

MSG Red / Amber Projects update – 19 September 2016

Organisation Name	Project Title	Officer	Period 01	Period 02	Period 03	Apr-Jun 16 MSG Performance Report	Update as at 23 September 2016	Outline of actions taken or plan to take to move project to GREEN
Theme 1 - Children, Young People and Families - Community Languages								
Teviot British Bangladeshi Association	Opportunity	JP	GREEN	RED	AMBER	<p>Was previously rated Red therefore showing some improvement, however there have been continuous problems with obtaining information from the organisation and activity has not been able to be verified.</p> <p>The project is now on a summer break consequently no activity can be verified until September.</p> <p>Grant Officer support is being provided at present.</p> <p>A referral to the CVS may be considered if there is insufficient improvement.</p>	<ul style="list-style-type: none"> Monitoring report for period 2 (Jan-Mar) received on 1st August 2016 (15 weeks late) Monitoring report for period 3 (Apr-Jun) received on 17th August 2016 (4 weeks late) Amber rating given following desktop assessment but requires verification Telephone calls made to the organisation to arrange a verification visit between 04th August 2016 – 19th September 2016 but received no response The Grant Officer is confident that the project is capable of a GREEN rating for period 4 	<ul style="list-style-type: none"> Email sent to organisation on 04th August 2016 to agree date for verification visit Follow-up email sent on 18th August 2016 with a list of new dates Further email sent on 20th September 2016 with a list of further dates Date for verification visit arranged for 30th September 2016 to check both period 2 and period 3 claims due to the project being amber Project Improvement Plan developed to help organisation submit period 4 online monitoring form by due date to further check evidence to support outputs & outcomes achievement during monitoring visit

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Theme 1 - Children, Young People and Families - Culture								
Mile End Community Project	Female Leadership and Empowerment Project	MW	RED	RED	RED	<p>This is the third period the project has been classed as Red.</p> <p>The organisation has outstanding monitoring information to submit from previous periods, no outputs have been delivered in the April to June period and no satisfactory explanation has been received.</p> <p>The project has been referred to the CVS on 20 May 2016 for support.</p> <p>An initial payment of £2,375 was paid to the organisation on the signing of the Grant Offer Letter in line with the procedure. Subsequent payments have been withheld.</p>	<ul style="list-style-type: none"> • New project lead contact informed Grant Officer on 16th September that his predecessor's ill health had prevented project activity from taking place in Period 3 and had delayed and made difficult the project handover within MECP. • Above new contact was unable to meet outstanding information requests for Period 2 at meeting. He will refer issues to MECP's management committee • The project is being supported by THCVS. • Previous MECP-lead contact arranged to meet with Grant Officer on 21st September to discuss outstanding monitoring information. He was able to provide some, but not all, of the outstanding monitoring information to Grant Officer at this meeting. Outstanding information to be sent to Grant Officer by 28th September 	<ul style="list-style-type: none"> • Grant Officer liaised with MECP from July to August for outstanding monitoring information and response on action points from Period 2. The Officer has experienced difficulties in making contact with the organisation. • MECP project-lead informed Grant Officer on 9th August that he would be handing over his project responsibilities to colleague due to ill health. • New MECP contact was unable to meet Grant Officer until 16th September.

