

Grants Committee

Performance of Grants Programme 2015/16 Item 16

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Summary

This is London Councils' officers' report on the performance of the Grants Programme. It covers the period 1 April 2015 – 31 March 2016, which is year three of the current funding cycle. It sets out data on the performance of the programme and other performance-related information. The report also provides an update on the work of London Funders which London Councils pays an annual subscription to London Funders of £60,000 on behalf of London boroughs.

Recommendations

- 1) The Grants Committee is asked to note that:
 - a) At priority level, the outcomes for:
 - i) Priority 1 (homelessness) overall were 26% above profile in 2015/16
 - ii) Priority 2 (sexual and domestic violence) overall were 10 % above profile in 2015/16
 - iii) Priority 3 (ESF tackling poverty through employment) overall were 1% above profile at completion
 - iv) Priority 4 (capacity building) overall were 5% below profile in 2015/16
 - b) This performance in the last four quarters means that the number of interventions delivered in the 12 quarters combined since the start of the programme is as follows:
 - i) Priority 1 (homelessness) –59,735
 - ii) Priority 2 (sexual and domestic violence) – 217,288
 - iii) Priority 3 (ESF tackling poverty through employment) – 7,474 (Q1-10)

iv) Priority 4 (capacity building) – 14,607

c) At project level

- i) In the red, amber, green (RAG) system, 21 projects are green and 3 are amber. Ten have no rating this quarter as these are ESF projects that have completed.
- ii) The direction-of-travel arrows show that the performance of 4 of the projects is falling (green).
- iii) Officers would propose to concentrate performance management effort on the three projects that are rated amber (Thames Reach, Women in Prison (1.1 & 2.2) and four whose direction-of-travel arrows are pointing down (Women's Aid, Ashiana, Inclusion London and LVSC) and GALOP which has experienced the loss of two partners going to administration.
- iv) The attached tables showing the outcomes of each priority in each borough in 2015/16.
- v) Note the issues relating to Women in Prison (specification 2.2) outlined in Section Three and agree that officers bring an update on this to the Grants Committee Chair.

d) The Committee is asked to note the annual statement from London Funders (see Appendix Three). London Councils pays an annual subscription to London Funders of £60,000 on behalf of London boroughs. This saves a total of £14,800 per year. London Funders is the membership body for public, private and independent funders and investors in the work of the third sector in London).

e) The Committee is asked to note the annual equalities information provided in Appendix 4.

1 Introduction

The London Councils grants programme enables boroughs to tackle high-priority social need where this is better done at pan-London level. The programme commissions third sector organisations to work with disadvantaged Londoners to make real improvements in their lives.

The programme is made up of a set of projects that deliver priorities determined by the London Councils Leaders' Committee. The current priorities are:

1. Homelessness
2. Sexual and domestic violence
3. Tackling poverty through employment
4. Capacity-building in the third sector.

Priority 3 is half-funded by ESF.

The Leaders chose these priorities because need in these areas is not always confined by borough boundaries. For example, a victim of domestic violence may need to move far across London to put distance between themselves and the perpetrator.

Individual commissions are awarded on the basis of competitive bids and payment is conditional on delivering results. London Councils works with members and officers in the boroughs to make sure projects commissioned through the programme add value and compliment borough services and do not duplicate them.

Awards of individual commissions, and oversight of delivery, are done by members sitting on the Grants Committee. To help the Committee to fulfil this responsibility, London Councils officers give it a report on the performance of the Programme at each of its quarterly meetings.

This is the report to the Grants Committee for its meeting in June 2016. It covers the annual period 2015/16.

2 Priority-level performance

Table 1 shows all the four Programme priorities broken down into specifications and these broken down into primary outcome indicators.

Priority	Specification	Table 1. Primary Outcome Indicators
1. Homelessness	1.1: Early intervention and prevention	People/ families at risk of homelessness, who are homeless or living in insecure accommodation assisted to obtain suitable temporary or permanent accommodation
		People/ families successfully sustaining their tenancies for one year or more
		People have improved physical and mental health
		People have increased learning and improvements in life skills and employment and training opportunities
		People have increased levels of social interaction and reduced levels of isolation
		People within the protected equalities groups have increased access to housing advice
	1.2: Youth homelessness	Young people who are homeless or living in insecure accommodation obtain suitable temporary or permanent accommodation
		Young people successfully sustaining their tenancies for one year or more
		Young people who have improved health and mental health
		Young people have increased learning and improvements in life skills and employment and training opportunities
		Young people within the protected equalities groups with enhanced knowledge of tackling homelessness
	1.3: Support services to homelessness voluntary sector organisations	<p>Frontline organisations better able to deliver high quality housing provision support to the protected equalities groups and better able to deliver well informed specialist services, advice and specialist housing and social welfare advocacy and representation for and to the following:</p> <ul style="list-style-type: none"> - Black, Asian, minority ethnic, refugee and migrant groups. - Women - