

**London Borough of Hammersmith & Fulham
3rd Sector Investment Fund**

**Service Specification for:
Environment and Community Transport**

1. Introduction

The Hammersmith & Fulham Community Strategy sets out the Council's commitment to creating a Cleaner Greener Borough. The Council's Resident Services Department manages the delivery of those universal services that affect the majority of our customers and add value to their quality of life experience. This includes responsibility for the waste collection service and street cleaning, parks and open spaces, libraries, leisure centres and community safety.

Improving the environment and residents' access to parks and open spaces is a key priority. Working closely with partner agencies the council will continue to improve the "liveability" of the borough, by improving its open spaces, parks, streets and the public realm, working to achieve an inclusive environment and sustainable communities that value the areas in which they live.

2. What we hope to achieve

By investing in 3rd sector organisations under the Environment & Community Transport service area, the Council is seeking to ensure that local residents and communities are encouraged and enabled to contribute to improving the local environment and the borough as a fantastic place to live, learn, work and play. Through this funding we want to encourage the development of exciting and innovative provision that local people can access and contribute to.

Other service specifications for the 3rd Sector Investment Fund are very much about prevention – however, this service area has a focus of "encouragement", in that residents will be encouraged to:

- contribute to improving their neighbourhood/community environment
- take pride and responsibility in keeping the borough's open spaces clean, green, and available as pleasant, user friendly spaces
- volunteer in community gardening and other activities such as cleaning up oppressive or neglected spaces
- respect and improve their neighbourhood and community spaces
- increase their use of parks, open spaces and other community amenities
- get out and about and participate more fully in the life of the borough
- promote greater participation in recycling, especially in estates where traditionally the participation rates and tonnage collected is far lower than that achieved from kerbside (street) properties.

3. What we wish to fund

Under the service specification for Environment & Community Transport, the Council is interested in funding services that will:

- lead to environmental improvements in deprived areas that have poor green spaces
- increase the amount of recycling in the borough
- create opportunities for residents of all backgrounds and abilities to participate in practical gardening projects and to learn new skills.
- increase residents' volunteering in community environment and gardening activities
- improve understanding, knowledge and skills about the environment, through participating in gardening/green spaces community activities and learning
- promote greener lifestyles, improve recycling rates, improve knowledge of environmental issues, and the impact of these issues on the community
- design out crime in open spaces and reduce environment for crime and improve spaces to reduce the fear of crime
- develop innovative and ecologically friendly ways of meeting the transport needs of socially disadvantaged and isolated groups of residents
- promote more environmentally-friendly means of transport, such as cycling and walking

The Council's Community Investment Team has for many years organised the local Coach Voucher Scheme, which offers subsidised transport costs for local groups (with little or no funding income) to enjoy day trips during the summer months. We are seeking to fund an organisation to administrate this scheme and enable groups of vulnerable residents (who might not otherwise have the opportunity) to have access to affordable transport on a one-off basis, in order to participate in social activities and outings. The funding cannot be used to purchase vehicles. Applicants will need therefore to show that they either own, or have access to appropriate, safe and accessible vehicles.

In terms of considering possible gaps in local services - potential services that organisations may wish to consider, specifically in relation to improving the council's overall household recycling performance, might include the following types of activities:

- a. An ongoing doorstep textile collection service to supplement the charity operated textile banks already provided within the borough. A pre-requisite of this service would be for the service provider to operate collection rounds exclusively within Hammersmith & Fulham
- b. A service to deliver heavy duty re-useable recycling sacks to residents living in council housing estates. Having a single receptacle in the kitchen into which residents may place all the mixed recyclables accepted in the council's recycling scheme, prior to depositing these into the estate based recycling banks, is viewed as an effective means of encouraging more residents living on estates to recycle a greater proportion of their household waste. As part of the service, the service provider would also be expected to distribute promotional leaflets explaining the purpose of the bags and which materials are acceptable in the dedicated estate recycling banks located on each estate.
- c. A service to attract, incentivise and train estate based "Recycling Champions" capable of promoting greater participation in recycling on estates by engaging with

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residents, answering any concerns they may have about recycling and explaining how to get the most out of the service

- d. A service for suitably qualified volunteers to provide interested residents with information on how to identify and encourage biodiversity both within the borough's municipal parks and open space and also promoting best practice within their own gardens
- e. A service to lead consultation within "friends" and community groups on what features might be most welcomed in our municipal parks and open spaces.

4. What we do not wish to fund:

- Services that duplicate existing provision (whether statutory, commissioned, ongoing/existing 3rd sector provision, or funded under other service areas of the 3rd Sector Investment Fund)
- Services that do not specifically deliver the outcomes as set out in this service specification
- Multiple niche organisations who deliver services to single communities

5. Outcomes sought

Outcomes refer to the impacts or end results of services on a person's life. Services should be person-centred and aim to achieve the goals and aspirations identified by service users under the outcome headings below.

The Council recognises that not all outcomes can be easily captured and evidenced, and for contract monitoring purposes, a combination of outcomes for residents (qualitative information) and service outputs (quantitative information) can be negotiated. The main outcomes that the Council is seeking the 3rd sector to deliver under the Environment and Transport service specification include:

A. Outcomes for residents	
ect1.	Increased numbers of residents will enjoy participating in community gardening and environment activities
ect2.	Residents will report greater satisfaction with, and there will be increased use of, community spaces and gardens
ect3.	Residents will be better informed about their local environment, what it has to offer and how it can be improved
ect4.	Residents will take greater responsibility for their local community and environment and help keep their council tax rates down
ect5.	Residents will feel safer in their neighbourhood through the clearing up of oppressive local environments
ect6.	Residents will have a better understanding of environmental issues and how they impact on the borough
ect7.	Isolated residents will become less isolated and show a demonstrable increase in accessing activities (this is particularly relevant for residents with special transport needs)

B. Outcomes for the community	
ect8.	Community spaces will be improved, feel more accessible and user friendly and be better used
ect9.	There will be more opportunities for residents to participate in community gardening and environmental activities
ect10.	“community spirit” will be improved through residents working together to improve local spaces
ect11.	Residents will report a greater level of satisfaction with their local environment
ect12.	Contribute towards increasing the use of alternative transport modes – cycling and walking
ect13.	Increase in recycling in the borough

All service providers will need to demonstrate evidence and outcomes of partnership working including the number of users referred to other agencies.

All outcomes will need to be evidenced and quantified – though some monitoring is likely to be output rather than outcomes based, with broader data and statistics used to monitor trends and longer term impacts.

6. Charges to users

The council is keen for organisations to consider how their services can be self sustaining, and actively encourages organisations to consider a service model that can evolve as a social enterprise through levying a charge.

The council envisages that services providing low-cost transport to local groups will develop as self funding services.

7. Organisational outcomes

The council expects all funded groups to ensure that broader organisational outcomes are also achieved in order for the sector to increase its sustainability, independence and contribute to a flourishing 3rd sector community. The outcomes we expect organisations to deliver are:

Sustainability	Organisations will have demonstrably improved long-term sustainability having adopted realistic and comprehensive business plans and fundraising strategies and maximised income from existing resources.
Leverage	Demonstrated increased ability to use 3 rd Sector Investment Fund investment to lever in further funding to the borough to further support local residents.
Strategic working	Evidenced ability to influence, engage and work in partnership with other 3 rd Sector organisations, the council and its partners, on a wide range of activities which support the delivery of H&F priorities
Good practice models	Organisations will implement, highlight and evidence good practice models on a range of issues including quality assurance and service models which could be promoted and shared across the sector.
Good	Organisations will evidence adoption of environmental policies which ensure

environmental practice	that their organisations and the community facilities/premises they use have improved financial viability, use less energy, pollute less, create less waste and have a reduced impact on climate change.
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8. Service model and principles

The following guiding principles must be followed by all providers:

Principle	Meaning
Individuality, choice and control	Service users will be treated as unique individuals and have access to flexible services which offer choice and support independence and autonomy.
Increased motivation and confidence	Service users will be empowered to increase their independence and increase their take up of opportunities for participating in community life.
Community Cohesion	Bringing neighbourhoods/groups together and enhancing integration, sharing expectations, improving understanding and knowledge.
Equality and Diversity	Organisations will demonstrate a high level of commitment to equalities and diversity in their role as an employer and a service provider.
Empowerment and involvement	Services are informed and shaped by users and residents – beyond representation on the Board or Management Committee.
Benefits to carers	Carers are identified and provided with the support needed to enable them to continue in their caring role.
Whole life approach	Service approaches that support users through different stages of their life, and support them through life events.
Safeguarding	All services will have appropriate safeguarding policies and procedures if working with young or vulnerable residents, including CRB checks, Quality Assurance processes, clear supervision and training of staff and volunteers, accreditation, qualifications, monitoring etc.
Maximised service capacity	Maximised capacity of the service through delivering a throughput of users, and a range of interventions that support self-help, improved individual responsibility and targeted support to the more vulnerable.
Partnership and collaboration	Service users will benefit from referrals to other services and organisations that could offer support and advice.
Value for Money	Organisations will demonstrate that value for money considerations have been considered in the design and delivery of services, and demonstrate a commitment to working alongside the council to deliver efficiencies in the future.