dry-side procedures. In Lewisham this amounts to 1,838 hours of training for the period April 2013 to March 2014.

Apprenticeships in Lewisham

Within the London Borough of Lewisham, we have 8 employees who are studying towards a National Vocational Qualification in a leisure-related subject alongside 12 who have completed the course. All 8 employees currently undertaking the course are receiving full funding to cover the cost of their apprenticeship and these apprenticeships typically take a year to complete and, once qualified, employees can diversify their role within the centres. Currently all employees are working towards completion of fitness apprenticeships, Level 2 or Level 3. A Level 3 programme allows the employee to do personal training sessions upon successful completion of the course. Fusion encourages all staff to aid their professional development by offering various apprenticeships to suit their chosen career path and offering on-going development opportunities.

Automated External Defibrillation training

There are 20 Fusion employees in Lewisham who are qualified to operate an Automated External Defibrillator. All centres have a defibrillator, with at least one qualified member on duty at all times.

Sports and community development

Exercise on referral

Exercise on referral is a programme run at Lewisham leisure centres in partnership with NHS Lewisham and Lewisham Council. The scheme allows eligible residents discounted use of the leisure centre to help improve their health and wellbeing. Residents are prescribed exercise by their GP and can access tailored classes led by experienced and specially qualified instructors.

This year we have had 2,186 referrals sent out to four centres (Wavelengths, Ladywell/Glass Mill, the Bridge and Forest Hill), and of them 1557 attended an initial group assessment of which 9.2% completed the course. This relates to approximately 71% of referrals received. Of the four centres, Ladywell/Glass Mill Leisure Centre is the most popular receiving the most referrals. This is most likely to be due to the central location within the borough. Wavelengths Leisure Centre is the second most popular centre. During the year, we have successfully transferred the scheme from Ladywell Leisure Centre to Glass Mill Leisure centre, we also added 4 new classes to the timetable to cope with the popularity of the scheme.



Case Study – Jacqueline

After being referred to the programme by her GP to help with her arthritis and to support weight loss, Jacqueline went on to complete the full 12 weeks of the programme. Attending gym sessions at Glass Mill, she worked closely with Wayne Hanson, her regular instructor. Wayne's role was to coach and motivate Jacqueline through each exercise and ensure she received maximum benefit from each session. "Wayne was very helpful. He knew a lot about each machine and was able to tell me the best exercise to do with each one. With his help and support I was even able to increase my speed on the treadmill."

The sessions do not just focus on fitness, taking in nutritional advice and supporting with the members overall state of mind. "By attending the sessions I have become motivated to lose weight, and eat healthier too. My husband also attends using the Be Active programme so we both use the gym and attend classes outside of my Exercise on Referral sessions. The reception staff are really polite and always take an interest in what we are doing. Glass Mill is a great place to come. It's clean, bright and with plenty of space. We even treat ourselves in the café from time to time."

Funded schemes

Over the last 12 months the centres have been able to offer some additional activities that have been made possible through Fusion's commitment to exploring external funding opportunities. The funding, totalling £23,699 has come from a variety of sources and has allowed us to run activities for all ages. Sports Development has also generated a further £24,760.70 worth of income in Lewisham.

Softball

This is now the second year Softball has been run at The Bridge. Following the success of last year the Softball group formed a club called the Lewisham Lions. During the summer months they bring an average of 20 users each week playing Softball at the centre.

Get Moving

Through funding provided by Public Health Lewisham, we have supported the Get Moving Scheme in the Borough. The Get Moving Scheme targets inactive people and gives them 10 weeks of free exercise classes, which have varied from Bootcamp to Aqua Zumba.

Cricket

The Bridge Leisure Centre received £24,000 from Viridor to replace and refurbish the cricket nets. This has increased the overall usability of the facility and enabled us to run weekly net sessions and matches. The cricket pitches have been the home to Blue Star Cricket Club and Sabina Cricket Club during 2013 with Streatham 3rd XI coming on board for the 2014 season.

Sponsorship

During 2013/14, Fusion has provided a variety of support to the community to the value of circa £15,000 - for example, in-kind venue hire for the Physical Activity Network.

Lewisham Schools Cross Country Championship

Warren Avenue Playing Fields hosted the Lewisham Schools Cross Country Championships in November 2013 and February 2014. The event was run by Kent AC and supported by Fusion who provided the changing facilities and site use for free to the competing schools. The event was open to pupils in year 7 and 8 with over 200 competitors taking part on each occasion.

Lewisham People's Day

Fusion were a sponsor at Lewisham Peoples Day, providing an interactive Zumba demonstration class. At our marquee we also hosted a variety of fitness challenge and had staff on hand to issue information on the centres and the products we offer.

Charity events

Glass Mill held two special events to support Swimathon 2014 and Sport Relief 2014. The first of these two events saw 1980 Olympic Gold medallist Duncan Goodhew visit the centre for the official launch of the Swimathon event. Olympic Gold medallist Ian Thorpe also visited Glass Mill to film a number of activities as part Sport Relief.

Working with priority groups

Older People

Fusion supported an event hosted by the Positive ageing council at Deptford Lounge (Deptford library). Free 60+ dance classes were offered as part of the wider 60+ activity day. This event proved a great success and has now seen a new partnership formed with Let's All Dance to launch this as an ongoing activity at one of the centres in 2014/15.

Disabled

An InstructAbility course runs at The Bridge with 12 participants, three of whom will be starting a volunteer placement in 2014/15 to become fitness instructors. All three will be tasked in growing disabled participation in the centre and paired with a Fusion instructor to provide them additional support and guidance.

RLSB (Royal London Society for Blind People) run 12 monthly multi sports days at The Bridge as well as session during school holidays. On average 20 people attend each session with attendance increasing throughout the year.

BME Groups

In October, as part of Black History Month, Glass Mill Leisure Centre hosted a cultural event which featured a variety of activity covering African poetry; Vietnamese food tasting and special women only taster sessions for specific groups.

Young People

Prendergast Vale School have been using the climbing wall at Glass Mill. It has been a great success and additional terms have been booked for the pupils with each session having an average of 16 pupils attend as part of their PE programme. A local scout group have also used the climbing wall on numerous occasions bringing the maximum number permitted of 16 children.



Looking forward to 2014/15



Exciting developments at Glass Mill

The long awaited opening of Glass Mill Leisure Centre was greeted with great excitement by residents and community groups alike. Throughout 2013/14 the centre has seen record numbers of users and has proven to be the most popular facility throughout Lewisham. In this time we continued to monitor customer feedback and usage of the facility and recognised the need to adjust the layout of the Gym. We are therefore creating new, bigger dedicated zones for the key parts of the gym which will ensure users of the centre are able to participate in their desired activity in the best possible surroundings.

Fusion also took over the management of Warren Avenue Playing Fields in December 2012. During this time we have worked closely with our key partner, Lewisham Youth, to increase participation recording 1,400 visits to the site. Fusion will continue to encourage participation at the site in the coming months with the addition of afternoon and holiday activities.

Annual service planning 2014/15

The new service plan for the forthcoming contract year is now finalised and agreed with Council officers and will cover the key, contractual areas plus a wider view of Fusion aspirations and plans for the 12 month period. As in 2013/14, the plan will be considered and shaped to reflect the needs and objectives of the local community and incorporates Lewisham's aims and objectives in line with partnership commitment to the Council.

Financial

- To deliver a 5% year-on-year increase in revenue like for like
- To ensure that pricing structures and levels across the facilities are appropriate

Participation

- To deliver a 5% year-on-year increase in general participation
- To deliver a 10% year-on-year increase in participation by users aged under 16
- To deliver a 10% year-on-year increase in participation by users from BME groups
- To deliver a 10% year-on-year increase in participation by disabled users
- To deliver a 10% year-on-year increase in participation by 60+ users
- To deliver a 5% year-on-year increase in participation by female users

Customer Satisfaction

- To deliver a customer satisfaction rate of 95% (PTUWUT and feedback) of the leisure facilities
- To deliver a reduction of at least 5% in annualised attrition levels in pre-paid memberships

Health and Safety

- To ensure 100% compliance with Fusion health and safety policies, procedures and contractual requirements with Lewisham Council
- Facility Management
- To achieve Base Camp inspection compliance of 100% across all facilities
- To maximise energy efficiency and reduce carbon emissions by 3% per annum
- To reduce general refuse by 20% and to increase recycling waste by 20% by March 2015
- To ensure PTUWYT cleaning scores of 85% are achieved at all times
- To ensure that high standards of repair and maintenance are achieved at all times
- To maintain Quest and IFI accreditation at the contracted score at all centres

Staffing

- Increase in training attendance each quarter by 10% across the division
- To demonstrate year-on-year staff satisfaction improvement across all facilities
- To ensure that the Fusion workforce in Lewisham is a representative as possible of the local community

Marketing

- To deliver a pro-active approach to PR, such that facility and service successes are communicated and celebrated
- To deliver a 10% increase in total memberships held
- To ensure that the products and services offered by the leisure facilities are innovative and attractive

Sports and Community Development

- To develop positive and pro-active partnerships with key local stakeholders
- To develop positive and pro-active relationships with local sports clubs
- To ensure that all facility programmes are exciting, innovative and attractive to users and potential users
- To pro-actively explore opportunities for external funding
- To positively promote the benefits of healthy living and active lifestyles linking with Exercise on Referral.

Your Lewisham Leisure Centres...

Bellingham Leisure & Lifestyle Centre

Randlesdown Road, Bellingham SE6 3BT

020 8697 0043

Forest Hill Pools

Dartmouth Road, Forest Hill SE23 3HZ

020 8291 8730

Forest Hill School Sports Centre

Bampton Road, London SE23 2XN

020 8613 0913

Glass Mill Leisure Centre

41 Loampit Vale, London SE13 7FT

020 8463 9600

Ladywell Arena

Silvermere Road, Catford SE6 4QX

020 8314 1986

Lewisham Indoor Bowls Centre

Kangley Bridge Road, Lower Sydenham,
London, SE26 5AQ

020 8778 1531

The Bridge Leisure Centre

Kangley Bridge Road, Lower Sydenham,
London SE26 5AQ

020 8778 7158

Warren Avenue Playing Fields

Warren Avenue, London BR1 4BP

020 8778 7158

Wavelengths Leisure Centre

Giffin Street, Deptford, London SE8 4RJ

020 8694 9400

Web www.fusion-lifestyle.com/contracts/Lewisham_Leisure_Centres

Healthier Communities Select Committee			
Title	Sustainability of Community Health Initiatives		
Contributor	Alfred Banya, Assistant Director of Public Health	Item	7
Class	Part 1 (open)	2 December 2014	

1. Purpose

- 1.1. The purpose of this report is to update the Healthier Communities Select Committee on the progress made on the delivery of community health initiatives, how the projects within these are contributing to the delivery of public health policy, and plans for their future sustainability.

2. Recommendations

- 2.1. Members of the Healthier Communities Select Committee are recommended to comment on the content of the report and to endorse in principle, the plans for sustainability contained in Section 7 of this report.

3. Policy Context

- 3.1 The current policy context is the Health and Social Care Act which became law in March 2012 and provided the legal basis for the transfer of public health functions from the NHS to local authorities on 1 April 2013.
- 3.2 The Health and Social Care Act (2012) places a statutory obligation on the Council, Clinical Commissioning Group (CCG) and the NHS Commissioning Board to develop a Joint Strategic Needs Assessment to produce a joint Health & Wellbeing Strategy to meet the needs identified needs identified.
- 3.3 The historical policy context include: Saving Lives: Our Healthier Nation (Department of Health); Modern Local Government: In touch with the people (Department of Environment and Transport); Preparing Community Strategies Government Guidance to Local Authorities (Department of Environment and Transport); and A New Commitment to Neighbourhood Renewal: National Strategy (Social Exclusion Unit). These were policies introduced during the period the community health initiatives in this report were starting.

4. Strategic Context

- 4.1 Community-based interventions or initiatives are often used in public health practice as a means of helping improve the health of populations in a defined geographical area. Such initiatives often consist of several interacting projects. There are presently two such initiatives up and running in Lewisham; the North Lewisham Health Improvement Programme and the Bellingham Well London Programme. Another two initiatives; one in Lewisham and the other in Downham are at the early exploratory stages.
- 4.2 The activities of the community based health initiatives in Lewisham are consistent with public health priority areas identified in the National Public Health Outcomes

Framework as well as the Lewisham Joint Strategies Needs Assessment and the Lewisham Health and Wellbeing Strategy. The Lewisham health and wellbeing priority outcomes are: reduction of CVD and cancer mortality; Achieving a Healthy Weight; Increasing the number of people who survive colorectal, breast and lung cancer for 1 and 5 years; Improving Immunisation Uptake; Reducing alcohol harm; Preventing the uptake of smoking among children and young people and reducing the numbers of people smoking; Improving mental health and wellbeing; Improving sexual health; Delaying and reducing the need for long term care and support.

- 4.3 The community health initiatives also contribute to the priority outcomes of Lewisham's Sustainable Communities Strategy (Healthy, Active and Enjoyable).
- 4.4 Furthermore, the community health initiatives contribute to Lewisham's Adult Integrated Care Programme which is supported by the Better Care Fund (BCF). Many of the projects and activities of the community health initiatives, particularly those directed at prevention and behaviour change, contribute to health and social care integration.

5. Background

- 5.1 The Healthier Communities Select Committee received an update report on the 11th December 2013 on the North Lewisham Health Improvement Programme and the Bellingham Well London Programme. These programmes are co-ordinated by LBL Public Health.

The North Lewisham Health Improvement Programme

- 5.2 This programme was established in 2008, as part of the implementation of the Lewisham Health Inequalities Strategy in response to recommendations by the Lewisham Strategic Partnership. The aim of this programme was to take a community development approach to improving the health of residents in Evelyn and New Cross wards in order to reduce inequalities in health in these wards as compared with the rest of Lewisham Borough. The learning from the programme was to be transferred, if appropriate, to other areas in the borough that may have similar health challenges.

The Bellingham Well London Programme

- 5.3 As part of the national Neighbourhood Renewal programme Bellingham was one of five Neighbourhood Management areas in 2006 -2008 where health partners and the local authority worked together at a local level to help address health issues. As the Neighbourhood Renewal programme drew to a close, the Well London programme, in consultation with the Primary Care Trust Public Health department and the Bellingham Health Forum, utilised the Well London programme as an opportunity for sustaining some of the partnership working on health that had been developed.
- 5.4 The Well London programme was ideal because it provided a coherent framework for integrating a range of existing community engagement, consultation, investments and activities to increase reach, efficiency and effectiveness at the very local level. It also supported a community development approach, building individual and community capacity for well-being and resilience through core, capacity building and locally prioritised theme projects focussing on specific issues and needs. Furthermore, the programme was underpinned by robust research and

evaluation led by Institute of Health and Human Development at University of East London.

- 5.5 Bellingham became one of 20 neighbourhoods in London that the Well London Phase 1 worked with between 2007-2011. Phase 1 led to some positive outcomes which were recognised in 2011. It received the Royal Society of Public Health Award and was endorsed by Professor Sir Michael Marmot who said:

'.....Empowering individuals and communities, and giving people a voice is integral to addressing health inequalities. I am delighted the Partnership has achieved well-deserved recognition for its work.'

- 5.6 With the continued support of Big Lottery in 2012, Bellingham continued as a Phase 2 and is currently one of 11 areas in 9 London boroughs.

6. Progress Update

- 6.1 Since the last report to this committee in December 2013, both programmes have continued to engage individuals, agencies and communities in their respective geographical areas in health improvement activities and projects. Apart from the healthy lifestyle outcomes reported in the sections that follow, the programmes contributed to creating community resilience by building individual and community capacity for well-being.