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Monakka Monowar Welfare Foundation	Life-changing Musical and Keep-fit Project	MW	GREEN	RED	AMBER	<p>Organisation was Red at Period 2 due to under-performance. It reports that it has met re-configured outputs for project as at Period 3, benefitting from change in timetable for project activities. We are awaiting information to confirm attainment of most of these outputs. The organisation was referred to the CVS on 18 March 2016.</p>	<ul style="list-style-type: none"> MMWF has still to submit requested report (due 15th Sep) to confirm progress on unverified outputs. MMWF was previously referred to THCVS for support in March 2016. Grant Officer has contacted MMWF about second referral to THCVS which would address monitoring systems. 	<ul style="list-style-type: none"> Grant Officer had a project monitoring meeting with MMWF on 20th July. MMWF was unable to verify progress on group of five outputs at meeting. It agreed to Grant Officer's request to submit report to verify progress on these outputs. MMWF Executive was unexpectedly not available in August to early September due to personal reasons and requested report was not submitted. The Grant Officer unsuccessfully sought alternative contact at MMWF. MMWF Executive contacted Grant Officer on 8th September to explain why he had not been available. He promised to submit requested report by 15th September 2016.
Ragged School Museum	Family Learning Holiday Programme	MW	GREEN	RED	RED	<p>This is the second period the project has been classed as Red.</p> <p>There has been under performance in the period and</p>	<ul style="list-style-type: none"> The Organisation had previously confirmed with Grant Officer that output targets for first seven months i.e. periods 1 and 2 were agreed in error and 	<ul style="list-style-type: none"> Grant Officer met with organisation to assist with preparation of request for Significant Variation Officers are minded to

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						<p>the organisation has requested a significant variation to their targets. This is currently being reviewed. Agreement to the significant variation would enable the project to achieve its targets and be classed as Green going forward.</p> <p>The request for a significant variation will be considered and that decision may include a reduction in the level of grant.</p> <p>For the two periods where the project has been classed as Red £3,000 has been withheld. As the significant variation has been proposed it was not felt appropriate to involve the CVS while this is being considered.</p>	<p>actually related to the full-year total; therefore showing an underachievement</p> <ul style="list-style-type: none"> Grant Officer had project monitoring meeting with Museum on 4th August. He proposed to Museum that it put forward a Significant Variation request for the project to LBTH A decision has yet to be made on Significant Variation Request submitted by the Museum. 	<p>recommend agreement of the significant variation: clarification required if report needs to be brought for approval by Commissioners or whether this can be delegated to the Corporate Director</p>
The Shadwell Community Project	The People GAP	MW	RED	RED	AMBER	<p>The Grant Officer has been liaising with the organisation on an ongoing basis to receive satisfactory monitoring information for Periods 1 and 2.</p> <p>Not all required information has been received at this time.</p> <p>The organisation was referred to the CVS on 7 June 2016 and is working with them on an improvement plan.</p>	<ul style="list-style-type: none"> The organisation has submitted a number of unsatisfactory elements of monitoring information Organisation submitted a revised budget on 31st August It reported that it had mistakenly believed that all of its services were covered 	<ul style="list-style-type: none"> Grant Officer communicated with the Project frequently during July and August to obtain satisfactory finance monitoring reports for Periods 1, 2 and 3 Grant Officer asked SCP on 2nd September to complete a Significant Variation Request Form for proposed new budget

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							<p>by LBTH not just The People GAP project</p> <ul style="list-style-type: none"> Revised budget would involve a decrease in match funding, but within LBTH requirements. It will also include proposed additional outputs on footfall attendance by beneficiaries and removal of a small number of referral-based outputs. There has been a delay in SCP completing the Significant Variation request form due to extenuating circumstances on organisation's side SCP is working on an improvement plan with THCVS The Grant Officer is reasonably confident that the project could be rated GREEN for period 4 	<ul style="list-style-type: none"> Officer met with Organisation on 9th September to advise on completion of this form Final version of the form will be submitted for Officer consideration on 23rd September.
Theme 1 - Children, Young People and Families - Youth								
City Gateway	Back on Track: Engagement and	BD	RED	RED	AMBER	There have been issues with their delivery location and the project has been classed as Red	<ul style="list-style-type: none"> Grants Officer's email dated 2 September to the Fundraising Director requested that City 	In a telephone call on 19 September the Fundraising Manager gave assurances that

