

New Opportunities Fund Annual Report
2003/2004



New Opportunities Fund **ANNUAL REPORT AND ACCOUNTS**

For the financial year ended 31 March 2004

ANNUAL REPORT PRESENTED IN COMPLIANCE WITH SECTION 34 (3) OF THE NATIONAL LOTTERY etc. ACT 1993 (AS AMENDED BY THE NATIONAL LOTTERY ACT 1998) BY THE SECRETARY OF STATE FOR THE DEPARTMENT FOR CULTURE, MEDIA AND SPORT.

ACCOUNTS PREPARED PURSUANT TO SECTION 43D (4) OF THE NATIONAL LOTTERY ETC. ACT (AS AMENDED BY THE NATIONAL LOTTERY ACT 1998) AND PRESENTED BY THE COMPTROLLER GENERAL AND AUDITOR GENERAL.

ORDERED BY THE HOUSE OF COMMONS TO BE PRINTED ON 28 OCTOBER 2004.

LAI D BEFORE THE SCOTTISH PARLIAMENT BY THE SCOTTISH MINISTERS ON 28 OCTOBER 2004.

New Opportunities Fund

Annual Report

2003/2004

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List of grants over £100,000 and Policy Directions form a separate document

Introduction

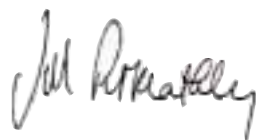
Chair's and Chief Executive's report

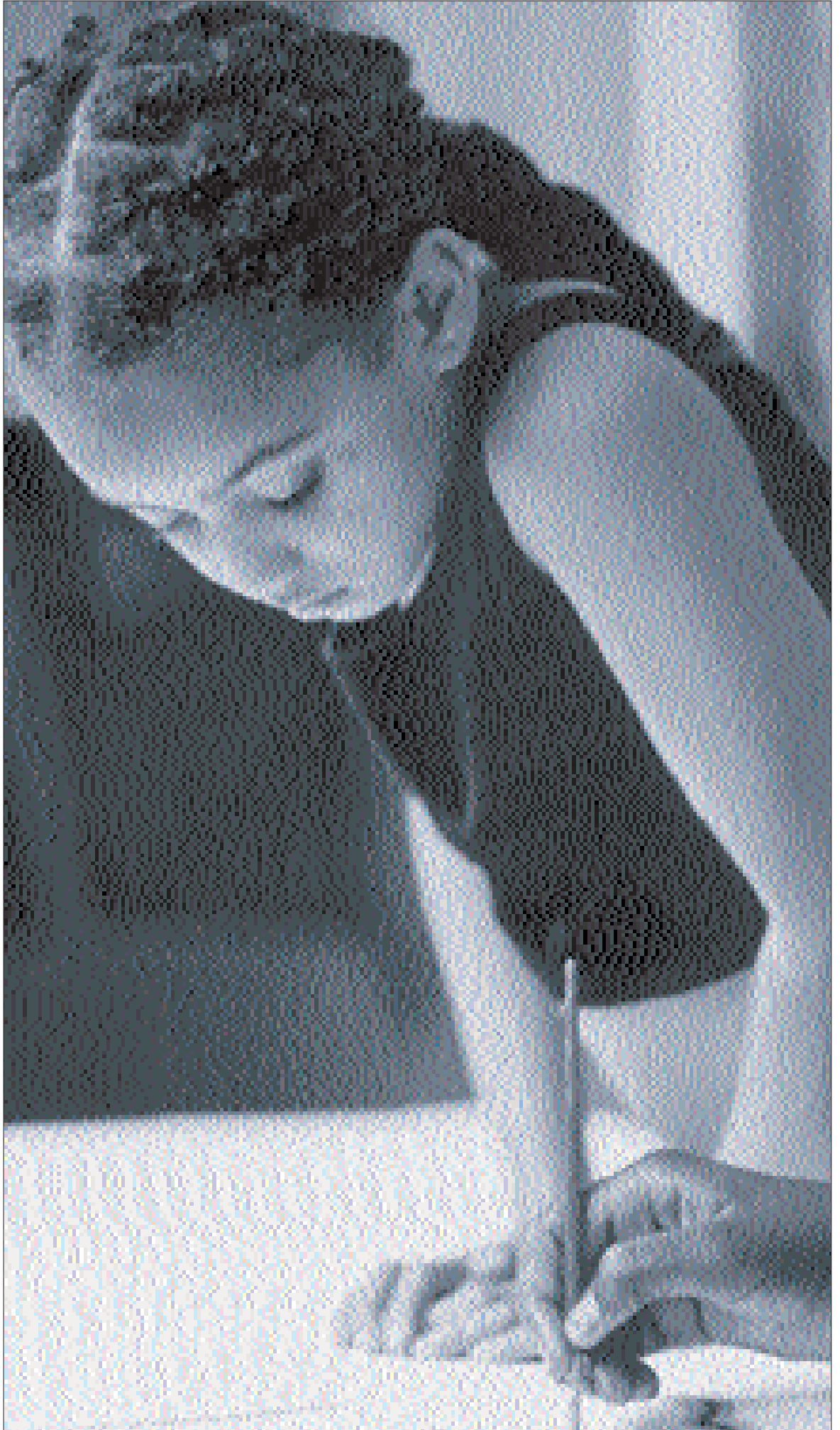
The New Opportunities Fund's annual report for 2003/2004 celebrates our sixth year of operation and our final year as a separate Lottery distributor, prior to administrative merger with the Community Fund. By the end of March 2004, the Fund had committed £2.4 billion of funding UK-wide, through its different grant programmes.

It has been a year of significant change for the organisation, since the publication of the Secretary of State's Decision Document in July, through setting up systems with the Community Fund for partnership working and merger preparation, to the penultimate meeting of our Board in March.

Meanwhile, the Fund's core business of the development and delivery of grant programmes to tackle disadvantage across the UK has continued. Key highlights of the year have been: the launch of the veterans programme; a range of awards under our CHD, stroke and cancer programmes and significant progress in the delivery of our Community Sport Investment programme in England and our New opportunities for PE and sport programmes.

We have been most impressed by the constructive and positive way that the Board, Committee members and staff have responded to the opportunities and challenges presented by the merger with the Community Fund and express our thanks to all of them. The achievements of the New Opportunities Fund give us much to be proud of and will form a significant part of the foundation and future success of the Big Lottery Fund.





Section one

Performance against 2003/2004 corporate objectives

The New Opportunities Fund's Corporate Plan, which is rolled forward annually, provides a strategic framework for the Fund's work and a detailed picture of proposed operations over a three-year period, including the business plan for that year. The plan is available on the Fund's website. The corporate objectives and related performance indicators are summarised below, with details of the performance levels that have been achieved.

1 To meet the outcomes on merger in the National Lottery Funding decision document, working collaboratively with the Community Fund by:

(a) With the Community Fund, setting up, directing and supporting the New Distributor Co-ordination Office (NDCO) in its role as merger co-ordinator.

Performance Indicator	End of year report
To appoint staff to the New Distributor Co-ordination Office (NDCO) following internal adverts in Community Fund and New Opportunities Fund.	NDCO established in July 2003, with all staff appointed by September 2003. Two Transition Groups were established to progress planning for the Big Lottery Fund and a communications plan developed to ensure all staff are fully informed.

(b) Jointly working with the Community Fund to meet the work plans for the Policy and Programmes and Corporate Services Transition Groups.

Performance Indicator	End of year report
To meet the work plans for the Policy and Programmes and Corporate Services Transition Groups.	Final reports from both Transition Groups were submitted to the Joint Steering Group in February 2004.

(c) Actively participating in joint decision-making forums, such as the Joint Steering Group and the Joint Committee of Both Boards.

Performance Indicator	End of year report
To participate in joint decision-making forums with the Community Fund.	The Joint Committee of Both Boards and the Joint Steering Group met monthly from June 2003.

(d) Producing a joint corporate business plan for 2004/2005 by April 2004.

Performance Indicator	End of year report
To produce a joint corporate business plan for 2004/5 by April 2004.	Corporate plan agreed March 2004.

2 To deliver the targets set out in the Policy

Directions by:

(a) Meeting the target commitments for all funding streams outlined in Annex 1 of the Corporate Plan, including making formal offers totalling £199.45 million to PE and sport in schools projects.

Performance Indicator	End of year report
To meet the published commitments target date for funding under each programme.	Details are reported in section two.
To communicate decisions and agree grant contracts within published timescales.	Achieved across all programmes.
To make formal offers totalling £199.45 million to PE and sport in schools projects.	Awards made across the UK by March 2004 totalled £177.50 million (89%). A further £71 million was awarded in April 2004.
To launch new grant programmes within the agreed timetable.	Active England launched December 2003. Veterans programme launched January 2004. Northern Ireland, Scotland and Wales Community Sports programmes are currently being developed. Policy directions for Young People's Fund were received in May 2004.

(b) Developing, by March 2004, exit strategies for all rounds one and two programmes and completing the ICT training for teachers and school librarians, ICT training for public library staff, Digitisation, Cancer equipment and CALL people's network programmes.

Performance Indicator	End of year report
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To develop exit strategies for all programmes listed.	All remaining strategies to be agreed by August 2004.
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3 To make continuous improvement in being a good funder by:

(a) Working with Healthy living centres to ensure that 100% of capital build projects have started on site by March 2004.

Performance Indicator	End of year report
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To ensure that 100% of capital build projects have started on site by March 2004.	42 of the 53 projects (79%) were on site by March 2004. Start dates for the remaining 11 projects have been agreed.
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(b) Working with our Green spaces and sustainable communities award partners to ensure that programme expenditure targets are met by March 2004.

Performance Indicator	End of year report
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To work with Green spaces and sustainable communities partners to ensure that programme expenditure targets are met by March 2004.	Commitment of £115 million by March 2004 against a target of £70 million.
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Section one

(c) Reviewing the way we survey our customers by September 2003.

Performance Indicator	End of year report
To review our Customer Care Charter by December 2003.	Report approved in December 2003 and implemented by March 2004. Discussions through the Lottery Forum are progressing to determine standards for adoption by all Lottery distributors.

To review the customer and care surveys by September 2003.	Review completed and work to implement changes is in progress.
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(d) Meeting published timescales for assessing all grant schemes.

Performance Indicator	End of year report
To meet the published assessment deadline dates for each programme.	Achieved for all programmes.

(e) Abiding by the regulations set out in the Welsh Language Act by using the Welsh language in the operation of the Wales office, and in engaging with our Welsh stakeholders.

Performance Indicator	End of year report
Implementation plan to be completed by March 2004.	Implementation plan and evaluation report completed and forwarded to Welsh Language Board December 2003.

4 To be accountable and financially efficient by:

(a) Keeping running costs to between 5% and 7 % of income over the lifetime of the Fund.

Performance Indicator	End of year report
To keep running costs to between 5% and 7% of income over the lifetime of the Fund.	Met. Administration costs are 5.2% of income over the lifetime of the Fund.

(b) Informing the Fund's stakeholders, key opinion formers and the general public of the Fund's activities.

Performance Indicator	End of year report
To inform key stakeholders and the general public of the Fund's affairs on an ongoing basis.	There has been ongoing work by Policy and External Affairs directorate and Country Offices in this area.

5 To learn from our experiences and those of other organisations to make continuous improvement in the way the Fund works, and sharing the lessons that we have learned by:

(a) Sharing the findings from all interim evaluation studies of programmes through publications and seminars by March 2004.

Performance Indicator	End of year report
To produce a dissemination strategy for all programmes.	Strategy in place for all programmes. Findings from the evaluations of the Healthy living centres and Community Access to Lifelong Learning (CALL) programmes were disseminated during the year.

(b) Improving the programme development procedures by September 2003 by agreeing the parameters for fourth round delivery (through the project management framework) and responsibility and testing all systems for flexibility and appropriate methodology to ensure speed and simplicity in the delivery of new policy directions.

Performance Indicator	End of year report
Implement the project management review by September 2003.	All teams in place to develop new programmes. Briefing course developed and project management approach implemented.

(c) Completing the review of the Fund's England regional team and agreeing and starting to implement proposals for its future role and structure by September 2003.

Performance Indicator	End of year report
To review the England regional team and implement proposals for future role and structure by September 2003.	This piece of work has been superseded by merger-related reviews of structures that will take place throughout 2004.