North Lewisham Health Improvement Programme

- 6.2 The North Lewisham Health Improvement Programme has continued to develop, implement, monitor and evaluate health improvement activities in Evelyn and New Cross wards. The interim report in Appendix 1 of this report provides headline results from the programme covering the period 2012-14. It highlights key outcomes from the community engagement process, lifestyle activities, the numbers and characteristics of people participating, and some changes in health behaviour that have resulted from their participation in activities that promote healthy eating, stop smoking, physical activity and mental wellbeing. The self-reported outcomes for these indicate that the activities resulted in positive lifestyle change.

Bellingham Well London Phase 2

- 6.3 Similarly, the Bellingham Well London Phase 2, through a community development approach and participatory budgeting enabled the delivery of lifestyle activities aimed at promoting healthy eating, physical activity and mental wellbeing. The University of East London has undertaken an interim analysis of pooled data across Well London areas based on the responses of participants who have completed their baseline and first follow-up surveys. The results in Appendix 2 show progress in meeting outcome targets e.g. 16% increase in respondents reporting that they do enough physical activity to keep fit, 13% reporting they feel very or quite happy with life in general, 14% increase in those that feel their eating habits are very or quite healthy.

Lewisham Central

- 6.4 In Lewisham Central, the outcome of the preliminary work, (undertaken mainly through the Council's Invest scheme, where a work experience officer from another team was placed with Public health from January 2014 to March 2014), has been the development of a Stakeholder Database and a Stakeholder Analysis Report.

Thirty five 'Key Stakeholders' have been identified that can be engaged in future stages of a health improvement programme for the area.

Downham

- 6.5 In Downham, the LBL Public Health team resourced Downham Nutrition Partnership (DNP) to work with about 13 groups and agencies on the theme: 'What does a Healthy Downham Look Like?' This has been conducted through interactive training events and workshops and events. Key individuals and groups have been identified that can be engaged in future stages of a health improvement programme for the area.

7. Plans for Sustainability

- 7.1 The Well London Phase 3 (from 2015) is now being planned by the GLA and UEL to cover much larger and/or whole commissioning areas. This will mean working at larger scale in each site, but with a smaller number of local authorities, RSL/Housing Associations and/or CCGs or Federations of GP Practices and with potential for new links with secondary care. It will involve establishing a number of Well London 'hubs' across the commissioning area/s, focussing on the most disadvantaged neighbourhoods and with wider coverage being achieved through the ripple effect observed in the previous Phases.
- 7.2 LBL Public Health has been part of discussions that the GLA and UEL have had with Phase 2 commissioning organisations about the development of Phase 3. **Lewisham, Brent and Tower Hamlets have currently been named by the GLA and UEL as candidates for Phase 3.**
- 7.3 An initial proposal for Lewisham is to scale up, by building on existing initiatives and planned ones, including integrated health and social care work at a Neighbourhood level. The current North Lewisham Health Improvement Programme covers part of Neighbourhood 1, the planned initiative in Lewisham Central would cover part of Neighbourhood 2, and development of a health improvement programme in Downham would cover part of Neighbourhood 3. The scaling up of the current Bellingham Well London from the present 2 Postal areas to 4 Postal areas will cover part of Neighbourhood 4. This will provide opportunity to integrate with the health and social care activities currently being developed in these neighbourhoods by the Community Connections project, District Nurses, Community Health Improvement Service, Social Workers and GPs. The plan is also to develop a stronger partnership working in Phase 3 with Registered Social Landlords as well as any local regeneration projects in each of these neighbourhoods.
- 7.4 It is envisaged that the North Lewisham Health Improvement Programme stakeholder group and the Deptford and New cross community Health Forum will continue to meet, network, support and sustain community capacity in the area. There will be some resource to provide support for community health initiatives and community groups, but not at the same scale as previously. The Eat a Rainbow Food Co-op, hosted by 170 Community Project is on track to become self sustaining. Some of the community groups have accessed funds from elsewhere as a result of being funded and supported through the Participatory Budgeting programme.

8. Financial Implications

- 8.1 Phases 1 and 2 have been mainly Big Lottery funded with some contribution from local commissioning organisations in phase 2. Prior to moving into the local authority, Public Health Lewisham contributed £50,000 match funding towards Phase 2. A balance of £30,171 is left to be carried over to Phase 3 as match funding from Lewisham.
- 8.2 Big Lottery funding for phase 2 ends in 2015. University of East London and the GLA have indicated that they are likely to obtain grant funding from the following sources to support Well London phase 3:
- Guys and Thomas' Charity and Bart's for funding to support phase 3 programmes in their respective areas of South East and North East London;
 - Guys and Thomas' Charity to support the move of the Well London/Well Communities framework onto a more sustainable and business-like footing; including development of knowledge transfer, training programmes to support transfer and scaling up of the model;
 - Lottery 'Reaching Communities' funds to help fund some on the ground activity, support to commissioners and local coordinators, monitoring and evaluation and further development of the model;
 - National Institute of Health Research (NIHR) for research development grant which will include the further development of methodologies for evaluating the impact of the Well London/Well Communities programme and other similar programmes (including social prescribing) and in particular in the community, primary and secondary care contexts (health and social care integration).
- 8.3 If successful, UEL and GLA have indicated that the level of funding per Well London site would range from approximately £70,000. Additional funding will be provided depending on how many hubs each site intends to develop. The level of this additional funding is yet to be worked out.
- 8.4 Funding of these programmes in the future, as described in this report will not be adversely affected by any proposed savings identified in the PH budget for 2015/16.

9. Legal Implications

- 9.1 There are no specific legal implications arising from this report.

10. Crime and Disorder Implications

- 10.1 There are no specific crime and disorder implications arising from this report.

11. Equality Implications

- 11.1 There are no specific equalities implications arising from this report however addressing health inequalities is a key element of the Lewisham Health and

Wellbeing Strategy the priorities of which the community health initiatives help deliver.

11.2 An Equality Impact Assessment (EIA) was carried out on the Lewisham Health and Wellbeing Strategy.

12. Environmental Implications

12.1 There are no specific environmental implications arising from this report.

Background Documents

- a) Report to the Healthier Communities Select Committee on the Evaluation of the North Lewisham Health Improvement Programme and the transfer of Learning (11th December 2013):
<http://councilmeetings.lewisham.gov.uk/documents/g2914/Public%20reports%20pack%2011th-Dec-2013%2019.00%20Healthier%20Communities%20Select%20Committee.pdf?T=10>
- b) The Lewisham Health and Wellbeing Strategy and the Delivery Plan:
<http://www.lewishamsna.org.uk/>

If there are any queries on this report please contact **Alfred Banya** on 020 8314 7366

Appendix 1

North Lewisham Health Improvement Programme update 2012- Oct 2014

1. Overview

This interim report provides headline results from the programme covering the period 2012-14. It highlights key outcomes from the community engagement process, lifestyle activities, the numbers and characteristics of people participating, and early changes in health behaviour that have resulted from their participation.

2. Community engagement

The Programme continues to be managed through a stakeholder steering process. The role of the stakeholder group is to oversee the development, implementation and evaluation of the programme. It involves a broad range of stakeholders who live and work in Evelyn and New Cross wards. The engagement process is a combination of bi-monthly meetings, annual stakeholder consultation and health improvement events.