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	Progression					<p>previously</p> <p>A new delivery location has been identified and the project has been classed as Amber pending verification that project activity has taken place</p> <p>Grant Officer support is being provided. A referral to the CVS may be considered if there is insufficient improvement</p>	<p>Gateway provides a delivery timetable and the contact details of the Youth Worker in charge (<i>However, the post holder had left on 31 August without notifying the Grants Officer or delegating the tasks of completing the monitoring returns</i>)</p> <ul style="list-style-type: none"> The project ceased operation at the end of June 2016 In an email of 21 September, the Acting Director of Community Programmes reported that there will be definite break in service of a minimum of 6 months during which time the <i>Back on Track</i> project will not be delivered 	<p>the <i>Back on Track</i> is operating and the following have been agreed:</p> <ul style="list-style-type: none"> The Grants Officer will re-publish the 3 monitoring reports The Grants Officer to forward relevant correspondence accordingly The Fundraising Manager to provide in the interim a synopsis on the progress of <i>Back on Track</i>
Wadajir Somali Community Centre	Wadajir Homework Club Two	BD	GREEN	GREEN	AMBER	<p>The organisation has recently moved premises and payments are currently on hold awaiting verification</p> <p>A visit was scheduled by 31 August 2016. Grant Officer support is being provided</p> <p>A referral to the CVS may be considered if there is insufficient improvement.</p>	<ul style="list-style-type: none"> The Grants Officer is awaiting information from Wadajir in response to an email dated 16 September 2016 	<ul style="list-style-type: none"> The Grants Officer carried out 2 site monitoring visits; one to observe the activities and another to verify the monitoring report submitted by Wadajir. On 16 September a copy of the site visit report was sent to Wadajir with the recommendation that the next grant instalment be

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								<p>released based on receipt of the following:</p> <ul style="list-style-type: none"> - Delivery sessional plans for both the boys and girls provision - Electronic copy of the beneficiary list - Confirmation of referrals of their service users made to other services since April - Dates when accredited training for the boys and girls provision will take place
Theme 3 – PH& Wellbeing – Lunchclub Plus								
Toynbee Hall	Wellbeing Centre	NA	GREEN	AMBER	AMBER	<p>The organisation has had a change of personnel and a move of location.</p> <p>Evidence of outputs are being retrieved from archive and these need to be verified before payment.</p> <p>Previous verification has identified issues that are being resolved. A further verification visit will follow for both projects.</p>	<ul style="list-style-type: none"> • Due to a change in personnel and move from their main site to a much smaller site much of the evidence to support the work was mislaid or archived but this has now been rectified • New staff are now ensuring that all output data is captured in a timely manner • The project is now on track to return to GREEN for period 4 	<ul style="list-style-type: none"> • Grant Officer met with project staff to resolve evidencing issues due to data not being available

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Theme 3 – Prevention Health and Wellbeing								
Age UK East London	Friend at Home	NA	GREEN	GREEN	AMBER	<p>Outputs show under performance in the quarter which has resulted in the project being classed as Amber for April to June 2016.</p> <p>Actions have been agreed to improve performance and the project is scheduled to return to Green for the next period.</p> <p>Referral to the CVS is not appropriate at this time.</p>	<ul style="list-style-type: none"> • Organisation has put in new marketing measures to increase the level of take up of services • Due to a low take up of the service by beneficiaries that had been referred to the project a number of outputs were lower than expected • New smart phone app has been introduced so that all volunteer befrienders can input all information to support outputs in a timely manner to ensure maximum capture of all outputs • Project is on track to return to GREEN for period 4 	<ul style="list-style-type: none"> • A marketing strategy has now been put into action by the organisation and a new recording system has been developed to ensure that all outputs are captured at the point of delivery • The project has now been monitored with a satisfactory outcome and outstanding payments processed
Bangladesh Youth Movement	Live Healthy - Enjoy Life	NA	n/a	RED	AMBER	<p>Due to funds not being released due to premises conditions, the project was only able to run for one month starting in January 2016.</p> <p>This led to the first period being classed as Red.</p>	<ul style="list-style-type: none"> • Payments were withheld however the organisation has now returned vacated the premises and payments are now being released • The project has now been monitored and all evidence and spend to support for 	<ul style="list-style-type: none"> • The organisation is currently being supported with a view of helping them get back on track • Service delivery is being adjusted so that more sessions take place to make up the shortfall in delivery

