## **Quality Assurance Monitoring 2009/2010**

### Organisation: Caribbean African Association in Hounslow

(formerly Hounslow Afro-Caribbean Association)

		Met	Part	Not	Comments
			met	met	
Achievement Work Programme		<b>√</b>			
Quantitative outcomes:	]	✓			
Qualitative outcomes:	]	<b>√</b>			
Client access to services:	nhuninal	<b>√</b>	I	1	Stair lift to 1 <sup>st</sup> floor location
Client access to services:	physical language	<b>√</b>			Stail lift to 1 Hoof location
Management Committee:	Balanced Representation	<b>√</b>			
	Training Client group rep.	<b>√</b>		<b>√</b>	
			l .		
Staff:	Training/Development		✓		
	Use of Volunteers Formal Appraisal System	✓ ✓			
	1 omiai / tppraioai oyotom	<u> </u>			
Client Confidentiality:	]	✓			
Service Users consulted:	]	<b>√</b>			
	<u>-</u>				
Adequate Insurance Cover:	]	✓			
Health and Safety:	Risk Assessment Undertaken	<b>√</b>			
Fund-raising Strategy:	7			<b> </b>	
Fullu-raising Strategy.				<u> </u>	
Monitoring/Evaluation records:		<b>√</b>			
Race Relations Amendment Act 2000:	]	<b>√</b>			
2000.		<u> </u>	l	1	1
Complaints procedure:	]	✓			
Section 17 Crime and Disorder Act 1998		<b>√</b>			
0	7		_	<u> </u>	
Quality Assurance System			✓	1	Field House only
Business Plan:	]		✓		Field House only
Conditions of Creat fulfilled	ן ו	<b>√</b>	I	1	
Conditions of Grant fulfilled	_	٧			

#### **Officer Comments:**

CAAIH operates from office space on the first floor of the Brentford Library building. A large hall forms part of the accommodation, which provides a facility for social activities including a weekly lunch club for older residents.

CAAIH also manages Field House, a residential facility of supported housing for homeless young people aged 16-25, in partnership with the Central and Cecil Housing Association.

# CARIBBEAN AFRICAN ASSOCIATION IN HOUNSLOW (Formerly Hounslow Afro-Caribbean Association)

Aims: To promote the interests and general welfare of the Caribbean African community

with a focus on areas of housing, health, employment, education, and social issues, older people, women and youth development. To provide recreational facilities in

the interest of social welfare with the object of improving quality of life

Nos. in Hounslow benefit from activities: 500

**Staff Numbers (F/T - P/T)** 1 part-time and 9 volunteers

**Rent Subsidy:** Rent subsidy, Pyramid Centre £9,000 p.a.

**Grants (LBH) – 2009/2010** £15,000

Purpose of Grant: Contribution towards salary of one staff and running

costs

#### 1.0 **BACKGROUND**

1.1 The Hounslow Afro-Caribbean African Association was established in 1983, to improve resources for African-Caribbean residents. The name of the organisation was changed February 2009 to the Caribbean African Association in Hounslow. The organisation manages a community resource centre in the Brentford Library building.

#### 2.0 MANAGEMENT AND EMPLOYMENT PRACTICE

2.1 CAAIH is a registered charity. The management committee of 6 members meets monthly. A Field House sub-committee also meets.

#### 2.2 **Staff**

1 Director who works two days per week providing services at the Pyramid Centre and three days per week for the Field House service.

Volunteers assist at the luncheon club and at social events.

#### 2.3 Health and Safety

The organisation has its own health and safety policy. HACA has contents, public liability, and employer's liability cover. Fire precautions were last inspected during 2009. Fire notices are displayed and fire drills take place.

A stair lift is in operation for users needing help to access to the first floor of the building

#### 3.0 LEVEL AND QUALITY OF SERVICE

3.1 The organisation provides services primarily for the African-Caribbean community in Hounslow. These are:

Supported housing management for young adults aged16 – 25 years Support and advocacy;

Older people's lunch club and information/advice support service;

Recreational facilities at the organisation's community centre;

Community centre management

- 3.2 The organisation has occupied the Pyramid Centre in the Brentford Library building since April 1997. Social activities take place at the Centre, which is a community resource with the Caribbean African community being the largest user group but during recent years residents from other local community groups have started attending the Centre. 30 older people attend a weekly lunch club at the Centre for which they each contribute £5. The Centre is also available for use by other community groups.
- 3.3 The organisation is a regular contributor to the Older People's Festival in Hounslow and Black History Month activities.
- 3.3 CAAIH continues to manage Field House, a residential facility of supported housing for homeless young persons aged 16-25. in partnership with the Central and Cecil Housing Association. CAAIH also works closely with the Supporting People Unit; Futures; and the Youth Offending Team, in providing support to young black people in their care.
- 3.4 CAAIH is represented on the Hounslow Racial Equality Council, Police Consultative Group, the Ethnic Minority Consultative Group and the Black History Month Committee.

#### 4.0 QUALITY ASSURANCE

4.1 CAAIH was awarded Supporting People accreditation in 2006, for the Field House Service.

#### 5.0 **EQUAL OPPORTUNITIES/DIVERSITY**

5.1 CAAIH has an equal opportunities policy.

#### 6.0 SECTION 17 OF THE CRIME AND DISORDER ACT 1998

6.1 CAAIH contributes to the reduction of crime and disorder in the Borough by being represented on the Police consultative group and by keeping its members informed on relevant issues of community safety.

#### 7.0 FINANCIAL ISSUES

7.1 The Council awarded a grant of £15,000 to the organisational in 2009/10

Fundraising

CAAIH received £6,500 management fee in 2009/10 for managing Field House.

#### 7.2 **Premises**

CAAIH operates from the Pyramid Centre, based on the first floor of the Brentford Library building and at Field House. A lease has been arranged for the Pyramid Centre with the Council on a long-term basis and CAAIH benefits from an 80% rent subsidy from the Council for these premises.

#### 8.0 **COMMENTS OF THE DIRECTOR OF FINANCE**

8.1 The Director of Finance confirms that this organisation was allocated £15,000 Corporate Revenue Grant in 2009/10.

#### 9.0 COMMENTS OF THE DIRECTOR OF LEGAL SERVICES

9.1 The Council has statutory powers to provide recommended financial assistance under the Local Government Act 1972 (Section 142).