Fifty three community groups were funded through the Participatory Budgeting (PB) process to deliver a range of activities that promote healthy eating, physical activity, stop smoking and mental wellbeing. The following training was offered to the lead person in each community group responsible for overseeing delivery of the activities, and most accessed the training:

- Healthy Eating
- Community Mental Health Awareness
- Identification and Brief Advice on Alcohol
- Talking to smokers about stopping smoking

Projects

<p><u>Healthy Eating</u></p> <ul style="list-style-type: none"> • Fruit and veg stall • Healthy cooking classes • Refugee Women’s Forum <p><u>Physical Activity</u></p> <ul style="list-style-type: none"> • Taster sessions for people with sedentary lifestyles • Referrals to borough wide activities • Exercise Volunteers leadership training <p><u>Capacity Building / Training</u></p> <ul style="list-style-type: none"> • Governance, monitoring and evaluation • Planning and budget management • Fundraising skills • Enterprise training 	<p><u>Mental Wellbeing</u></p> <ul style="list-style-type: none"> • Support for Carers • Empowering Families - Stress management for parents • Mental health – tackling stigma and increasing understanding • Drumming and dance for mental health • Mental health awareness workshops <p><u>Targeted Community interventions</u></p> <ul style="list-style-type: none"> • Stop smoking support • Alcohol awareness • Sexual health awareness • HIV Testing
--	--

3. Participation in North Lewisham Programme activities

Participation/Engagement	2012-14	
	Frequency/ No	Number
Stakeholder Meetings (16)	16	168
Stakeholder events (3)	3	196
Health improvement Events (2)	2	400
Food Coop stall (144)	144	610
Health Focus group workshops (French African, Polish groups) (10)	10	57
Nutrition sessions/workshops	30	210
Skill enhancement Training	6	51
Participatory Budget (PB) rounds	3	53 (groups funded)
Beneficiaries reached through PB		656

4. Socio-demographic profile of participants

There were a total of 656 participants accessing the community health activities organised as a result of the Participatory Funding. The data below about the demography of the participants is based on project monitoring attendance reports submitted by funded community groups.

	North Lewisham	
Age (years)	No	%
≤ 18	84	12.8 %
19-25	55	8.4%
26-39	204	31.1 %
40-75	276	42.1 %
75+	37	5.6%
Not known	0	
<i>Total</i>	656	
Gender		
Female	298	45.4 %
Male	227	34.6 %
Not known	131	20%
<i>Total</i>	656	
Disability		
Disabled	262	39.9 %
Not disabled	394	60.1 %
Not known	0	
<i>Total</i>	656	

Ethnicity	North Lewisham	
Other black	35	5.3%
African	194	29.6%
Other white	35	5.3%
Black British & Black Caribbean	92	14%
Chinese	25	3.8%
Vietnamese	17	2.6%
Indian	12	1.8%
Pakistani	2	0.3%
Bangladeshi	0	0.0%
White and Asian	11	1.7%
White and Black African	8	1.2%
White and Black Caribbean	30	4.6%
White British	113	17.2%
White Irish	14	2.1%
Any other mixed background	11	1.7%
Any other Asian background	23	3.5%
Any other	15	2.3%
Not known	19	2.9%
<i>Total</i>	656	

5. Volunteering and Capacity Building

Over 40 volunteers were engaged to support activities through the Community Health Improvement team, 170 Community Project and local group projects in the North Lewisham area. Some were deployed in specific projects and engaged only in the geographical area but the majority were deployed across the borough on a wider remit.

6. Qualitative feedback

Impact	Exemplar quotes
Self-esteem and confidence	<i>“Being active seemed a world away and the thought of being a regular at a Zumba class out of the question. Eight months after the birth of my child, I was feeling anxious, my weight had risen steadily to the extent that a visit to my Doctor left me with the stark message to lose weight now or not make it to 25. I joined the 170CP PAP Zumba class and have lost 26kg (3.11st) and I’m now active for 180 minutes or more each week through a</i>

	<i>combination of classes and walking” Female aged 24</i>
Inclusiveness and social connectedness	<p><i>“Because we are like other people, like the English as well; we don’t have special needs. But because maybe there is a little difference between what we have in Poland what we have here; but we are all the same. Just like being here, try to have heart and respect and try to understand our needs” Female 30</i></p> <p><i>“Take the information to the community...also the community organisations these are the kind of institutions that need to be empowered to take information where we are”</i></p>
Skills	<i>“The training and capacity support has helped me to set up a project on domestic violence that I feel was needed in the community”.</i>
Volunteering	<i>“I love volunteering, it has given me something to occupy me and learn new skills which will help me get a job as well as it has made me more confident”</i>

7. Case studies

(Refer to Exemplar Quotes above)

8. Quantitative outcomes

Community groups funded through the PB process have collected baseline data and information about healthy lifestyle behaviour change. They provided information on fruit and vegetable consumption of participants, their levels of physical activity, assessment of mental wellbeing, and smoking. A total of 656 people were reached. The following information provides a summary of self-reported health behaviour change:

Healthy eating: 175 participants reported eating less than 3 portions of fruit a day at the start. Out of this number 129 reported eating more than 3 portions of fruit a day following attendance of healthy eating promotion activities.

Physical Activity: At the end of the activities, a total of 219 participants reported that they had increased their levels of physical activity.

Mental wellbeing: Of the total number reached through PB funded activities, 330 reported improved mental wellbeing.

Smoking: A total of 71 participants reported that they smoked and were informed about the Stop Smoking services. A total of 24 participants accepted referral to the Stop Smoking service.

Appendix 2

Well London Phase 2 Area Interim Headline Results 2013- April 2014 Bellingham Estate, Lewisham

1. Overview

This interim report summarises headline results from the Well London programme in Bellingham Estate, Lewisham. It highlights key findings from the community engagement process, details of the projects commissioned, the numbers and characteristics of people participating, and early changes that have resulted from their participation. All the findings are area-specific except for the changes in targeted outcomes where information has been combined across all intervention areas as the numbers in individual areas are small.

2. Community engagement

Priorities identified through community engagement (Door knocking and group discussions)

- Create activities that bring the community together
- Improve communication on the Estate
- Address the needs of young people
- Improve the local environment
- Address issues of community safety and fear of crime
- Encourage the community to 'get out and about'
- Create activities and opportunities for all
- Create opportunities for training and volunteering

3. Projects

Healthy Eating

- Brighter Futures / Health Champions
- Cooking For Life and Soul

Physical Activity

- Bellingham Bike
- Cardio
- Palmers boxing
- Aqua Aerobics
- Fitness workouts
- Fitness sessions
- Busy Bees Health & Wellbeing project
- Bellingham Healthy Walk
- Inclusive Cycling

Mental Wellbeing, Arts and Crafts

- GLYPT film workshop
- Bellingham street dance (GLYPT Easter Art)
- This way up
- Intergenerational Gardening
- Bellingham Beats dance classes
- African Drumming
- Intergenerational Arts
- Creative Reminiscence arts and wellbeing
- Bellingham Storytelling
- Mums & Daughters Health project
- Arts & crafts for SEN children
- DIY Happiness wellbeing

<ul style="list-style-type: none"> • Bellingham Running & Exercise group <p><u>Skills Building & Employability</u></p> <ul style="list-style-type: none"> • Bring & Fix • Three-lyare film-making • Bellingham Time Bank / Craft Club • Baby Massage • Bel Eve girl mentoring project 	<p>workshops</p> <ul style="list-style-type: none"> • Self-help workshops for survivors of sexual abuse • Befriending Project • Community Gardening
---	--

4. Participation in Well London activities

<p>Estimates of participation numbers are derived from two sources:</p> <ul style="list-style-type: none"> • <u>Project attendance records</u> from themed projects; and • <u>Headcounts</u> at awareness and engagement events with typically large turnouts. 	Themed projects attendance:	479
	Headcount attendance:	4168
	Total no. of attendances:	4647
	No. of participants that attended >1 themed project	106
	% of participants that attended >1 themed project	22%
	Estimated total number of individual participants: <i>(calculated by adjusting the total attendance by 32% - i.e. the multiple attendance rate of 22% plus extra 10% for uncertainty).</i>	3160

5. Socio-demographic profile of participants

The data is based on project attendance records only (but is assumed to be similar for the headcount data). Comparative data for the 'natural neighbourhood' of Bellingham Estate is based on combined data from the three ONS Lower Super Output Areas (LSOAs) - 'Lewisham 034A', 'Lewisham 034C' and 'Lewisham 034D' - that overlie the area.