(d) Fulfilling the requirements of Section 75 of the Northern Ireland Act by meeting the Northern Ireland Equality Scheme.

Performance Indicator	End of year report
To deliver the duties as set out in the Fund's Equality Scheme.	Achieved – further details in section five.

6 To promote and participate in partnership working by:

(a) Achieving, with other Lottery Distributors, DCMS and Camelot, a joint promotion unit by September 2003.

Performance Indicator	End of year report
Establish a joint promotion unit by September 2003.	National Lottery Promotional Unit (NLPU) established September 2003.

(b) Working with the Community Foundation Network to ensure that the delivery of the fair share programme is operating effectively and incorporating appropriate local partnership involvement by September 2003.

Performance Indicator	End of year report
To ensure that the delivery of fair share is operating effectively.	Achieved – further details can be found in section two.

7 To make continuous improvement in being a good employer by:

(a) Developing by March 2004 the material required to review the potential for an application for Investors in People (IiP).

Performance Indicator	End of year report
To develop by March 2004 the material required to review the potential for an application for IiP.	This piece of work has been superseded by merger-related work that will take place throughout 2004/2005.

Section one

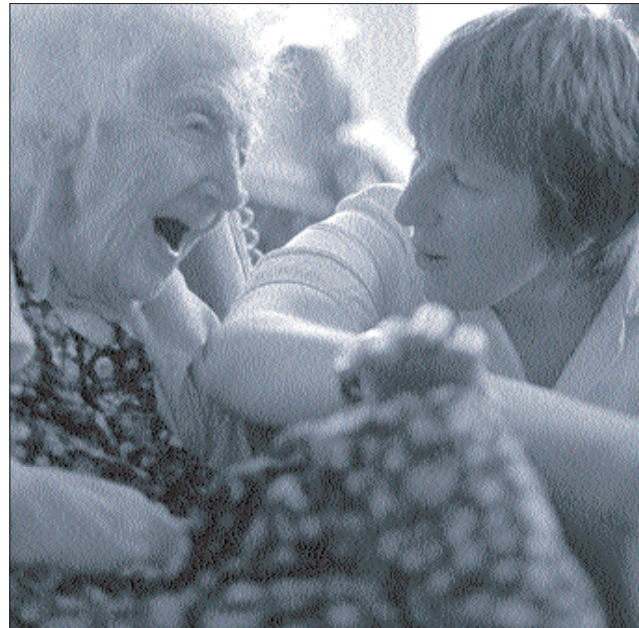
(b) Preparing a review paper on country office development to consider the lessons learned about the process for the next phase of organisational change.

Performance Indicator

To review the implementation of the new country office structures by September 2003.

End of year report

This piece of work has been superseded by merger-related reviews of structures that will take place throughout 2004/2005.



Section two

Grant programmes and awards

In this section we review the progress of each of the programmes launched by the Fund. The programmes are broadly encompassed under three themes that represent our funding priorities. The broad focus of our education programmes is to create **community learning opportunities**; whilst at the core of our health initiatives is the desire to **reduce health inequalities**; and finally we aim to **improve local environment and quality of life** through our environment programmes.

Each programme is summarised according to the policy directions received from Government. As well as the overall description and progress made on each programme we include monitoring activity and an evaluation report. A financial summary of each initiative and a list of all grants over £100,000 are included in a separate booklet.

Our commitment to monitoring

The Fund has developed a set of procedures for managing grant contracts. The procedures are used to ensure that timely payments are made to recipients and that each scheme delivers the benefits set out in the grant contract. Desk-based monitoring is applied to all grants. We have a number of monitoring tools that we use to ensure our grants are being correctly managed. Monitoring phone calls and/or visits usually occur on either a six monthly or annual basis. In addition, more in-depth compliance visits take place to verify that schemes are complying with their contractual terms and conditions. In addition, we have comprehensive capital monitoring procedures that are used for all capital grants.

Our commitment to evaluation

The New Opportunities Fund is committed to acting as a learning organisation and through evaluation the Fund aims to:

- i) make a substantive contribution to the evidence base for effective policy and practice in the field, and, by sharing knowledge of what has worked with key stakeholders, help secure the initiative's legacy
- ii) make a robust assessment of an initiative's impact in relation to its aims and the Fund's mission and values, in particular regarding strategic working, supporting partnership, and promoting social inclusion, equality and diversity.

A particular programme evaluation may give emphasis to i) or ii). When assessing the impacts of a programme, an evaluation may focus on a subset of aims or values.

Community learning opportunities

Community learning opportunities fall mainly into two categories.

Firstly, improving access to good quality out of school activities for school age children and young people. With the launch of sports and activities related programmes as part of our round three initiatives, the Fund has extended its active education portfolio.

Secondly, our range of programmes relating to the improvement of information and communications technology (ICT) provision aims to provide new opportunities to communities by increasing access to ICT technology.

Section two

Out of school hours childcare

£285.4 million was available to create 442,500 new and sustainable out of school hours childcare places UK-wide by 2003. Grants were for one year in most cases, although extended start-up funding (up to three years) has increasingly been available in disadvantaged areas and for all areas in Scotland during the final two rounds of the programme. A wide range of activity has been supported, including before and after-school clubs, holiday and weekend provision and childminding. The programme closed for applications for start-up funding in 2003, having created 555,340 new childcare places (England 468,500; Northern Ireland 14,494; Scotland 48,139; Wales 24,207). Limited continuation funding is still available for projects in eligible areas.

Staff are now focussing on the process of managing the awards made, working with grant holders to ensure that projects are able to open. A series of workshops have been held across the UK to allow grant holders and case officers to discuss monitoring requirements, to clarify expectations and to share best practice.

93 monitoring visits were undertaken for the period April 2003 to March 2004. In addition, a large number of telephone monitoring calls were made. During this period disputes concerning 63 organisations were raised.

SQW Ltd, in partnership with Brunel University, was commissioned to undertake a three-year evaluation of the programme. Over this research period, which has now come to an end, the study has identified and tracked the critical risk factors that can influence sustainability and assessed the impact of the programme on parents of children using the childcare clubs.

The findings from the evaluation show:

- 70% of childcare clubs would not have started without support from the Fund
- 78% of parents reported greater peace of mind, 53% reported less need to rush away from work and 73% felt that their childcare was more reliable
- The strategic importance of Childcare Partnerships in the success of the programme through support, advice and assistance both for funding applicants and award holders. Across the UK 83% offer business training to childcare clubs
- Childcare, particularly in deprived areas, needs a mixed economy to support it. Some clubs will be fully sustainable through parental fees and Government tax credits, but the majority still rely on a cocktail of funding.

SQW's contract has been extended for a further three years to explore some of the themes emerging from the initial evaluation. In addition, the study will focus on: continuation funding with regard to achieving sustainability, parental perceptions of the impact of the provision on children and the quality of childcare services. SQW is currently undertaking the fieldwork, which consists of 15 case studies, a survey of parents who use or do not use the clubs and a Childcare Partnership survey.



Third round childcare programmes

Broadly, the third round childcare programmes set out to fund capital projects that would predominantly benefit pre-school children and that support the creation, development and long-term sustainability of out of school hours childcare.

In addition, in Wales, the programme aimed to support training and capacity building in communities to develop a range of childcare provision, whilst in Scotland the focus is geared towards funding quality developments in new and existing childcare schemes.

Building neighbourhood nurseries (England)

£100 million was made available for the development and capital costs of new nurseries in disadvantaged areas. The programme complemented the Department for Education and Skills (DfES) Neighbourhood Nurseries Initiative, helping to create 45,000 high quality, affordable daycare places in England's most disadvantaged communities. The programme has now closed for applications and £99 million has been committed to 750 projects that will be completed in the next financial year. The Fund has worked closely with colleagues at the DfES to ensure the programme is delivered efficiently and effectively.

Two-stage programmes (Scotland, Northern Ireland and Wales)

In Scotland, £14.5 million is available for the New opportunities for quality childcare programme to include capital support to childcare projects, outdoor play, workforce development, projects which support children with special needs, projects which provide support to families and projects which combine care and learning.

In Northern Ireland, the Building Quality Childcare programme has £5 million available for capital costs to build, extend, modernise and refurbish childcare provision.

Section two

In Wales, £11 million is available to support the capital costs of building an integrated children's centre in each local authority area.

These two-stage programmes are all at the second stage of delivery. During the first stage, projects were identified and agreed as part of an overall portfolio by the relevant childcare partnership, ensuring strategic fit. These portfolios were then agreed by the Fund (in Wales by the Welsh Assembly Government) and taken forward to stage two.

Awards have been made on all the programmes.

- The New opportunities for quality childcare programme in Scotland has committed £2.7 million, and made 54 awards. The deadline for receipt of all applications is 30 June 2005
- The Building quality childcare programme in Northern Ireland has committed £2.3 million and made 46 grant awards. The deadline for receipt of all capital applications is 1 November 2004
- The Integrated children's centres programme in Wales has committed £6.4 million and made 15 awards. The deadline for the receipt of all capital applications was 19 December 2003.

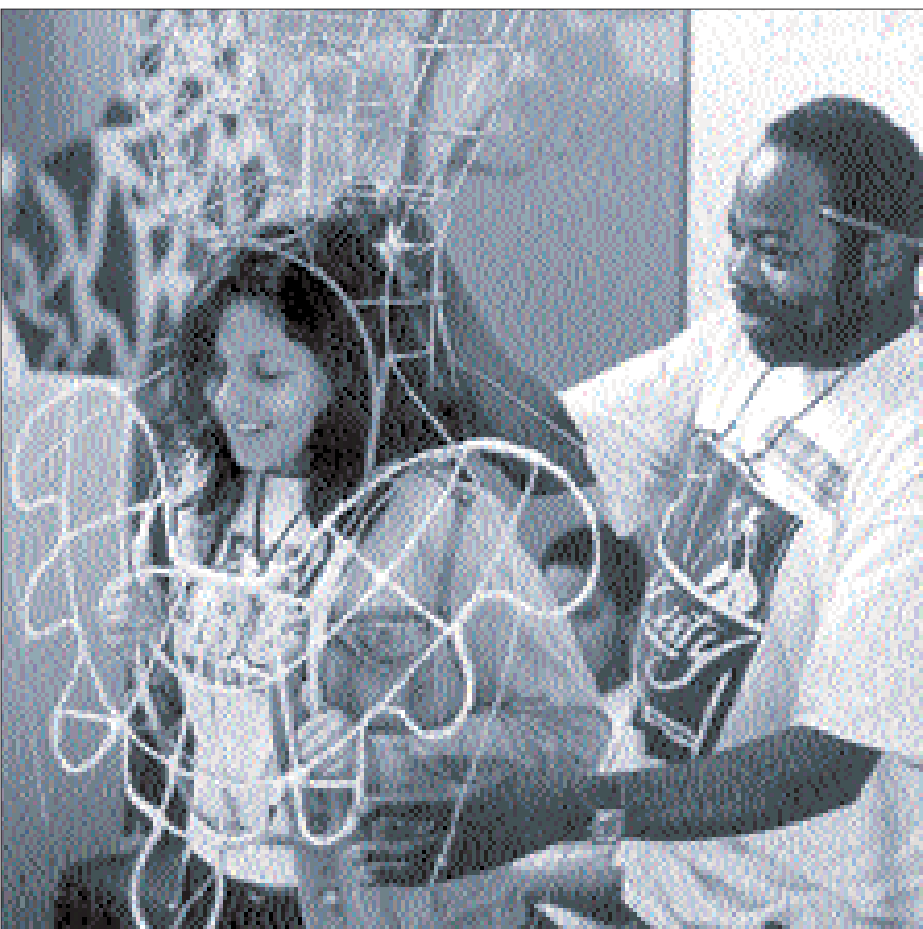
Funding facilitators

Delivered in Scotland and Wales, the programmes solicited applications to provide teams of funding facilitators to advise and support childcare providers about sustainability. The programmes complement the Fund's Out of school hours childcare programme and the funds are fully committed. In Scotland, the programme also complements the New opportunities for quality childcare programme on an ongoing basis.

Monitoring and evaluation

All projects are required to fill in an end of grant form on completion and 5% of projects will receive monitoring visits. At the end of April 2004, 155 end of grant forms have been received and 13 monitoring visits have been completed.