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						<p>The premises issue has now been resolved and the project is trying to catch up on its targets with the second period now classed as Amber.</p> <p>Referral to the CVS is not appropriate at this time.</p>	<p>period 2 has been checked and verified</p> <ul style="list-style-type: none"> • Due to the delay in releasing payment there has been a gap in service delivery • It is envisaged that the project will become GREEN by the end of period 4 	<p>during period 2</p>
Green Candle Dance Company	Dance for Health at Oxford House	NA	GREEN	AMBER	AMBER	<p>There has been under performance in the period and the organisation has requested a significant variation to their targets. This is being considered and the decision may include a reduction in the level of grant.</p> <p>As the significant variation has been proposed – referral to the CVS is not appropriate at this time.</p>	<ul style="list-style-type: none"> • The organisation had raised an issue regarding not being able to recruit enough beneficiaries to their activity sessions • Organisation has submitted a Significant Variation request relating to one particular output/outcome • This is currently being processed • The request is supported by the Commissioning Officer responsible for Theme 3 • The proposal will allow the organisation to carryout similar activities to make up the shortfall by providing satellite services in identified care homes which are partners of Linkage Plus 	<ul style="list-style-type: none"> • Significant Variation request being considered • The project will be able to return to GREEN if the variation is approved • Officers are minded to recommend agreement of the significant variation: clarification required if report needs to be brought for approval by Commissioners or whether this can be delegated to the Corporate Director

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							<ul style="list-style-type: none"> The organisation is on track to deliver all other outputs and spend in a timely manner It is envisaged that the project will return back to GREEN if the variation is accepted. 	
Toynbee Hall	Wellbeing in Tower Hamlets	NA	GREEN	GREEN	AMBER	<p>The organisation has had a change of personnel and a move of location. Evidence of outputs are being retrieved from archive and these need to be verified before payment.</p> <p>Previous verification has identified issues that are being resolved. A further verification visit will follow for both projects. Referral to the CVS is not appropriate at this time</p>	<ul style="list-style-type: none"> Due to a change in personal and move from their main site to a much smaller site much of the evidence to support the work was mislaid/archived Much has now been retrieved and all claims have now been monitored The project is now on track to return to GREEN by period 4 	<ul style="list-style-type: none"> New staff are now ensuring that all output data is captured in a timely manner
Theme 5 - Community Engagement, Cohesion and Resilience								
Somali Parents and Children's Play Ass'n	Somali Women Engagement Forum	HH	AMBER	AMBER	RED	<p>This is the first period the project has been classed as Red the two previous periods were classed as Amber.</p> <p>A detailed delivery schedule was agreed to help address previous concerns. However, an un-notified visit to a session stated on the schedule found</p>	<ul style="list-style-type: none"> Verification meeting held with group 16th September Paperwork evidenced correct number of weekly sessions but underperformance in monthly discussion forum and number and type of new users One month's withheld payment to be released when 	<ul style="list-style-type: none"> Organisation requested to deliver all required activities in line with Grant Offer Letter Organisation to deliver activities in accordance with submitted delivery plan or update plan as appropriate Group encouraged to self-monitor and submit

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						<p>no activity being undertaken.</p> <p>£5,053 has been withheld while these issues are being resolved. A referral to the CVS will be made if Grant Officer support does not lead to improvement.</p>	<p>agreed actions implemented – expected by end of programme as involves monthly forums.</p> <ul style="list-style-type: none"> • Group clarified why the project was not working in line with agreed timetable during July/August. • Officer considers that this project should now be classified as GREEN as most issues resolved and agreed actions being implemented. 	<p>underperformance notification as appropriate</p> <ul style="list-style-type: none"> • Group to access previous referral to CVS – referral for more in-depth support to take place • Grant Officer to work with group on improving delivery