	Well London		Bellingham Estate
	n	%	(%)
Age (years)			
0-15	169	35.3%	23.0%
16-29	86	18.0%	20.7%
30-44	30	6.30%	24.4%
45-65	34	7.10%	23.3%
Above 65	65	13.6%	8.6%
No response	95	19.8%	
<i>Total</i>	<i>479</i>	<i>100%</i>	
Gender			
Female	352	73.4%	
Male	97	20.3%	
Missing	30	6.30%	
<i>Total</i>	<i>479</i>	<i>100%</i>	
Disability			
Yes	37	7.70%	
No	295	61.6%	
Missing	147	30.7%	
<i>Total</i>	<i>479</i>	<i>100%</i>	

	Well London		Bellingham Estate
	n	%	(%)
Ethnicity			
African	63	13.2%	
Bangladeshi	5	1.00%	
Caribbean	75	15.7%	
Chinese	3	0.60%	
India	5	1.00%	
White and Asian	5	1.00%	
White and Black African	3	0.60%	
White and Black Caribbean	15	3.10%	
White British	110	23.0%	
White Irish	3	0.60%	
Any other Asian background	2	0.40%	
Any other Black background	26	5.40%	
Any other White background	11	2.30%	
Any other mixed background	9	1.90%	
Any other	5	1.00%	
Prefer not to say	139	29.0%	
<i>Total</i>	<i>479</i>	<i>100%</i>	

6. Volunteering and Capacity Building

2 Youth Apprentices

The Bellingham Time Bank now has over 25 members and a weekly drop-in.

Bellingham Well London Delivery Team has 14 volunteers in total, 7-8 who are active on a weekly basis.

Out of these volunteers, 7 have trained in level 2 public health. 2 trained in DIY Happiness and 4 trained in Community Activator, 1 volunteer trained in Healthy Spaces promotion and 5 volunteers trained in Let's Get Moving Level 1 promotion of physical activity.

7. Qualitative feedback

Impact	Exemplar quotes
Community needs	<p>"We have managed to link in well with other services e.g. WLDT who have done RSPH training now linking in with NHS community health team at events, linking in with Community Education with PSPs."</p> <p>"It makes you think about wellbeing and how and what you want to deliver is going to help in those sole areas."</p>
Inclusiveness and social connectedness	<p>"I didn't know anyone here until the first day, I met my best friend here, and everyone here got me to speak out – they didn't let me keep quiet in the group like I used to."</p> <p>"Just getting involved, getting out and posting leaflets for doors and stuff...it's quite interesting."</p>
Skills and job opportunities	<p>"This apprenticeship has helped me so much and now I have so much patience which is a skill I will need for my career, and also the confidence I have got now to work with people... The best thing I have learnt is I know I can do things now and not step away from speaking in public or be too shy to say I'm dyslexic."</p>
Role models	<p>"It made a difference to my family ... now I have done it my sister wants to do it too, as well as be a dance teacher she wants to be a youth worker like me... she was asking me what apprenticeship she should do when she is older. My brother wishes he had done one too."</p>

8. Case studies

One volunteer now in ongoing full-time work, one volunteer finding part-time work, one volunteer who runs the craft club now commissioned at a number of sites across Lewisham (and also on the Well London programme on the Woolwich Dockyard estate)

9. Quantitative outcomes

The evaluation involved a longitudinal study of a randomly selected cohort of participants surveyed three times. The following results are an interim analysis of outcomes based on responses of 80 participants who have completed their baseline and first follow-up surveys. The analysis broadly shows progress in meeting outcome targets (e.g. 16% increase in respondents reporting that they do enough physical activity to keep fit, 13% reporting they feel very or quite happy with life in general, 14% increase in those that feel their eating habits are very or quite healthy). However, more precise estimates of the amount of change will only be available after the second follow-up surveys have been completed in March 2015.

Survey results (all areas)*

Theme	Pre		Post		% change
	N	%	N	%	
Physical activity					
Think they do enough PA to keep fit	32	39%	46	55%	+16%
Would like to do more PA	48	58%	52	63%	+5%
Food and drink					
Ate vegetables yesterday	53	65%	70	84%	+19%
Ate fresh fruit yesterday	54	66%	64	77%	+11%
Overall, eating habit is very/quite healthy	51	62%	63	76%	+14%
Would like to eat more healthily	51	62%	53	64%	+2%
Wellbeing					
Feel very/quite happy with life in general	62	76%	74	89%	+13%
Community					
Definitely enjoy living in neighbourhood	38	46%	47	57%	+11%
People in neighbourhood help each other	23	28%	20	24%	-4%
Feel very/fairly safe walking alone at night	41	50%	63	64%	+14%
Volunteering and participation					
Given unpaid help in past 12 months					
Definitely agree that can influence local decisions	14	17%	22	26%	+9%
Very/quite important personally to feel able to influence local decisions	54	66%	63	76%	+10%

General health					
Not anxious or depressed	45	55%	66	79%	+24%

*Interim analysis based on selected pre-post responses from the participant cohort survey. The data is pooled across all Well London areas as the numbers from individual areas are too small to be reported separately.

Perceived benefits (all areas)*

Participants' perception of benefits they have experienced from taking part in Well London	Total no.	No. who agreed		Mean score
	N	No.	%	%
Awareness of local opportunities				80%
More aware of local opportunities for mental wellbeing, physical activity and healthy eating	51	43	84%	
More aware of opportunities for education, training, volunteering or work	51	39	76%	
Mental wellbeing				79%
Improved understanding of mental wellbeing	51	40	78%	
Feel more positive about life	51	41	80%	
Feel more self-confident	47	37	79%	
Physical activity				75%
Increased level of physical activity	49	37	75%	
Healthy eating				74%
Access affordable healthy foods	48	32	67%	
Make more healthy eating choices	51	42	82%	
Social cohesion				80%
Enjoy living in community	47	41	87%	
Feel safe walking around in community	47	35	74%	
Made friends in community	48	40	83%	
Asked people for help in community	48	36	75%	
Feel that people in community from different backgrounds and age groups get along together	48	39	81%	
Feel that people in community pull together to improve the neighbourhood	48	40	83%	
Volunteering				67%
Got into volunteering	49	33	67%	

Education, training and work			58%
More aware of opportunities for education, training, volunteering or work	51	39	76%
Got into education or training	49	32	65%
Got into work	44	19	33%
Other			35%
Improved English skills	43	15	35%

*Interim analysis of participants' perceptions of the benefits derived from Well London. The data is pooled across all areas as the numbers from individual areas are too small to be reported separately.

This page is intentionally left blank

Agenda Item 9

Healthier Communities Select Committee			
Title	Select Committee work programme		
Contributor	Scrutiny Manager	Item	9
Class	Part 1 (open)	2 December 2014	

1. Purpose

To advise Members of the proposed work programme for the municipal year 2014/15, and to decide on the agenda items for the next meeting.

2. Summary

- 2.1 At the beginning of the new administration, each select committee drew up a draft work programme for submission to the Business Panel for consideration.
- 2.2 The Business Panel considered the proposed work programmes of each of the select committees on 29 July 2014 and agreed a co-ordinated overview and scrutiny work programme. However, the work programme can be reviewed at each Select Committee meeting so that Members are able to include urgent, high priority items and remove items that are no longer a priority.

3. Recommendations

3.1 The Committee is asked to:

- note the work plan attached at **Appendix B** and discuss any issues arising from the programme;
- specify the information and analysis required in the report for each item on the agenda for the next meeting, based on desired outcomes, so that officers are clear on what they need to provide;
- review all forthcoming key decisions, attached at **Appendix C**, and consider any items for further scrutiny.

4. The work programme

4.1 The work programme for 2014/15 was agreed at the Committee's meeting on 16 July 2014.

4.2 The Committee is asked to consider if any urgent issues have arisen that require scrutiny and if any existing items are no longer a priority and can be removed from the work programme. Before adding additional items, each item should be considered against agreed criteria. The flow chart attached at **Appendix A** may help Members decide if proposed additional items should be added to the work programme. The Committee's work programme needs to be achievable in terms of the amount of meeting time available. If the Committee agrees to add additional item(s) because they are urgent and high priority, Members will need to consider

which medium/low priority item(s) should be removed in order to create sufficient capacity for the new item(s).

5. The next meeting

5.1 The following reports are scheduled for the meeting on 14 January 2014:

Agenda item	Review type	Link to Corporate Priority	Priority
Sexual health strategy and action plan	Standard item	Active, healthy citizens	Medium
Development of the market for adult social care services	Standard item	Active, healthy citizens	Medium
Care quality commission update	Performance monitoring	Active, healthy citizens	Medium
Access to primary care	Standard Item	Active, healthy citizens	Medium

5.2 The Committee is asked to specify the information and analysis it would like to see in the reports for these item, based on the outcomes the committee would like to achieve, so that officers are clear on what they need to provide for the next meeting.

6. Financial Implications

There are no financial implications arising from this report.

7. Legal Implications

In accordance with the Council's Constitution, all scrutiny select committees must devise and submit a work programme to the Business Panel at the start of each municipal year.

8. Equalities Implications

8.1 The Equality Act 2010 brought together all previous equality legislation in England, Scotland and Wales. The Act included a new public sector equality duty, replacing the separate duties relating to race, disability and gender equality. The duty came into force on 6 April 2011. It covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

8.2 The Council must, in the exercise of its functions, have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act

- advance equality of opportunity between people who share a protected characteristic and those who do not.
- foster good relations between people who share a protected characteristic and those who do not.

8.3 There may be equalities implications arising from items on the work programme and all activities undertaken by the Select Committee will need to give due consideration to this.

9. Date of next meeting

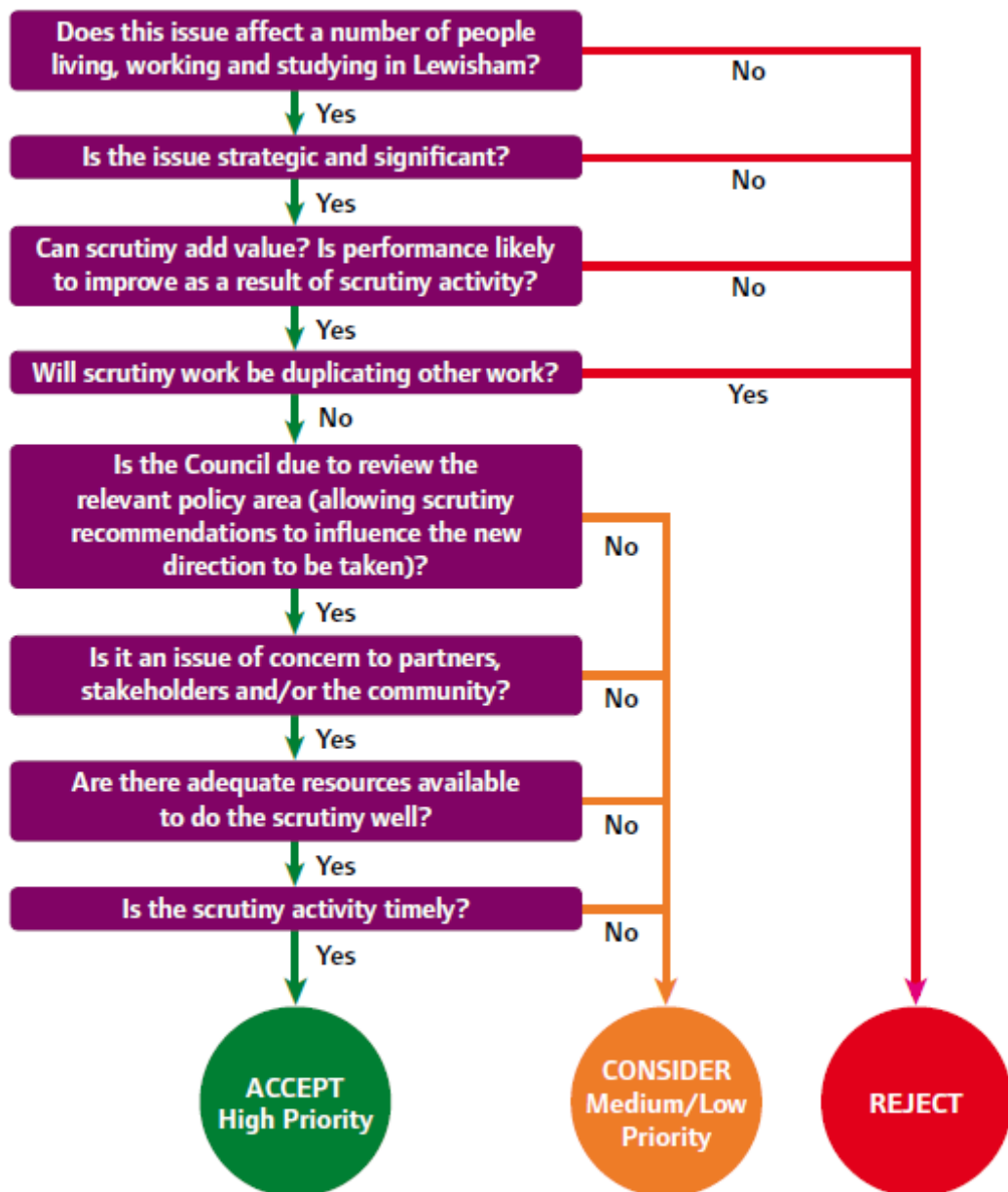
The date of the next meeting is Wednesday 14 January 2015

Background Documents

Lewisham Council's Constitution

Centre for Public Scrutiny: the Good Scrutiny Guide

Scrutiny work programme – prioritisation process



Healthier Communities Select Committee work programme 2014/15

Programme of work

Work item	Type of item	Priority	Strategic priority	Delivery deadline	16-Jul	03-Sep	21-Oct	02-Dec	14-Jan	24-Feb
Lewisham future programme	Standard item	High	CP9	Jul						
Confirmation of Chair and Vice Chair	Constitutional req	High	CP9	Jul						
Select Committee work programme	Constitutional req	High	CP9	Jul						
Healthwatch annual report	Standard item	Medium	CP9	Jul						
Sexual health strategy and action plan	Standard item	Medium	CP9	Dec						
Better care fund update	Standard item	Medium	CP9	Jul						
Community mental health review: update	Standard item	High	CP9	Dec						
King's: elective services proposals	Standard item	High	CP9	Feb						
Sustainability of community health initiatives	Standard item	Medium	CP9	Dec						
South East London five year commissioning strategy	Standard item	Medium	CP9	Sep						
Lewisham hospital update	Standard item	Medium	CP9	On-going		Nursing	Resilience			
Emergency services review	Standard item	High	CP9	Dec			Resilience	LAS		
Delivery of the Lewisham Health & Wellbeing priorities	Performance monitoring	High	CP9	Oct						
Health and social care integration	Standard item	High	CP10	On-going						
Autism strategy	Standard item	Medium	CP10	Dec						
Leisure centre contract	Performance monitoring	Medium	CP9	Dec						
Development of the local market for adult social care services	Standard item	Medium	CP9	Jan						
Public Health performance dashboard	Standard item	Medium	CP9	Feb						
Transition from children's to adult social care	Standard item	Medium	CP 7,8, 9	Tba						
Care Quality Commission update	Standard item	Medium	CP9	Jan						
Access to primary care	Standard item	Medium	CP10	Jan						
Community Education Lewisham annual report	Performance monitoring	Medium	CP9	Feb						

	Item completed
	Item on-going
	Item outstanding
	Proposed timeframe
	Item added

Meetings					
1)	Wed	16 July	4)	Tue	02 December
2)	Wed	03 September	5)	Wed	14 January
3)	Tue	21 October	6)	Tue	24 February

Shaping Our Future: Lewisham's Sustainable Community Strategy 2008-2020		
	Priority	
1	Ambitious and achieving	SCS 1
2	Safer	SCS 2
3	Empowered and responsible	SCS 3
4	Clean, green and liveable	SCS 4
5	Healthy, active and enjoyable	SCS 5
6	Dynamic and prosperous	SCS 6

Corporate Priorities		
	Priority	
1	Community Leadership	CP 1
2	Young people's achievement and involvement	CP 2
3	Clean, green and liveable	CP 3
4	Safety, security and a visible presence	CP 4
5	Strengthening the local economy	CP 5
6	Decent homes for all	CP 6
7	Protection of children	CP 7
8	Caring for adults and older people	CP 8
9	Active, healthy citizens	CP 9
10	Inspiring efficiency, effectiveness and equity	CP 10

FORWARD PLAN OF KEY DECISIONS

Forward Plan November 2014 - February 2015

This Forward Plan sets out the key decisions the Council expects to take during the next four months.

Anyone wishing to make representations on a decision should submit them in writing as soon as possible to the relevant contact officer (shown as number (7) in the key overleaf). Any representations made less than 3 days before the meeting should be sent to Kevin Flaherty, the Local Democracy Officer, at the Council Offices or kevin.flaherty@lewisham.gov.uk. However the deadline will be 4pm on the working day prior to the meeting.

A "key decision"* means an executive decision which is likely to:

- (a) result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates;
- (b) be significant in terms of its effects on communities living or working in an area comprising two or more wards.

FORWARD PLAN – KEY DECISIONS

Date included in forward plan	Description of matter under consideration	Date of Decision Decision maker	Responsible Officers / Portfolios	Consultation Details	Background papers / materials
September 2014	Drumbeat 6th Form School: Phase 3 New Build	Tuesday, 04/11/14 Overview and Scrutiny Education Business Panel	Janet Senior, Executive Director for Resources & Regeneration and Councillor Paul Maslin, Cabinet Member for Children and Young People		
September 2014	Procurement of a Corporate Scanning Service Provider	Tuesday, 04/11/14 Overview and Scrutiny Business Panel	Kevin Sheehan, Executive Director for Customer Services and Councillor Kevin Bonavia, Cabinet Member Resources		
May 2014	Kenton Court and Somerville Extra Care Schemes: Update	Wednesday, 12/11/14 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Damien Egan, Cabinet Member Housing		
October 2014	Mid Year Treasury Strategy	Wednesday, 12/11/14 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Kevin Bonavia, Cabinet Member Resources		
October 2014	2015-16 Revenue Budget Savings	Wednesday, 12/11/14 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Kevin Bonavia, Cabinet Member Resources		
October 2014	Proposal to enlarge Sir Francis	Wednesday,	Frankie Sulke, Executive		

FORWARD PLAN – KEY DECISIONS					
Date included in forward plan	Description of matter under consideration	Date of Decision Decision maker	Responsible Officers / Portfolios	Consultation Details	Background papers / materials
	Drake Primary School	12/11/14 Mayor and Cabinet	Director for Children and Young People and Councillor Paul Maslin, Cabinet Member for Children and Young People		
May 2014	Education Contract Awards ICT Specialist Service Provider Framework	Wednesday, 12/11/14 Mayor and Cabinet (Contracts)	Frankie Sulke, Executive Director for Children and Young People and Councillor Paul Maslin, Cabinet Member for Children and Young People		
September 2014	Corporate Energy Contracts	Wednesday, 12/11/14 Mayor and Cabinet (Contracts)	Janet Senior, Executive Director for Resources & Regeneration and Councillor Rachel Onikosi, Cabinet Member Public Realm		
October 2014	Extension on all learning disability supported accommodation contracts	Wednesday, 12/11/14 Mayor and Cabinet (Contracts)	Aileen Buckton, Executive Director for Community Services and Councillor Chris Best, Cabinet Member Health-Well-Being-Older People		
September 2014	Supporting the Voluntary Sector - outcome main grants consultation and approval to open main grants programme for applications	Wednesday, 12/11/14 Mayor and Cabinet (Contracts)	Aileen Buckton, Executive Director for Community Services and Councillor Joan Millbank, Cabinet Member Third Sector & Community		

FORWARD PLAN – KEY DECISIONS

Date included in forward plan	Description of matter under consideration	Date of Decision Decision maker	Responsible Officers / Portfolios	Consultation Details	Background papers / materials
October 2014	Contract Award Coopers Lane Primary School 2FE to 3FE	Tuesday, 25/11/14 Overview and Scrutiny Education Business Panel	Frankie Sulke, Executive Director for Children and Young People and Councillor Paul Maslin, Cabinet Member for Children and Young People		
June 2014	Annual Parking Review	Wednesday, 03/12/14 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Rachel Onikosi, Cabinet Member Public Realm		
October 2014	Approval public consultation Lewisham River Corridors Improvement Plan SPD	Wednesday, 03/12/14 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Alan Smith, Deputy Mayor		
September 2014	Campshill Road Extra Care Scheme	Wednesday, 03/12/14 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Damien Egan, Cabinet Member Housing		
October 2014	Council Tax Reduction Scheme Review	Wednesday, 03/12/14 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Kevin Bonavia, Cabinet Member Resources		
September 2014	Draft Flood Management Strategy	Wednesday, 03/12/14	Janet Senior, Executive Director for Resources &		

FORWARD PLAN – KEY DECISIONS					
Date included in forward plan	Description of matter under consideration	Date of Decision Decision maker	Responsible Officers / Portfolios	Consultation Details	Background papers / materials
		Mayor and Cabinet	Regeneration and Councillor Alan Smith, Deputy Mayor		
October 2014	Housing Acquisition Programme Update	Wednesday, 03/12/14 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Damien Egan, Cabinet Member Housing		
November 2014	Housing Grounds Maintenance	Wednesday, 03/12/14 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Damien Egan, Cabinet Member Housing		
September 2014	Introduction of a Borough 20mph zone	Wednesday, 03/12/14 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Alan Smith, Deputy Mayor		
October 2014	Ladywell Playtower	Wednesday, 03/12/14 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Alan Smith, Deputy Mayor		
October 2014	Prendergast Primary School Permission to spend on enabling works	Wednesday, 03/12/14 Mayor and Cabinet (Contracts)	Frankie Sulke, Executive Director for Children and Young People and Councillor Paul Maslin, Cabinet Member for Children and Young People		

FORWARD PLAN – KEY DECISIONS

Date included in forward plan	Description of matter under consideration	Date of Decision Decision maker	Responsible Officers / Portfolios	Consultation Details	Background papers / materials
October 2014	Award of Highways Public Realm Contract Coulgate Street	Wednesday, 03/12/14 Mayor and Cabinet (Contracts)	Janet Senior, Executive Director for Resources & Regeneration and Councillor Alan Smith, Deputy Mayor		
September 2014	Award of Street advertising and Bus Shelter Contract	Wednesday, 03/12/14 Mayor and Cabinet (Contracts)	Janet Senior, Executive Director for Resources & Regeneration and Councillor Alan Smith, Deputy Mayor		
November 2014	Delivery of Dementia Advice and Information Service Contract	Wednesday, 03/12/14 Mayor and Cabinet (Contracts)	Aileen Buckton, Executive Director for Community Services and Councillor Chris Best, Cabinet Member Health-Well-Being-Older People		
October 2014	Extension of contract with Turner & Townsend (Primary Places Programme)	Wednesday, 03/12/14 Mayor and Cabinet (Contracts)	Frankie Sulke, Executive Director for Children and Young People and Councillor Paul Maslin, Cabinet Member for Children and Young People		
August 2014	Extension of Drug and Alcohol contract	Wednesday, 03/12/14 Mayor and Cabinet (Contracts)	Aileen Buckton, Executive Director for Community Services and Councillor Janet Daby, Cabinet Member Community Safety		
November 2014	Extension of all learning Disability Supported	Wednesday, 03/12/14	Aileen Buckton, Executive Director for		

FORWARD PLAN – KEY DECISIONS					
Date included in forward plan	Description of matter under consideration	Date of Decision Decision maker	Responsible Officers / Portfolios	Consultation Details	Background papers / materials
	Accomodation Contracts	Mayor and Cabinet (Contracts)	Community Services and Councillor Chris Best, Cabinet Member Health-Well-Being-Older People		
August 2014	Award of 3 drug and alcohol contracts:young People, Aftercare, Shared Care	Wednesday, 03/12/14 Mayor and Cabinet (Contracts)	Aileen Buckton, Executive Director for Community Services and Councillor Janet Daby, Cabinet Member Community Safety		
August 2014	Award of Single Violence against Women and Girls Service Contract	Wednesday, 03/12/14 Mayor and Cabinet (Contracts)	Aileen Buckton, Executive Director for Community Services and Councillor Janet Daby, Cabinet Member Community Safety		
September 2014	Learning Contract Provider	Wednesday, 03/12/14 Mayor and Cabinet (Contracts)	Janet Senior, Executive Director for Resources & Regeneration and Councillor Kevin Bonavia, Cabinet Member Resources		
October 2014	Procurement of the School Kitchen Maintenance Contract	Wednesday, 03/12/14 Mayor and Cabinet (Contracts)	Frankie Sulke, Executive Director for Children and Young People and Councillor Paul Maslin, Cabinet Member for Children and Young People		
November 2014	Proposal to enlarge St George's CE Primary School	Wednesday, 03/12/14	Frankie Sulke, Executive Director for Children and		

FORWARD PLAN – KEY DECISIONS					
Date included in forward plan	Description of matter under consideration	Date of Decision Decision maker	Responsible Officers / Portfolios	Consultation Details	Background papers / materials
		Mayor and Cabinet (Contracts)	Young People and Councillor Paul Maslin, Cabinet Member for Children and Young People		
October 2014	School Minor Capital Works Programme 2013-14	Wednesday, 03/12/14 Mayor and Cabinet (Contracts)	Frankie Sulke, Executive Director for Children and Young People and Councillor Paul Maslin, Cabinet Member for Children and Young People		
October 2014	Annual Complaints Report	Wednesday, 14/01/15 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Joe Dromey, Cabinet Member Policy & Performance		
November 2014	Bakerloo Line Extension Consultation	Wednesday, 14/01/15 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Alan Smith, Deputy Mayor		
March 2014	Community Infrastructure Levy Adoption version	Wednesday, 14/01/15 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Alan Smith, Deputy Mayor		
September 2014	Church Grove Custom Build	Wednesday, 14/01/15 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and		

FORWARD PLAN – KEY DECISIONS					
Date included in forward plan	Description of matter under consideration	Date of Decision Decision maker	Responsible Officers / Portfolios	Consultation Details	Background papers / materials
			Councillor Damien Egan, Cabinet Member Housing		
August 2014	Customer Service centre out of hours switchboard Procurement	Wednesday, 14/01/15 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Damien Egan, Cabinet Member Housing		
September 2014	Deptford Southern Sites Regeneration Project	Wednesday, 14/01/15 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Damien Egan, Cabinet Member Housing		
October 2014	2015-16 Council Tax Base	Wednesday, 14/01/15 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Kevin Bonavia, Cabinet Member Resources		
October 2014	2015/16 NNDR Base Report	Wednesday, 14/01/15 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Kevin Bonavia, Cabinet Member Resources		
October 2014	2015-16 Revenue Budget Savings	Wednesday, 14/01/15 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Kevin Bonavia, Cabinet Member Resources		

FORWARD PLAN – KEY DECISIONS					
Date included in forward plan	Description of matter under consideration	Date of Decision Decision maker	Responsible Officers / Portfolios	Consultation Details	Background papers / materials
October 2014	Highways Asset Management Plan - Corporate Aims, Policy, Investment, Performance and Engagement	Wednesday, 14/01/15 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Alan Smith, Deputy Mayor		
September 2014	Housing Regeneration	Wednesday, 14/01/15 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Damien Egan, Cabinet Member Housing		
November 2014	Pay Policy Statement	Wednesday, 14/01/15 Mayor and Cabinet	Andreas Ghosh, Head of Personnel & Development and Councillor Kevin Bonavia, Cabinet Member Resources		
March 2014	Planning Obligations SPD Adoption Version	Wednesday, 14/01/15 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Alan Smith, Deputy Mayor		
March 2014	Review of Blackheath Events Policy 2011	Wednesday, 14/01/15 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Rachel Onikosi, Cabinet Member Public Realm		
September 2014	Strategic Asset Management Plan 2015-2020	Wednesday, 14/01/15 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Alan Smith,		

FORWARD PLAN – KEY DECISIONS

Date included in forward plan	Description of matter under consideration	Date of Decision Decision maker	Responsible Officers / Portfolios	Consultation Details	Background papers / materials
			Deputy Mayor		
June 2014	Surrey Canal Triangle - Compulsory Purchase Order Resolution	Wednesday, 14/01/15 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Alan Smith, Deputy Mayor		
October 2014	Award of Design and Build Contract Phase 1 Grove Park Public Realm Project	Wednesday, 14/01/15 Mayor and Cabinet (Contracts)	Janet Senior, Executive Director for Resources & Regeneration and Councillor Alan Smith, Deputy Mayor		
October 2014	Procurement of the School Catering Contract service	Wednesday, 14/01/15 Mayor and Cabinet (Contracts)	Frankie Sulke, Executive Director for Children and Young People and Councillor Paul Maslin, Cabinet Member for Children and Young People		
November 2014	Prevention and Inclusion Team Contract	Wednesday, 14/01/15 Mayor and Cabinet (Contracts)	Frankie Sulke, Executive Director for Children and Young People and Councillor Paul Maslin, Cabinet Member for Children and Young People		
October 2014	2015-16 Council Tax Base	Wednesday, 21/01/15 Council	Janet Senior, Executive Director for Resources & Regeneration and Councillor Kevin Bonavia, Cabinet Member Resources		

FORWARD PLAN – KEY DECISIONS

Date included in forward plan	Description of matter under consideration	Date of Decision Decision maker	Responsible Officers / Portfolios	Consultation Details	Background papers / materials
October 2014	Council Tax Reduction Scheme Review	Wednesday, 21/01/15 Council	Kevin Sheehan, Executive Director for Customer Services and Councillor Kevin Bonavia, Cabinet Member Resources		
October 2014	2015/16 NNDR Base Report	Wednesday, 21/01/15 Council	Janet Senior, Executive Director for Resources & Regeneration and Councillor Alan Smith, Deputy Mayor		
October 2014	Milford Towers Update	Wednesday, 11/02/15 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Damien Egan, Cabinet Member Housing		
October 2014	New Homes Better Places Funding Update	Wednesday, 11/02/15 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Damien Egan, Cabinet Member Housing		
October 2014	Budget 2015-16	Wednesday, 11/02/15 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Kevin Bonavia, Cabinet Member Resources		
October 2014	Rent Setting	Wednesday, 11/02/15 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and		

FORWARD PLAN – KEY DECISIONS					
Date included in forward plan	Description of matter under consideration	Date of Decision Decision maker	Responsible Officers / Portfolios	Consultation Details	Background papers / materials
			Councillor Damien Egan, Cabinet Member Housing		
October 2014	Budget Update 2015-16	Wednesday, 18/02/15 Mayor and Cabinet	Janet Senior, Executive Director for Resources & Regeneration and Councillor Kevin Bonavia, Cabinet Member Resources		
November 2014	2015/16 Budget Report	Wednesday, 25/02/15 Council	Janet Senior, Executive Director for Resources & Regeneration and Councillor Kevin Bonavia, Cabinet Member Resources		
September 2014	Prevention and Inclusion Contract Extension and Commissioning Recommendation	Wednesday, 04/03/15 Mayor and Cabinet (Contracts)	Aileen Buckton, Executive Director for Community Services and Councillor Chris Best, Cabinet Member Health-Well-Being-Older People		
June 2014	Housing Strategy 2015 - 2020	Wednesday, 04/03/15 Mayor and Cabinet	Kevin Sheehan, Executive Director for Customer Services and Councillor Damien Egan, Cabinet Member Housing		
September 2014	Prevention and Inclusion Framework Contract Award	Wednesday, 04/03/15 Mayor and Cabinet (Contracts)	Aileen Buckton, Executive Director for Community Services and Councillor Chris Best, Cabinet Member Health-Well-Being-Older People		

FORWARD PLAN – KEY DECISIONS					
Date included in forward plan	Description of matter under consideration	Date of Decision Decision maker	Responsible Officers / Portfolios	Consultation Details	Background papers / materials
October 2014	School Admissions 2015-16	Wednesday, 25/03/15 Mayor and Cabinet	Frankie Sulke, Executive Director for Children and Young People and Councillor Paul Maslin, Cabinet Member for Children and Young People		