The DfES is undertaking an in-depth evaluation of the Neighbourhood Nurseries Initiative and therefore the Fund has not commissioned any further research. We are developing evaluation specifications for the programmes in Scotland, Wales and Northern Ireland and expect to commission research in the next year.



Out of school hours learning

£205 million, including £25 million for summer schools, has been made available to provide out of school hours learning activities across the UK.

The programme aims to provide learning activities that encourage and motivate pupils, build their self-esteem and help them to reach higher standards of achievement.

The programme was launched in spring 1999 and awards were made from the end of 1999 until 2002, with some projects running until 2007. The programme has been very successful in increasing the number of schools providing out of school hours activities and has exceeded the targets set out in the policy directions for primary and secondary schools. Funding will reach 35% of all primary schools (target: 25%) and 56% of all secondary schools (target: 50%). 47% (target: 50%) of all special schools will also benefit.

The Fund's Board agreed that the focus of the funding should be to reach the most deprived schools in order to tackle disadvantage and promote social inclusion. Over 80% of the schools identified as 'target schools' based on free school meal data have now been funded through the programme.

The £25 million summer school element aimed to help create summer school places for an extra 250,000 pupils by 2002. This target has also been exceeded.

There are a total of 1,027 grants in management at 31 March 2004. From 1 April 2003 to 31 March 2004 a total of 12 formal compliance monitoring visits to high monitoring level projects have been completed. The recipients were compliant with the terms and conditions of grants on 50% of these visits. In addition, to these formal compliance visits, approximately 300 general monitoring visits and a large number of telephone monitoring calls were made.

The National Foundation of Educational Research has now completed the evaluation of the programme. Reports on both the term time and summer schemes can be found on the evaluation and research pages of the Fund's website.

Section two

Out of school hours learning (OSHL)/ school sport co-ordinators

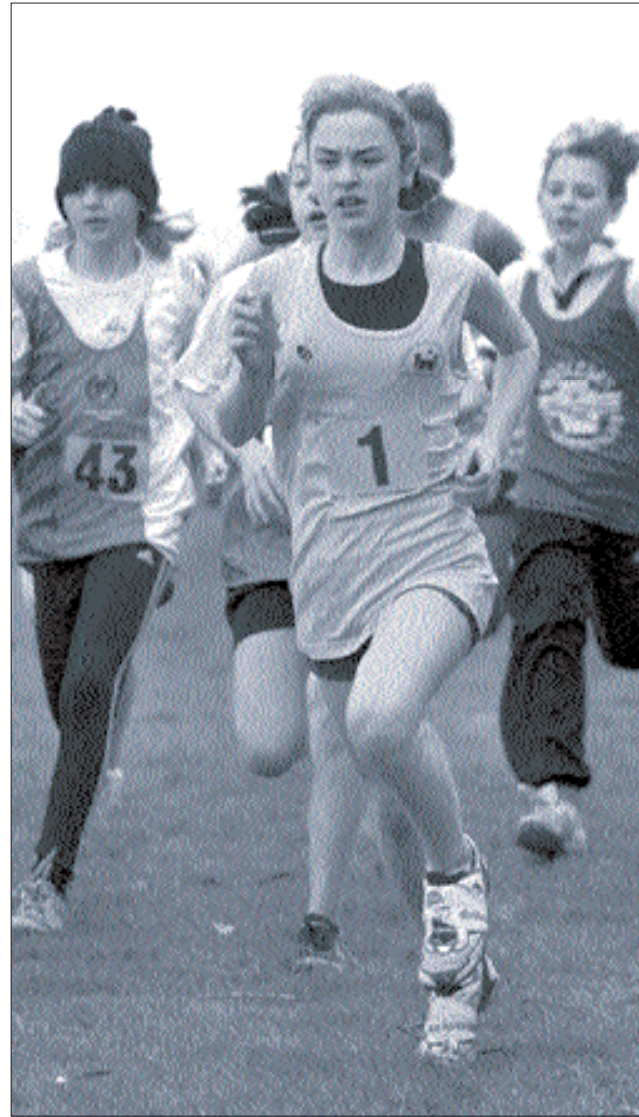
An additional Policy Direction was agreed in 2002, which extended the OSHL programme. £25.5 million will be committed by the end of 2004 to out of school hours physical activity projects.

In England, the funding supports the joint DfES/DCMS School Sport Co-ordinator (SSCo) programme. In line with Government targets set for the SSSCo programme in 2001, the OSHL/SSCo programme was designed to support activities in School Sport Co-ordinator Partnerships with the first 1,000 SSCos. This funding has now been fully committed and the target met with activities funded in partnerships with over 1,050 SSCos. In response to a DfES request and with the approval of the Fund's Board, the programme has committed £26.29 million, the additional £1.29 million being sourced from unutilised grants from the main England OSHL term-time programme.

In Scotland, the Fund awarded sportscotland a grant to manage and co-ordinate the OSHL/SSCo programme. sportscotland is delivering the programme through its existing network of school-based SSCos to complement its Active Schools Strategy.

In Northern Ireland, the Sports Council helped to co-ordinate bids from each of the five Education and Library Boards (ELBs). ELB-based SSCos are delivering activities that specifically target pupils who do not normally take part in sport activities or those at risk of exclusion from school and also young people with special needs.

In Wales, the Fund is delivering the programme to primary schools through the Local Authority study support co-ordinators. Projects complement the Sports Council for Wales 'Dragon Sport' initiative.



Grant management is being undertaken in conjunction with the sports councils and other partner organisations in each of the countries.

Sport England has appointed the Institute of Youth Sport to evaluate the main SSSCo programme in England, of which the OSHL/SSCo programme is a part. In Scotland the OSHL/SSCo programme will be evaluated as part of sportscotland's Active Schools evaluation.

New opportunities for PE and sport (NOPES)

The New Opportunities for PE and Sport programme is making £750.75 million available across the UK for building and modernising PE and sports facilities, primarily in schools, and for activities that promote community use of these facilities. The Fund intends this programme to bring about a step-change in the provision of sporting facilities for young people and for the community generally. The programme is on course to have the great majority of new facilities developed by spring 2006 in line with the original timetable.

England

634 awards have been made totalling £211 million.

Space for Sports and Arts

The Fund has contributed £25 million from the allocation to the £130 million Space for Sports and Arts programme that is jointly funded by Sport England, the Arts Council for England, DfES and DCMS. The vast majority of projects have been completed (157 projects) or are on site (77 projects). Sport England is managing the programme on behalf of the partners and is responsible for the full development of projects and grant management.

Football Foundation

£30 million from the allocation for England has been set aside for football projects and is being distributed via the Football Foundation to support capital projects for schools and the community.

Scotland

In Scotland, nearly £34 million is also being made available for an activities programme that provides a broader range of out of school hours sports and cultural activities and sports-based projects that divert young people from crime.

Practically all of the funding available under the activities programme in Scotland has been committed: only one of Scotland's 32 local authorities has yet to receive funding.

To date, the NOPES Scotland Facilities Committee has approved 72 Stage Two projects under the Facilities Programme. Approximately 219 projects approved at Stage One have still to be assessed and the Facilities Committee will meet every two months until March 2005 to make decisions on these applications.

As at 31 March 2004, a total of 138 grant schemes were in management/ monitoring comprising four fast track, 72 stage two and 31 development grants under the Facilities Programme, and 31 revenue grants under the Activities Programme.

Wales

In Wales, the NOPES programme has made £48.75 million available to improve school sport and outdoor adventure facilities.

The Wales Directorate has invested in developing constructive working relations with the local project co-ordinators. As a result all 171 applications were submitted by the final deadline of 29 March 2004. Colleagues at the Community Fund's Wales Office are assessing applications for projects under £125,000.

By 31 March 2004, 45 grants worth £12.8 million had been awarded. It is anticipated that all funding will be committed by the end of 2004. There has been only one compliance visit to date, which was satisfactory.

Section two

Northern Ireland

In Northern Ireland, £33.75 million has been made available under the NOPES programme to be committed by 2005.

The programme aims to bring about a step change in the provision and use of PE and sports facilities for young people and for the community in general throughout Northern Ireland. By 31 March 2004, grant offers had been made for five development projects, and grants awarded to 36 projects. Applications under stage two of the programme continue to be received in a staged process, with the final application deadline set for 31st March 2005.

Evaluation

In January 2004, the Loughborough Partnership submitted an end of year one report to the Fund.

Based on work to date, the evaluators note that 'excellent progress has been made' in a number of areas. They have seen evidence of:

- 'impressive and on schedule' design and construction of the fast track facilities
- good consultation in the run up to projects
- 'excellent' progress in the development of partnerships and programmes for the future.

Moreover, the six-monthly report concluded that there is a tight link between the objectives of the initiative and other related programmes such as the Specialist Sports Colleges and the School Sport Co-ordinators programme.

A summary will be written to highlight the above and the good practice emerging to date. For further information about the evaluation visit: www.nopesevaluation.org.uk.

Community Sport Investment Programmes

Active England

Active England is a jointly funded programme between the New Opportunities Fund and Sport England which aims to encourage creative approaches that will begin to drive up physical activity levels and sports participation rates in England. Funding for the programme is £108.5 million. The New Opportunities Fund is providing £77.5 million and Sport England is providing £31 million.

Active England will seek to create and support sustainable, innovative multi-activity environments in areas of social, sport, and health deprivation in England by 2005, and to increase participation in sport and physical activity among all sections of society, but particularly those sections of society that are typically under-represented in sport and physical activity participation. The programme covers both capital and revenue projects.

A number of applicants were invited to develop detailed project proposals, and 19 proposals valued at £18.47 million were selected to continue to work to agreed milestones.

There was also an open application process where applicants submitted initial bid proposals to the Sport England Regional Offices. It is planned that projects within the invited applications should be completed and operational by 31 March 2005. The deadline for open applications was 31 March 2004 and it is planned to commit funding by 30 September 2004, with all projects operational by 31 December 2005.

Sport England will lead on managing the evaluation of this programme. It is expected that an evaluator will be appointed by September 2004.



Scotland

In Scotland, the Fund has received Policy Directions to establish a £11.5 million funding programme to support the development of youth sport (particularly youth football) and to broaden community opportunities for participation in sports. The programme must support delivery of Scotland's Physical Activity Strategy and Sport 21, the national sports strategy.

Fund priorities for the football strand will be identified from the national youth football strategy launched by the Scottish Football Association, the Scottish Executive and sportscotland on 30 March 2004 aimed at increasing player numbers and raising standards in all levels of the youth game in Scotland.

As the football strand will concentrate on sports development for children and young people, it is proposed to focus the remaining £5.5 million on widening and increasing opportunities for groups or sections of the population who are over 16 years of age and who encounter barriers that prevent them taking part in sports and physical activities. This will be achieved by supporting local partnerships to target and/or extend their existing activities to particular priority groups, for example, by making facilities specifically available for their use.

Active Recreation Wales

£6.5 million has been earmarked for the programme in Wales. The Welsh Assembly has directed that the programme should support the delivery of the priorities identified in Climbing Higher, its strategy for sport and active recreation, insofar as they relate to health, education and the environment. Specifically, the programme should improve access to sport and active recreation and the enjoyment of the local natural environment, particularly for people who currently do little or no exercise. The potential for working in partnership with organisations that are already active in this field, and to pool resources to maximise the total funding available, should be explored.

Following research and consultation with stakeholders, the programme has been further refined to focus on local activity aimed at getting the hardest to reach sections of society to make use of their local environment for physical activity and exercise. The programme will be delivered through a national partnership working where necessary with local organisations. The programme will be launched in the autumn of 2004.

Northern Ireland

The Policy Directions require the Fund to commit £4.5 million to projects in Northern Ireland that provide (or improve), develop, operate and promote the use of sports facilities or activities that contribute to the improvement of health, education or the environment in local communities.

In Northern Ireland the funding should complement existing provision, including other New Opportunities Fund initiatives, and should focus on the development of sporting and other physical activity through the expansion or enhancement of the new Community Sport programme being introduced by the Sports Council for Northern Ireland.

There will be two distinct strands to the Community Sport programme in Northern Ireland. These are:

Strand one – valued at £2.4 million will be delivered through the Sports Council for Northern Ireland, to extend and enhance the Council's existing Community Sport Programme to 15 additional areas (which may be geographical and/or thematic) using revenue funding over a three year period.

Strand two – valued at £2.1 million will be an open grant programme managed by New Opportunities Fund. This strand has been named Active lifestyles and will be mostly revenue over three years with the aim of increasing participation in physical activity.

Section two



Activities for young people

The Fund has allocated £55.75 million to Activities for young people across England, Wales and Northern Ireland. The programme does not run in Scotland, although we offer some similar activities under New opportunities for PE and sport. A total of £34 million has been committed to date, with one year left to run.

In England, the programme aims to re-engage young people at risk of social exclusion in education, employment or training by offering them a programme of challenging activities, backed by professional information and guidance. The Policy Directions specified that the Fund should work closely with the Connexions National Service Unit to ensure that its personal advisers played a part in the provision of good quality advice and guidance. We allocated funds – on the basis of population and deprivation – to each summer activity partnership to run projects during the summers of 2002/2004.

In Wales, the programme aims to re-engage disaffected 14-18 year olds in education, training and/ or employment and to promote social inclusion. It reflects the guidance set out in Extending Entitlement. This helped establish Young People's Partnerships, which work with young people to plan and deliver a coherent range of services for all young people in their area. The Fund invited each Partnership to develop a pilot project that meets the needs of young people and provides a varied and structured programme of challenging activities.

In Northern Ireland, the programme aims to reduce the number of young people at risk of exclusion, through inclusion in education, training and work related activities using an effective partnership approach. It focuses on the early identification of disaffection and consequently the age range covered is 11 to 16 years. The programme provides support for one grant scheme that includes a small number of innovative projects in each Education and Library Board area. The initiative is linked to the Targeting Social Need policy and complements the Department of Education's Alternative Education programme.

To date the evaluation suggests that the programme seems most effective at supporting personal and social development and at enthusing those who take part. In all countries, the programme has supported new partnerships between various agencies. However, in England, it has suggested that focusing on employment and education intentions and outcomes alone masks important efforts and achievements in supporting personal and social development.

Amendments to the policy directions for the initiative have enabled us to contribute to two more programmes in England and to review funding streams in Scotland, Wales and Northern Ireland.

Section two

Positive activities for young people

The Fund, DfES, the Home Office and the Youth Justice Board are jointly supporting this programme, which builds on the earlier success of Splash Extra, Connexions Summer Plus and Splash schemes. This programme targets 9-19 year olds at risk of offending and exclusion, and gives them a chance to fulfil their potential. The Fund has made £12.5 million available to the programme so far, and £8.9 million has been committed to projects.

The first evaluation report has highlighted several tentative emerging themes. It suggests that the programme had wide-ranging, positive impacts in its first year. Young people felt the initiative had a positive influence on their behaviour, and there is evidence that it contributed to lower crime statistics, improved community cohesion and greater self-esteem.

Get REAL

In England, the Fund provided £0.6 million to a range of residential activities during school holidays to 11-17 year olds from all socio-economic groups. A pilot year involved about 1,600 young people in three Connexions areas.

The evaluation of the pilot revealed that young people were keen to participate, especially in outdoor activities. They said that they enjoyed and benefited from the programme, while parents were satisfied with the varying fees for the project.

The Young People's Fund will support positive activities for young people and Get REAL programmes in the future.



ICT for teachers and school librarians

The ICT for teachers and school librarians programme made £231 million available. The aim of the programme was to raise the standards of pupils' achievement by increasing the expertise of serving teachers in the use of ICT in subject teaching, and by improving the competence and confidence of school librarians in their use of ICT. The funding for the programme was allocated to education authorities during 1998/1999. An amendment was issued to the Fund's Policy Directions in November 2001, providing an additional £1 million to fund ICT training for home and hospital tuition service teachers. Training of these staff has been fully incorporated into the existing programme.

All training being delivered through the scheme had been completed by the end of December 2003. By this point, 487,000 teachers and school librarians had signed up for training and of these 444,000 had completed their training. The sign-up level has exceeded the estimate given in the Policy Directions for the programme.

The Audit Commission in England and Wales, Audit Scotland and the Northern Ireland Audit Office undertake monitoring on this programme. Certified returns are due from each authority's external auditors by 31 December following each financial year-end. Matters raised by the auditors are followed up with the specific authority.

When the programme was being developed, Ofsted in England, Estyn in Wales and HM Inspectorate of Education in Scotland had made commitments to evaluate the impact of ICT in schools. The evaluation of the ICT Training programme was envisaged as being a central part of all these reviews. It was therefore decided that the Fund would not duplicate this work by developing a separate evaluation programme.

ICT training for public library staff

£20 million has been made available for training around 40,000 public library staff in the use of ICT. The majority of the UK's library services have now completed their training and remaining services are scheduled to complete training by the end of 2004. The funding for the programme was allocated to library services during 2000/2001.

There were a total of 229 grants in management at 31 March 2004. From April 2003 to 31 March 2004, a total of 33 compliance monitoring visits had been completed, as well as a large number of telephone monitoring calls. The recipients were overall compliant with the terms and conditions of grants. We have shared best practice information with libraries and libraries services based on the information we have gained from monitoring visits.

This programme is being evaluated together with the People's Network programme. Over the last year, the second and final year of the research, the evaluators have re-visited 16 library service case studies and held a series of regional workshops with services to validate and share their findings. The interim findings indicate that:

- roll-out of the People's Network was accomplished on target and has uncovered huge demand
- users are overwhelmingly positive about the new ICT services
- users and staff report increases in their ICT skills;
- the People's Network has attracted a greater diversity of people into libraries
- the People's Network has enhanced the library's standing in the local authority and put it back into the heart of the community.

Section two

A number of challenges have also been identified:

- managing the huge demand and new library users while continuing to meet the expectations of existing library users has posed challenges
- there has been some slippage in staff training and some training has not been strongly connected to work roles and activities
- there is less evidence of learning as opposed to training in libraries' ICT activities around lifelong learning.

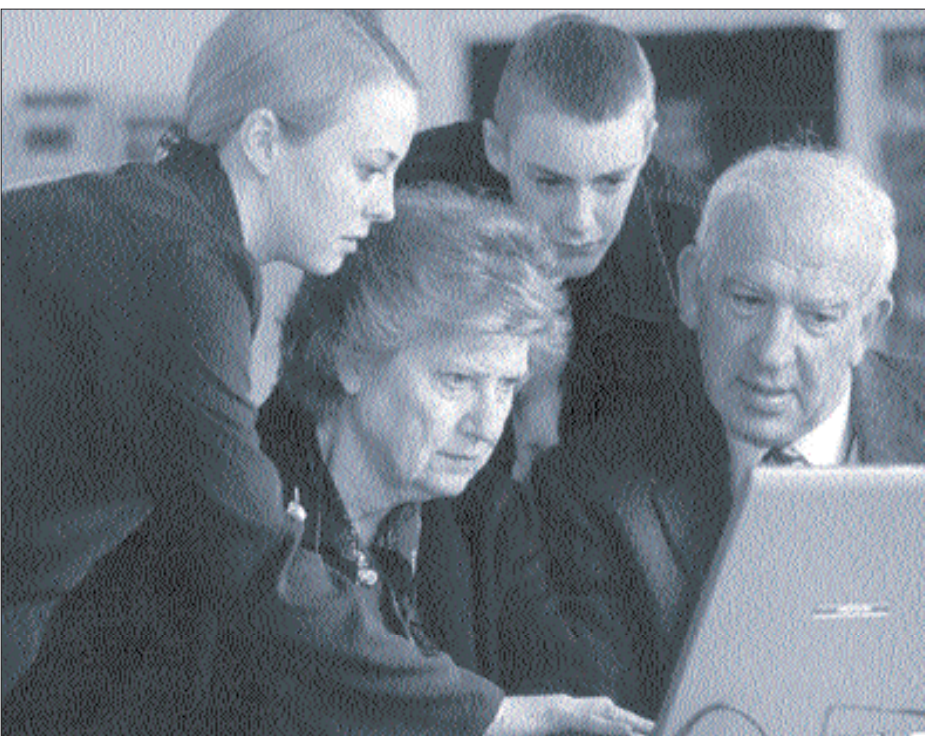
The evaluation findings are feeding into work being developed in response to Framework for the Future, the Government's long term strategic vision for public libraries.

Digitisation

£50 million has been made available for the Digitisation of learning materials. The materials digitised through this programme are available free to the public through the programme portal www.EnrichUK.net. All the projects funded through the programme had materials available online by 1 April 2003.

There was a total of 149 grants in management at 31 March 2004. Between 1 April 2003 and 31 March 2004, 47 compliance monitoring visits were completed as well as a large number of telephone monitoring calls. Overall most projects were compliant with the terms and conditions of the grant although technical compliance is an ongoing issue until projects are completed.

Education for Change was appointed in January 2004 to undertake the evaluation of the programme. This evaluation will also cover the community grids for learning funded through the Community access to lifelong learning programme. The evaluation will run for two years and will focus on impacts of web-based content on lifelong learning and community access to ICT, as well as the organisational impacts of the programme. The evaluators will examine projects throughout the UK, including at least 10 in-depth case studies. The evaluators spent early 2004 reviewing programme documentation and websites, consulting with stakeholders, examining the policy context, and developing a survey of centre managers.



Community access to lifelong learning – People's Network

The People's Network programme has made £100 million available to equip the UK's 4,000 public libraries with internet-connected PCs. At 31 March 2004, 100% of the UK's public library services had installed People's Network equipment.

There was a total of 213 grants in management at 31 March 2004. From 1 April 2003 to 31 March 2004, a total of six compliance monitoring visits had been completed, as well as a large number of telephone monitoring calls. The recipients were compliant with the terms and conditions of grants on all monitoring visits.

The People's Network programme is being evaluated together with the ICT Training for Public Library Staff programme. Further details of this evaluation are given in the section on the ICT for Public Library Staff programme.

Community access to lifelong learning

The Community access to lifelong learning programme has made £100 million available to fund activities at ICT learning centres and to develop community grids for learning (which provide learning materials and opportunities for communities through the internet). By 1 April 2003, the programme's budget had been fully committed to over 1,000 projects running activities in over 2,500 ICT learning centres.

There were a total of 817 grants in management at 31 March 2004. From 1 April 2003 to 31 March 2004, a total of 11 compliance monitoring visits had been completed, as well as a large number of telephone monitoring calls. The recipients were compliant with the terms and conditions of grants on 54.5% of the monitoring visits.

Community grids for learning funded through this programme are being evaluated together with the Digitisation programme.

The ICT Learning Centres Evaluation focuses on assessing impacts on access to and take-up of lifelong learning opportunities, and the impact of access on users. In July 2002, we appointed Hall Aitken Associates to undertake the evaluation. Hall Aitken's approach includes longitudinal research with individual learners, and survey research with centre managers and users. The emerging issues arising from the first year of evaluation work included:

- centres are using word of mouth and visible locations to attract users
- centres are attracting target users and are particularly successful at reaching people returning to learning.

Section two





Veterans reunited

The Fund launched its Veterans reunited programme in 2003/2004, which will ultimately provide over £20 million in funding. The programme will support projects and activities that commemorate and remember the events of the Second World War, and provide opportunities for new generations to learn from the experiences of veterans.

The programme comprises three schemes. The Their past, your future scheme is focused on providing educational activities, primarily for young people and schools, and was launched in January 2004. The Heroes return scheme was launched in February 2004 and provides funding for veterans, their partners and present-day carers to return to the areas where they saw active service overseas. The third scheme, Home front recall, was launched after 31 March 2004. It will provide funding for commemorative projects and activities that take place in the UK.

The first grant commitments on the Veterans reunited programme were made after 31 March 2004. Monitoring procedures and a programme of evaluation are both currently being developed.

Section two

Reducing health inequalities

Our health programmes now span the full continuum of prevention, diagnosis, treatment and care, with a particular focus on tackling health inequalities. They are contributing to the Fund's strategic funding priorities by:

- strengthening partnership working
- complementing and adding value to mainstream policies and programmes
- targeting areas of greatest need
- supporting innovation
- improving quality of life in communities.

Healthy living centres

This programme has made £300 million available to promote good health in its widest sense, to reduce health inequalities and to improve the health of the most disadvantaged through the establishment of Healthy living centres (HLCs).

The Fund completed the award process for this programme in September 2002 and moved into the grant management cycle. There was a total of 347 grants currently in management as at 31 March 2004, with five having completed during the year. During the year a total of 12 formal compliance monitoring visits, of which two projects were non-compliant, have been completed as well as a large number of telephone monitoring calls and annual monitoring report reviews. Procedures have successfully been put in place to monitor HLC capital projects through the use of building monitors.

The Fund announced in March 2003 the establishment of a support and development programme for HLCs across the UK. The programme will be responsive to the needs of HLCs both individually and collectively and deliver activities that support HLCs and help them to network and become sustainable. This support programme, which has been in development during 2003/2004 provides a significant opportunity to offer intensive support to HLCs and therefore has the potential to make a real difference to their long-term future. The programme will begin in the spring of 2004 and there will be four separate country contracts to reflect the variations in need.

During 2003/2004 the programme evaluator, The Bridge Consortium, has focussed on the continued implementation of the Health Monitoring System and the first, second and third waves of case study visits. The first and second Annual Reports of the evaluation and the Year One Evaluation Summary are all available from the evaluation and research section of the Fund's website.



Living with cancer

This programme aims to reduce the inequalities in provision of, and access to, cancer services by providing home care, support for carers, and information about cancer and cancer services. £23.25 million was available in England. Our consultation showed that, whilst many groups do not receive adequate cancer care or information, this is particularly true of people from black and minority ethnic and socially disadvantaged groups and therefore this programme is targeted specifically at these groups. This programme funds projects that improve cancer prevention, aid cancer detection, improve cancer diagnosis and treatment and improve cancer care.

At 31 March 2004, awards had been made to 91 services operating across England. From 1 April 2003 to 31 March 2004, a total of five formal compliance monitoring visits have been completed as well as telephone monitoring calls and annual monitoring report reviews. One grant visited was non-compliant; issues have subsequently been resolved. Awards were made for a maximum of three years, so we expect most projects to have finished by 2006.

The first year evaluation findings, disseminated in a summary published by the Fund in January 2004, identified some emerging themes from case study visits: the formation of new partnerships and ways of working enabling cancer teams to reach new target groups, difficulties of recruitment and retention, and a need for better networking between cancer schemes.

Section two

Scotland, Northern Ireland and Wales cancer care

At 31 March 2004 there are a total of 23 umbrella grants (16 in Scotland and seven in Northern Ireland) and 50 direct grants (Wales) in management. Visits are undertaken as part of the compliance monitoring programme and where concerns are raised as part of grant management or disputes procedures. From 1 April 2003 to 31 March 2004, one formal compliance monitoring visit was completed as well as telephone monitoring calls and annual monitoring report reviews. The recipient was compliant with the terms and conditions of grant.

Cancer Equipment (England)

Our investment of a further £92 million in cancer equipment also enables patients to be seen faster, reducing the time spent waiting for diagnosis, and helping people receive first class treatment. At 31 March 2004 a total of 611 pieces of equipment had been funded.



Palliative care for adults and children (England)

In total, £70 million was available for this programme of which £48 million was for children's palliative care services and £22 million was for adults' palliative care provision. The maximum grant length was 36 months with an optional four months lead-in time, so most schemes are expected to be in operation until 2006/2007.

Adults' palliative care

The aim of this programme is to improve the quality of life of adults with a life limiting or a life threatening condition. It was targeted at areas of the country with the highest palliative care need. Awards have been made to multi professional teams to enable them to care for people in their homes. These teams will offer therapeutic, nursing and emotional support and a number will also make use of complementary therapies. A number of these will also be extending the availability of care for longer periods of the day.

55 grants were in management at 31 March 2004. Visits are undertaken as part of the compliance monitoring programme and where concerns are raised as part of grant management or disputes procedures. The majority of grants are in their first year and formal compliance visits have not yet commenced.

Children's palliative care

The aim of this programme is to improve the quality of life of children with life threatening or life limiting conditions and their families. At 31 March 2004 there were 135 grants in management. The grants are distributed against three strands: hospice provision: 25 grants; home based care: 70 grants and bereavement services: 40 grants. The majority of grants are in their first year and formal compliance visits have not yet commenced.

The home based palliative care teams will provide a range of services to enable children to be cared for in their own homes. The multi-professional staff teams could include nurses, social workers, and play, art or music therapists, as well as some consultant session time. In some cases these teams will also provide respite care services to enable parents and other unpaid carers to take a break. This could also involve looking after, or playing with, siblings to allow parents to spend more time with their ill child.

The bereavement teams will provide services for families who have experienced, or will go through, the death of a child, following a period of palliative care. The teams will consist of counsellors or therapists as well as a co-ordinator to ensure that families who need this support are able to receive it at the right time.

The evaluators, a partnership from Warwick and City Universities, began work in April 2003, after gaining ethical approval. In this first year, they have been examining the policy context and considering issues of access to and availability of palliative care services.

Palliative care for adults and children (Scotland)

This programme supports schemes that build on existing strategies to provide both increased and improved effective palliative care and associated support and information services for children and adults in Scotland suffering from cancer and other life threatening conditions.

In 2003/2004, a total of just over £5 million was awarded to the 48 third party grant schemes contained in the umbrella grant schemes submitted by Scotland's 15 NHS Boards. In addition, £0.6 million was awarded to four Scotland-wide bids of national significance.

As at 31 March 2004, 19 grant schemes were in management/monitoring. One high risk visit had been undertaken and the grant scheme found to be compliant.

Palliative care (Northern Ireland)

£4.1 million was made available to increase and improve palliative care for children and adults diagnosed with cancer and other life threatening or life limiting conditions. The programme not only provides care for the patients but also provides support for their families. In September 2003, the Fund approved 25 projects under four umbrella schemes across Northern Ireland. The maximum grant length is 40 months therefore we expect umbrella grant schemes to be delivered by 2008. The Fund is working with the four Health and Social Services Boards across Northern Ireland to deliver this programme and meet local needs.

Palliative care (Wales)

The aim of this programme in Wales is to improve the quality of palliative care by specifically focusing on the quality of environments in which care is delivered and organised. It has provided funding for structural and aesthetic improvements to the care environment, the working environment and for improved accessibility.

Ten grants were announced in April 2003 to specialist palliative care services and to hospices from both the NHS and the charitable sectors. The programme involved the submission of delivery plans post award, and one scheme withdrew following award, which meant that the full funding commitment was not finalised until later in the year. Having established the commitment by January 2004, it was agreed to solicit an additional application for the remaining £0.5 million. This application is currently in assessment.

Schemes are benefiting patients, visitors and staff through a wide range of developments from aesthetic improvements to a patients' waiting room through to new build replacement of inadequate premises. Two schemes have been completed to date.

Section two

New opportunities for health: CHD, stroke and cancer

Policy Directions require the Fund to commit £162.5 million for coronary heart disease (CHD), stroke and cancer projects in England by 2004. The programmes are collectively known as the New Opportunities for Health initiative and include the following programmes:

Five-a-day community projects (England only)

The aim of this programme is to support community based initiatives to promote the consumption of fruit and vegetables. These will increase the availability and acceptability of fruit and vegetables making it easier for people to eat more. They may, for example, involve working to increase the supply of fresh fruit and vegetables or helping people think about how they can use more fruit and vegetables in their cooking.

In total, £10 million was available for the Five-a-day programme, which was launched in May 2002. The closing date for applications was September 2002 and 66 Primary Care Trusts (PCTs) have received funding of up to a maximum of £150,000 over two years.

The assessment of the Five-a-day local community initiatives was completed in December 2003. All 66 awarded grants were in management at 31 March 2004. Given the early stage of the programme, compliance visits have not taken place.

The evaluator, TNS, submitted its first report to the Fund in March 2004. This report details the results of a questionnaire that was returned by approximately 27,000 adults living in wards where the Five-a-day initiative would be taking place.

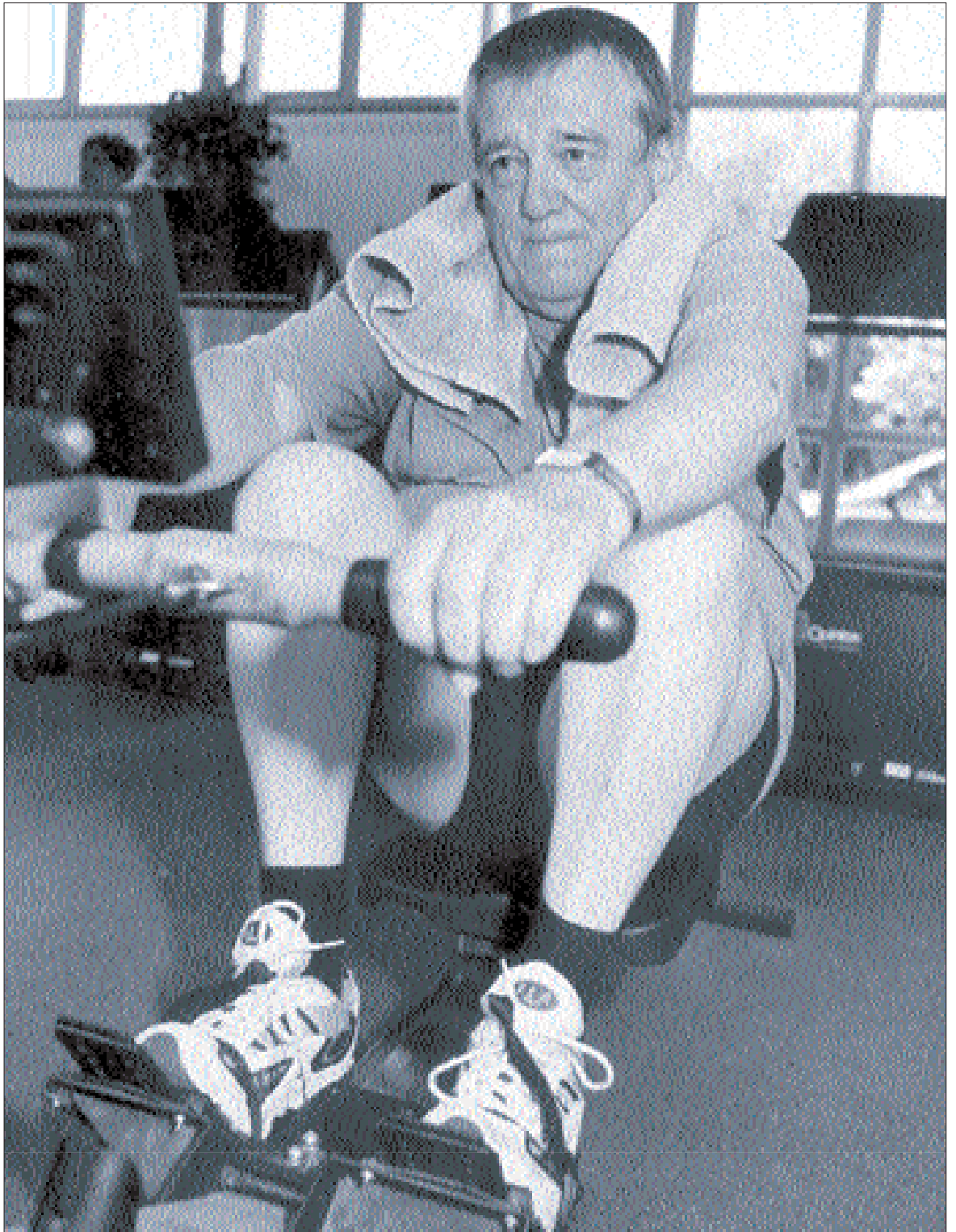
The baseline results show the following:

- the average consumption, based on all respondents, of all fruit and vegetables is 3.5 portions
- the most important factor in determining the amount of fruit and vegetables eaten was the quality of the produce, followed by the likes and the dislikes of the respondents' household
- almost two thirds of respondents were correctly able to identify that health experts recommend eating five or more portions of fruit and vegetables every day. However, females were much more likely than males to be aware of the correct number of portions
- most respondents correctly thought that eating fruit and vegetables would reduce people's chances of getting heart disease with 84% agreeing strongly with this statement.

A report detailing the national results is available from the Fund's website.

School fruit pilots (England only)

The aim of this programme is to help improve the diet of children and to reduce their risk of heart disease and cancer later in life. Although it is available to all children, it is of particular benefit to children from low income households, whom surveys have shown may otherwise eat no fresh fruit in an average week. The programme has been rolled out to five regions: West Midlands (started April 2002), London (October 2002), North West (March 2003), East Midlands (May 2003) and North East (March 2004). £42 million was available for the school fruit pilots. In England over 1.1 million children aged four to six are now receiving free fruit each school day.



Section two

There are a total of 22 grants in management at 31 March 2004. From 1 April 2003 to 31 March 2004 two compliance monitoring visits have been completed. The recipients were found to be compliant with the terms and conditions of grant on one of these visits and partly compliant on the other. Outstanding issues have been resolved.

The National Foundation for Education Research has completed the first phase of fieldwork. The final sample consisted of 53 schools in the treatment group (North East) and 45 schools in the control group (Yorkshire and Humber). Overall, schools were keen to be involved and initial results indicate that a high response rate was achieved. A report based on the findings of this phase of work is due at the end of July 2004.

The scheme will be rolled out nationally using Government funding as the National School Fruit and Vegetable scheme from autumn 2004.

Equipment (England)

The aim of this programme is to tackle the burden of heart disease, stroke and cancer by making it easier for patients to be able to use services. It aims to address the inequalities in use of services between different groups and across different parts of the country. It is providing MRI and cardiac angiography equipment for NHS Trusts, and portable heart monitors and defibrillators for Ambulance Trusts, to enable all ambulance services and hospital cardiac services to reach accepted standards across the country. In total, £89.5 million was available for this programme.

The Fund has completed an assessment of need for ambulance equipment based on a survey of Ambulance Trust services carried out by the Department of Health in 2001. As part of the needs assessment exercise, all Ambulance Trusts were invited to submit information about their current provision and needs. Members of the Department of Health's Coronary Heart Disease and Winter Emergency Services Teams reviewed the results. The needs assessment also captured information about the size of Ambulance Trusts, the possibilities and costs of upgrading existing equipment, allocations planned through any other capital replacement programmes or budget and particular local difficulties.

The first 53 NHS Trusts were notified of their awards in November 2001. Trusts will work with the NHS Purchasing and Supplies Agency to plan for delivery of the equipment at the most appropriate time for the Trust. Equipment commissioning and installation often takes a number of months. The first machines have been operational since the second half of 2002.

At 31 March 2004, the Fund has awarded 146 grants to NHS Trusts and Ambulance Service NHS Trusts in England. Compliance monitoring is achieved through paper-based systems rather than visits under this programme.

Heart programmes with the British Heart Foundation as an award partner

The Fund has joined with the British Heart Foundation (BHF) to manage the delivery of three heart programmes which link with New opportunities for health. BHF has been selected as the award partner because of its expertise in the area, strong links with stakeholders, and track record in running similar grant programmes. BHF was responsible for designing the programmes in detail, assessing applications and making grants under the programme.

Heart failure support networks (England only)

Currently, only a minority of patients have access to a specialist heart failure support team to enable them to receive care at home. Home care can provide better management of the disease, helping patients keep more mobile and independent for longer. Specialist nurses can also help to control symptoms and alleviate the distress caused by shortness of breath for example. This new £10 million programme will increase the number of nurse-led community management programmes for people with heart failure.

These nurse networks will provide information, support and care to patients and their carers, as well as building stronger links with primary care services and existing palliative care schemes. Their specialist support will enable people to enjoy a better quality of life, remain at home for longer, and reduce the number of emergency hospital admissions and re-admissions. The projects supported will particularly benefit older people and people living in very rural communities as well as high risk populations, such as Southern Asian communities.

The Heart Failure Support Networks programme was launched in June 2003. At 31 March 2004 the 26 awarded grants were in management. Quarterly monitoring visits to British Heart Foundation commenced in January 2004.

The British Heart Foundation-funded evaluation of the Heart Failure Support Networks pilot programme ended in February 2004, and a final report is available from the British Heart Foundation. An evaluation jointly funded by BHF and the Fund began in March 2004.

National defibrillators programme (England only)

The Fund's £6 million funding for this new programme will support the purchase and maintenance of around 2,300 automated external defibrillators (AEDs) to improve survival rates for people whose hearts stop beating, and will increase the numbers of people with basic life support skills and the ability to use an AED.

The Fund has worked with the Department of Health and the British Heart Foundation (BHF) to identify ways in which the programme will benefit disadvantaged communities. We expect the programme to support the establishment of new community first responder schemes (which take the defibrillator to the patient, further widening access), and link effectively with existing voluntary sector schemes. Guidance will be issued over the siting of defibrillators to make sure they are serving places used by disadvantaged, high-risk groups.

The programme was launched in October 2003, and it is anticipated that awards will be made to Ambulance Trusts through targeted allocation, based on locally identified need. The grant was made in September 2003 and the programme launched in October 2003. At 31 March 2004 applications are being finalised by Ambulance Service NHS Trusts for submission to British Heart Foundation. Quarterly monitoring visits will take place. Given the early stages of the grant these will commence after 31 March 2004.



Cardiac rehabilitation

Cardiac rehabilitation services help people recovering from heart attacks or heart surgery to make lifestyle changes that will reduce their risk of further illness, and improve their physical, mental and social well-being so that they can return to as full a life as possible. Cardiac rehabilitation services vary in quality and scale around the country and in many areas they are in need of improvement and modernisation. Services are not always delivered conveniently or in ways that give patients what they feel they need. The Fund is committing £4.7 million to this programme.

This investment will help to shift the focus from 'patients' towards 'people', by supporting cardiac rehabilitation programmes in convenient locations offering a tailored package of services. It will fund good quality learning materials for users, and some facilities improvements to create safe, welcoming environments (although we do not intend to fund new build capital projects). We hope to see more choice being offered about which services to attend, and when. In particular, we hope to see services tailored to the needs of groups and communities whose needs are not met well by existing services.

The grant award was made in November 2003, and the programme launched by British Heart Foundation in March 2004. Quarterly monitoring visits will take place after 31 March 2004.

The BHF Care and Education Research Group at the University of York is undertaking the quantitative evaluation of the cardiac rehabilitation programme beginning in September 2004.

CHD, stroke and cancer (Scotland)

This programme aims both to reduce the risk of people in Scotland succumbing to these diseases by providing effective, evidence-based prevention programmes, and to improve access to high quality services and facilities for diagnosis and treatment by specifically tackling inequalities in provision.

As at 31 March 2004, a total of £13.7 million had been awarded to the 110 third party grant schemes managed by Scotland's 15 NHS Boards. In addition, £1.2 million had been awarded to two Scotland-wide grant schemes of national significance.

Almost £8 million had been awarded to the 75 third party grant schemes submitted by Scotland's three Regional Cancer Advisory Groups and around £2 million will be shared among seven Scotland-wide grant schemes of national importance.

The evaluation contract for this programme is currently being advertised, with a view to the evaluation beginning in August 2004.

Section two

CHD, stroke and cancer (Wales)

The overall aim of this £15 million programme in Wales is to reduce the risk of people developing CHD and cancer through evidence informed prevention activities and to increase the availability and quality of CHD and cancer rehabilitation services. It was split into three distinct strands covering:

- £0.5 million to develop stroke support networks
- £5 million for angiography equipment in hospitals across Wales
- £9.5 million to prevention and rehabilitation projects covering CHD and cancer.

The Stroke Association was awarded a grant to develop a range of community-based stroke schemes around Wales including day care counselling and support services, therapeutic rehabilitation services and social activities. The grant offer was accepted in August 2003.

The angiography strand is providing machinery in six sites across Wales. This equipment will contribute towards improving cardiac services in Wales and will speed up diagnosis, leading to earlier treatment and improved health outcomes for patients. We worked closely with the Welsh Assembly Government to ensure that supporting capital build and revenue costs are in place and were able to approve the six sites in March 2004. We expect the first machinery to be delivered during the next financial year.

35 grants were awarded in October 2003 under the open CHD/cancer prevention and rehabilitation strand. These schemes provided a wide range of interventions such as smoking prevention, dietary promotion, community lymphoedema drainage services and cardiac rehabilitation exercise programmes. By March 2004, six schemes were under way and had drawn down first payments with the rest expected to do so by the deadline of late April.

The evaluation contract for this programme is currently being advertised, with a view to the evaluation beginning in August 2004.

CHD, stroke and cancer (Northern Ireland)

£9.4 million was available in Northern Ireland for the CHD, stroke and cancer programme. In August 2003, we announced four umbrella grants funding 51 projects across Northern Ireland. The maximum grant length is 40 months therefore we expect umbrella grant schemes to be delivered by 2008. We are working with the four Health and Social Services Boards in Northern Ireland to deliver this programme. The projects funded focus on community-based preventative measures, and include encouraging people to stop smoking, to eat healthy food, to exercise and to be safe in the sun.

The evaluation contract for this programme is currently being advertised, with a view to the evaluation beginning in August 2004.



Better off (Scotland)

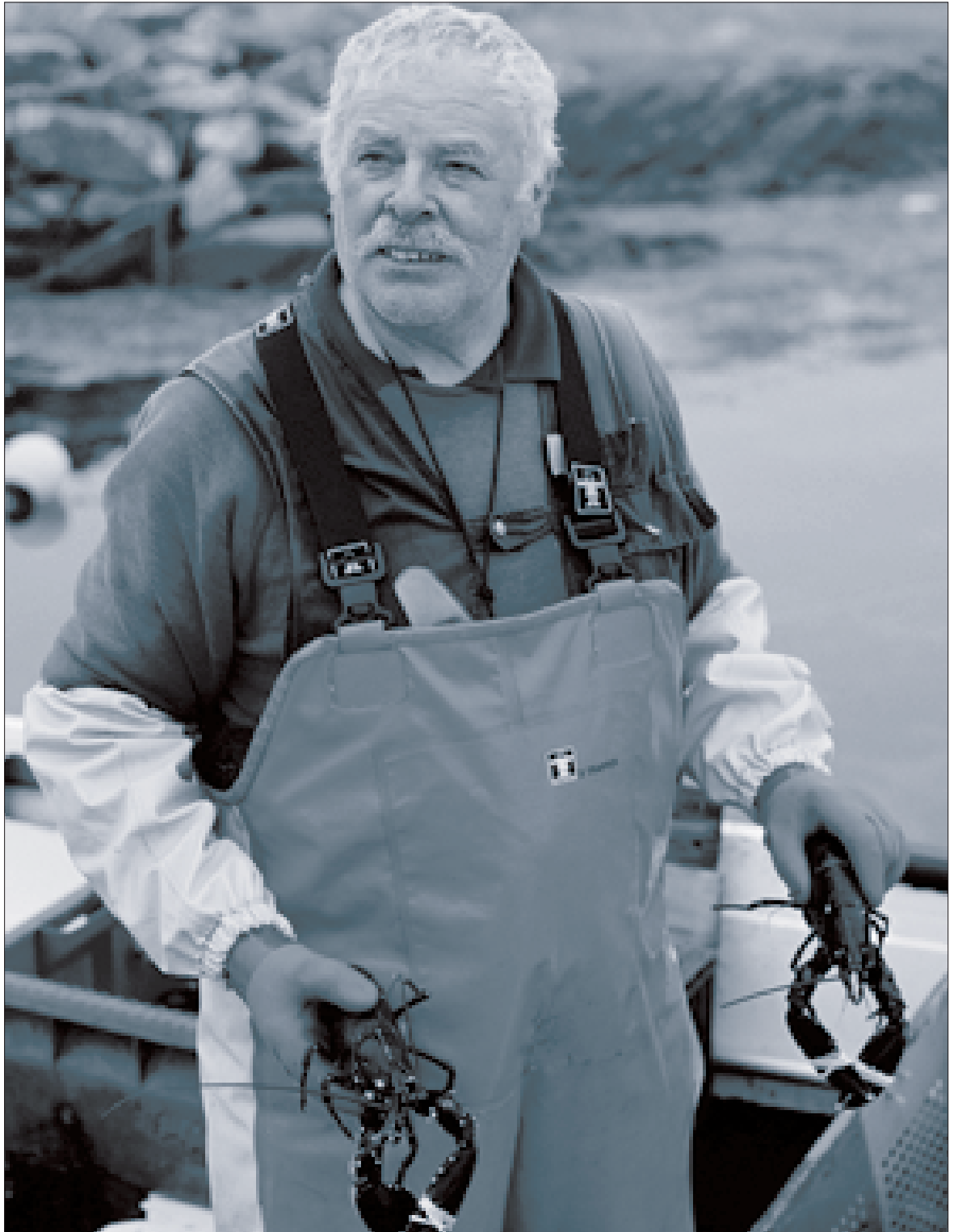
The main aim of the better off programme is to get more people who misuse or who have misused drugs into community-based rehabilitation services. Better off complements Scotland's national drug strategy, Tackling Drugs in Scotland: Action in Partnership by funding local schemes specifically developed to address local problems. Indicative allocations were made to Scotland's 22 Drug Action Teams (DATs).

The Better off Committee approved a total of 32 applications with an overall value of £3.9 million submitted under the second and final round of the programme in February 2004. This means that over the two rounds of the programme, 63 grant schemes, spread throughout every DAT area, will share a total of £9.4 million. All grant schemes are now in grant management.

Improving the local environment/quality of life

Programmes funded under the quality of life banner aim to support communities to improve their environment. A wide range of initiatives from enabling Scottish communities to manage local land through to the expansion of the community recycling sector are included under this banner. In addition, the Fair Share initiative, launched this year, is designed to target disadvantaged areas that have not yet received their share of Lottery money.

Section two



Green spaces and sustainable communities (GSSC)

The £130 million Green spaces and sustainable communities programme was the first at the Fund to offer dedicated resources to the environment, and the first to delegate grant making authority to award partners. It is set to run until 2007.

The aim of the programme is to help urban and rural communities throughout the UK understand, improve or care for their natural environment.

Of the 11 award partner schemes, seven are in England, two in Scotland, one in Wales and one in Northern Ireland. The number of funding rounds differs between award partners, as does the level of grant made and the way in which funds are drawn down.

Since April 2003, a further £37 million has been committed by our award partners to 1,000 projects, bringing the total commitment to £107 million to over 3,000 projects across the UK. All but three of the schemes under the GSSC programme are now closed. Those that remain open are: Scottish Land Fund, Enfys (WCVA) and People's Places (BTCV).

The popularity of the programme is reflected in the early commitment of funds by several of the award partners. Contracts with the Royal Society for Nature Conservation, Sport England and Sustrans are due to end in 2004/5.

Scottish Land Fund

The Scottish Land Fund continues to attract significant media and political interest. The total value of the scheme was increased from £10 million to £15 million for grants to help communities acquire, develop and manage local land assets. At the end of the financial year, £8.5 million had been committed to 135 projects. On the successful sale of property, £1 million of the grant made to the Isle of Gigha Heritage Trust was repaid to the Fund as agreed on 15 March 2004.

Monitoring and compliance visits have been arranged on an annual basis. In 2003/04, the Fund focused on file reviews followed up by selected project visits.

Over the second year of the four-year programme evaluation, the evaluators completed visits to 71 case study projects and continued to review progress being made by the award partners. The interim findings suggest that, overall, projects are of a very high standard and the programme is successfully reaching communities in greatest need. A summary of findings from the second year's work will be published in summer 2004.

Since beginning work in October 2003, the evaluators of the Scottish Land Fund have selected 20 case study projects and developed evaluation tools for their fieldwork.

Section two

Transforming waste

As part of the wider transforming communities initiative, the Fund received Policy Directions for Transforming waste in 2001. The directions specified that the Fund should support projects that contributed to community sector waste re-use, recycling and composting.

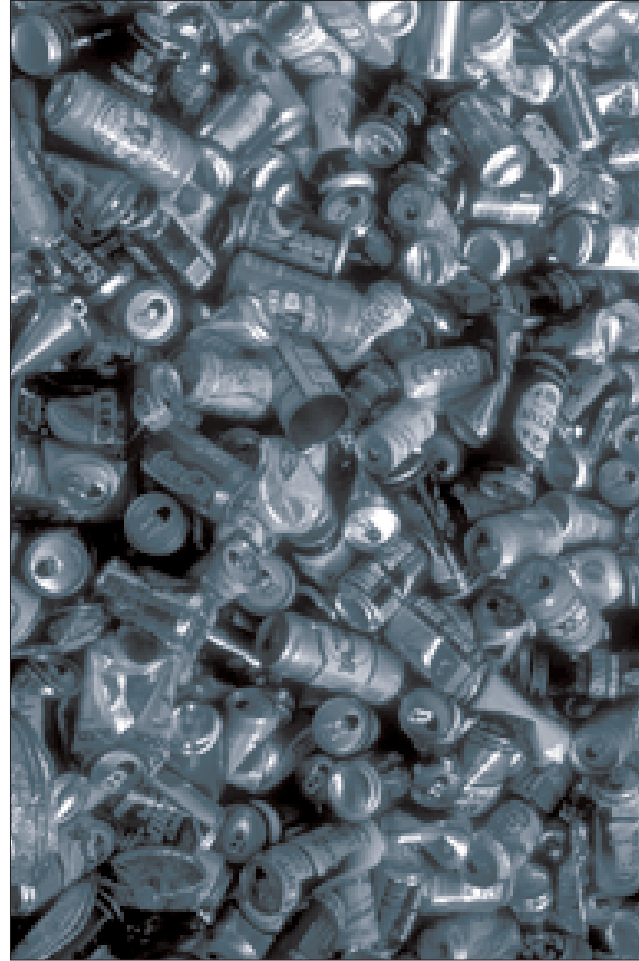
The £49.5 million funding was split across the four countries, and one award partner appointed in each. By April 2004, £17.3 million of funding had been committed by our award partners to 107 projects.

The programme has proven enormously popular in Wales, with the majority of the available funds awarded at the first two panel meetings. The final Cleanstream panel will meet on 21 May. Currently, 18 projects have been supported and a further three are to be presented to the final panel meeting.

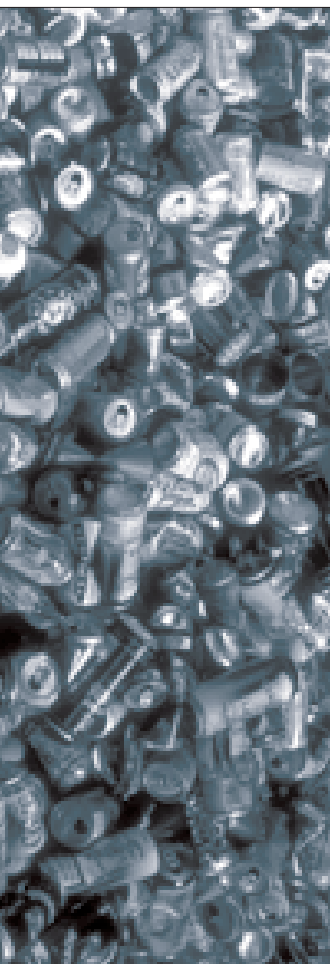
In England, following a slower start to the Community Recycling and Economic Development programme than originally envisaged, RSNC has been granted an extension to its contract with the Fund for one year until March 2008. Since the beginning of 2004, application rates have increased significantly. Currently, 60 projects have been offered awards.

In Northern Ireland, the programme closed to applications on 16 March 2004. The final panel meeting will be held on 16 September 2004. So far, six projects have been supported. A further eight are being presented to the final panel meeting.

In Scotland, 23 projects have been supported, with grants totalling £2.86 million. The programme remains open for applications until March 2005.



In November 2003, Environmental Resources Management and Eunomia Research and Consulting were appointed to evaluate this programme. The evaluation, which will run until 2006, will focus on environmental impacts, the effectiveness and impact of community participation and long-term impacts (project sustainability). The evaluators will assess programme and project activities and data, carry out an in-depth analysis of a sample of projects and workshops, and consult with key stakeholders.



Renewable energy

As a part of Transforming communities, £50 million was made available for renewable energy projects throughout the UK. The Government directed that this be split between three key priorities, with the minimum share indicated for each priority:

- at least £33 million to fund large-scale electricity generating projects fuelled by energy crops
- at least £10 million to build offshore wind projects
- at least £3 million for small-scale biomass heating schemes

The monies allocated to the Fund are part of an overall strategic funding package targeting these particular sectors of the renewable energy industry. The Department for Trade and Industry (DTI) provides the balance of this package.

Funding committed under the small-scale biomass stream was announced in early 2003. Of the seven awards approved, funding has so far been released to five and has supported a total of 20 installations.

The DTI Minister for Energy, Stephen Timms, announced the £10 million offshore wind grant at the British Wind Energy Association conference in October 2003.

The large-scale biomass grant scheme is ongoing. We are awaiting confirmation from the applicants that they will accept the grants currently offered to them. If they choose not to accept, the Fund will review the focus of this strand of the programme with DTI and DEFRA.

A further grant of £500,000 is likely to be offered to support a new international centre for education in renewable energy and sustainability.

The renewable energy programme supports projects whose beneficiaries are extremely difficult to define. For this reason, the Fund chose not to undertake an evaluation of this programme.

Fair Share Trust

The Fair share Trust is part of a UK-wide joint initiative between the New Opportunities Fund and the Community Fund designed to target Lottery money at deprived communities that have not yet received their fair share of funding.

The Trust is a £50 million expendable endowment that provides assured funding for communities in 69 areas across the UK. Through Fair Share, we aim to build capacity and sustainability in communities, develop social capital, and enhance quality of life through local environmental improvements.

The programme was officially launched in June 2003 when the £50 million endowment was passed to Community Foundation Network (CFN). As trustee, CFN is rolling the programme out through a network of local agents, many of which are community foundations. These local agents have begun to establish local panels, with which they are working to identify local priorities and strategies.

CFN must approve these priorities before the local agent can deliver grants (which will be informed by the knowledge and expertise of the local panel). In Scotland, Wales and Northern Ireland the countrywide community foundations are delivering grants in all areas. The Community Foundation for Northern Ireland has now begun work in four of the 14 Fair Share areas.

Community Foundation Network is responsible for monitoring the performance of local agents, who in turn are responsible for monitoring the grants made to communities. As well as monitoring CFN closely, the Fund has also appointed an independent 'Protector' to ensure compliance with the terms of the trust deed.

Section two

A five-year evaluation of the joint Fair Share initiative has been commissioned from a partnership between Baker Associates, Alison Millward Associates and InterAct. Work began in summer 2003. Overall, the evaluation will assess the success of the initiative in meeting our shared aims. The evaluation will investigate the capacity and sustainability of the voluntary and community sectors within Fair Share areas at various stages of the initiative. It will also study how effectively the initiative engages individuals in the management of and participation in funded projects, as well as in the funding process itself. As part of this, the evaluation will highlight emerging good practice. We have agreed 10 case-study areas with the evaluators; fieldwork began in spring 2004.

Transforming your space

The main aim of this £49.5 million programme is to provide communities with the opportunity to take responsibility for their local environment, and make it safer, greener, cleaner, more pleasant to use and accessible to all.

In England, the Fund chose to complement the Fair Share programme by allocating Transforming your space funding to the 51 Fair Share areas. Each area received an allocation of between £200,000 and £2.2 million and local authorities led strategic applications for funding. All area portfolios have now been fully approved.

In Wales, each Community Strategy Partnership was given an indicative allocation to develop a project that demonstrated sustainable development. Twenty-two projects (one in each local authority area) were approved at committee meetings in July and September 2003. A progress report is to be circulated to committee members in June 2004.

In Scotland, the Fresh Futures partnership is running an open application programme, which is proving extremely popular. Grants of £20,000 to £300,000 are available to communities for projects and so far £2.4 million has been granted to 46 projects.

In Northern Ireland, the Fund ran an open application programme, which closed in February 2003. In total, £2.1 million was committed to 14 projects, which were in management at 31 March 2004.

In England, annual monitoring will focus on the grant and financial management of the portfolios by the local authority, and achievement of objectives. In Wales and Northern Ireland, grant management is direct and monitoring will focus on projects.

We have begun a tendering process for the UK evaluation of transforming your space and hope to have appointed evaluators by June 2004. We intend the evaluation to focus on impacts and outcomes for beneficiaries and communities.

Section three

New distributor planning

It was agreed by the Secretary of State that a single co-terminous Board would be appointed to oversee the work of the administratively merged organisation from June 2004. Advertisements for Board members were placed in early 2004.

The appointment of Stephen Dunmore as Chief Executive of both Funds from 1 December 2003 began the process of creating a unified management structure. A joint Senior Management Team structure was developed and appointments made in early 2004. The Senior Management Team now leads the work of both organisations, taking forward the merger process.

A planning team made up of staff from both Funds started work in July 2003 to put together a forward plan for 2004/2005, comprising corporate objectives, key performance measures and a supporting budget. The Joint Committee of Both Boards agreed this document in March 2004. Based on these corporate objectives, more detailed directorate level objectives have been set to form the basic structure for work during 2004/2005.

During the year a great deal of internal communications work was carried out to ensure that staff were informed of and participating in the planning process. A series of regular face to face briefings has been held in all offices throughout the UK and regular information bulletins have been distributed to all staff.

Two Transition Groups comprising senior staff from both organisations were established to carry forward work on Policies and Programmes, and Corporate Services. This allowed a great deal of detailed planning to be undertaken, and a series of papers will be presented to the new Board in due course.

Planning for the assimilation of staff from both Funds into new staffing structures is underway. A staff change policy was agreed with the two trades unions, Amicus and Prospect, and a series of briefing events held throughout the UK. Implementation of the policy will take place during the 2004/2005 financial year.

Section four

Customer care

The New Opportunities Fund is committed to listening to its customers and we welcome feedback on our service. Whilst we always like to be told what we are doing right, it is more important for us to understand what we are doing wrong and this is why we take all complaints about our service very seriously.

We received 15 formal complaints in 2003/2004 (compared to six in 2002/2003 and 10 in 2001/2002) and responded to them in full in an average of seven working days. Four responses were just outside our target of 10 working days.

Of these 15 complaints, only four were related to customer care (the remainder being third party objections to grants, policy queries or disappointment with decisions).

These four complaints were:

- 1 A complaint about differing standards of treatment where assessors had different levels of contact with two similar applicant organisations. We investigated and found that one application needed significant further work and resubmission of significant parts for it to receive funding. The other application simply needed brief clarification and verification of some information, which the assessor obtained over the telephone. We felt that the assessors had operated entirely fairly and in accordance with our guidance and no further action was necessary.
- 2 A complaint that misinformation had been given out and application forms were unavailable for the Heroes Return programme at an early enough date. Ministers first announced proposals for this programme in September 2003. We acted effectively and swiftly to identify suitable funding, carry out consultation, develop application materials and criteria and launch the programme in less than five months. However, we apologised for the difficulties and frustration encountered by this particular caller and arranged for an application form to be sent immediately.
- 3 A complaint that we had built up expectations of funding for an applicant and then unexpectedly rejected them with indication that there was a deadline to submit outstanding information. We investigated and our records showed that there had been several phone conversations where the urgency of the situation had been explained to the applicant. We felt that no further action was necessary.
- 4 A complaint that we had acted bureaucratically by not consulting with the organisation on grant management issues. Our investigation showed repeated correspondence with the organisation. Whilst we expect challenges to procedures from time to time, in this case a simple phone call from the organisation to the awards officer would have dealt with the immediate issue. We suggested that a meeting be convened between local officers and the organisation to discuss these and other grant management issues relating to the project.

In 2003, we created the post of quality manager to review the way the Fund monitors its complaints and as a result we have been piloting a process to monitor informal complaints as well as formal ones. As part of this work, and to make it easier for complainants to get in touch with us, we have added a form to our website. This helps complainants structure what they want to say and helps us to respond to complaints more effectively.

We have been working with other Lottery Distributors to implement a common complaints process and to introduce a customer charter so that the same standard of service applies across Lottery funding. In addition, we have been working with the Community Fund to ensure that the high standards of both organisations are maintained in the Big Lottery Fund. To date, a new set of telephone standards have been developed and work is commencing on integrating the customer satisfaction surveys.

Clive Wilson, the Independent Complaints Reviewer for both Funds has been retained as the Independent Complaints Reviewer for the new, merged organisation in 2004/ 2005, before new common arrangements are made across all the UK Lottery distributors. His report follows on the next page.

We have changed the way we analyse customer satisfaction surveys. We now analyse customer comments qualitatively as well as quantitatively to get a more detailed impression of which improvements are most important to customers. These help to inform future decision-making. We have been pleased to see the area that has received the most compliments and fewest complaints is our staff, who were found to be helpful, understanding and professional.

Finally, much work has been done to ensure we are able to respond when the Freedom of Information Act 2000 comes into force in January 2005. During 2003/2004 training was developed for all staff, to be delivered in 2004/2005.

Independent Complaints Reviewer – annual report

No complaint has been referred to me this year. Maybe this means that complainants are generally satisfied with the responses they receive through the Fund's internal complaints procedures. But I have no clear way of knowing this. I hope that, as the Fund merges with the Community Fund and the new organisation unifies its complaints procedures, they will compile and publish annual figures of the numbers of complaints it receives and how many are upheld or rejected, wholly or partially.

Clive Wilson, Independent Complaints Reviewer

Section five Equalities

The Fund is concerned to promote equal opportunities, both as an employer and a grant maker.

As an employer, the Fund abides by equal opportunities. It does not discriminate against staff or eligible applicants for posts on the grounds of gender, marital status, race, colour, nationality, ethnic origin, religion, disability, age or sexual orientation. Every possible step is taken to ensure that staff are treated equally and fairly and that decisions on recruitment, selection, training, promotion and career management are based solely on objective and job-related criteria. The Fund does not tolerate any form of discrimination, harassment or victimisation. All staff are required to co-operate in making this policy work effectively. The Fund's Internal Equality Group, which monitors and reviews the equal opportunities policy, met twice in this year.

The Fund is also committed to ensuring that it promotes equal opportunities through its grant making. The Equality in Grant Making Forum met three times in the year. The membership of the Forum comprises Board members, staff and representatives from external organisations. Its remit is to look at equality in grant making and consider how the Fund can implement best practice. In addition, a project team was set up to implement the equality in grant making strategy. Staff worked on a number of initiatives to promote equal opportunities throughout the Fund's grant making processes.

The Fund has continued to implement its statutory duties under Section 75 of the Northern Ireland Act fully. There is a process for all policies to be screened and consulted on externally with recommended action agreed by the Fund's Senior Management Team. An annual report on the equality scheme was made to the Board and the Equality Commission Northern Ireland.

The Fund has also complied with the duties required by the Race Relations (Amendment) Act 2000.

Equal opportunities/Race relations monitoring report April 2003/March 2004

The New Opportunities Fund has been monitoring and reporting on progress against the goals set out in our Equal Opportunities Policy since April 1999 and on a yearly basis subsequently. The report monitors how far the Fund is meeting its internal goals and is also completed to ensure compliance with the law.

During the last year the Fund monitored and reported on recruitment and retention, general workforce make-up, exit interviews, staff turnover, appraisal assessments and participation in learning and development activities. These were all analysed by age, ethnicity, gender, location and disability.

In future, the Fund will be expanding the report to include monitoring of all employees by grade, type of contract and promotion.

There are two issues highlighted during the period of this report that the Fund intends to investigate further during the forthcoming year: fewer applications to the Country Offices from ethnic minorities than the market trends would lead us to expect and fewer applications from men to the Fund and less success at interviews.

Section six

Register of interests

Welsh Language scheme

In accordance with the Welsh Language Act 1993 the Fund has a published Welsh Language scheme, approved by the Welsh Language Board, which details how we provide an equitable service to English and Welsh-speaking members of the public. The Fund recognises that enabling people to engage with the organisation through their preferred language is a matter of equality of opportunity and good practice.

It is the responsibility of staff at the Wales office to monitor the implementation of the Welsh Language Scheme and the Director for Wales submits an annual report to the Welsh Language Board on our performance against the published targets. A report will be submitted shortly to the Welsh Language Board on the performance of the Fund during 2003-2004.

Staff from the Community Fund and the New Opportunities Fund are in the process of developing a new Welsh Language Scheme for the Big Lottery Fund which will build on the strengths and experiences gained from the previous Welsh Language Schemes.

We require all New Opportunities Fund Board and committee members and staff to declare any relevant interests under our Code of Conduct. The register of declared interests and hospitality declarations are available for public inspection by writing to the Director, Finance and Corporate Services, at the Big Lottery Fund.

Transparency and accountability

We are covered by the procedures of the Parliamentary Ombudsman. We also operate the Government's Code on Access to Information.

Section seven Contacting us

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Email: general.enquiries@biglotteryfund.org.uk

Scotland Office

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Glasgow
G2 6NL
Telephone: 0141 242 7800
Fax: 0141 221 2276
Textphone: 0845 0390204

The Scotland Office will be moving to new premises in December 2004 and we shall be putting contact details on our website nearer the time.

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CF10 3JN
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Fax: 029 2066 7275
Textphone: 0845 6021659

Northern Ireland Office

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Cromac Wood
Ormeau Road
Belfast
BT7 2JD
Telephone: 028 9055 1456
Fax: 028 9055 1445
Textphone: 0845 6021659

Section eight Board and committee members

The Board is responsible for developing and implementing the Fund's programme of grants in the context of the Policy Directions; for delivering the targets specified for initiatives in those directions; for ensuring, with the advice of the Chief Executive, that the highest standards of public accountability are observed and for providing high quality services to applicants and grant recipients.

The following table details the Board members who served during the financial year and outlines the Chairs of each of our Committees and Panels. All Board members served for the full year.



Baroness Jill Pitkeathley, OBE
(Chair)



Professor Eric Bolton, CB
(Deputy Chair)
Human Resources Committee
Schools Evaluation Steering Group



Jill Barrow
(England Member)
New Opportunities for PE and Sport England Committee



David Campbell, CBE
(Scotland Member)
Better Off Scotland Committee
Cancer Scotland Committee
Coronary Heart Disease and Stroke Scotland Committee
New Opportunities for PE and Sport Scotland Activities Committee
New Opportunities for PE and Sport Scotland Facilities Committee
New Opportunities for Quality Childcare Scotland Expert Advisory Panel
Palliative Care Scotland Committee



Tom Davies
(Wales Member)
Activities for Young People Wales Committee
Coronary Heart Disease and Cancer Wales
Committee
New Opportunities for PE a Sport Wales
Committee
Palliative Care Wales Committee
Transforming Your Space Wales Committee



Professor Allan Patmore, CBE
(General Member)
Environment Evaluation Steering Group
Fair Share: Transforming Your Space England
Committee



Barbara Stephens, OBE
(General Member)
Equality Forum



Professor Breidge Gadd, CBE
(Northern Ireland Member)
Coronary Heart Disease, Stroke and Cancer
Northern Ireland Committee
Palliative Care Northern Ireland Committee
New Opportunities for PE and Sport Northern
Ireland Committee
Transforming Your Space Northern Ireland
Committee
Childcare Evaluation Steering Group



Geoff Thompson, MBE
(General Member)



David Carrington
(General Member)
External Relations Working Group



Professor Siân Griffiths, OBE
(General Member)
Five-a-day and School Fruit Pilots England
Committee
Health Evaluation Steering Group



Polly Hudson
(General Member)



Dugald Mackie
(General Member)
Finance and Audit Committee
Community Access to Lifelong Learning+
Evaluation Steering Group

Section eight

The co-terminous Board for the New Opportunities Fund and the Community Fund came into being on 1 June 2004. It has 17 members, including the Chair and Deputy Chair.

Sir Clive Booth

Chair

Valerie Strachan, DCB

Deputy Chair

Dr Samuel Burnside

Northern Ireland Board Member

David Campbell

Scotland Board Member

Paul Cavanagh

Northern Ireland Board Member

Tom Davies

Wales Board Member

Roland Doven

General Board Member

Breidge Gadd

Northern Ireland Board Member

John Gartside

General Board Member

Douglas Graham

Scotland Board Member

Taha Idris

Wales Board Member

Dugald Mackie

General Board Member

John Naylor

Scotland Board Member

Esther O'Callaghan

General Board Member

Anna Southhall

General Board Member

Huw Vaughan Thomas

Wales Board Member

Diana Whitworth

General Board Member



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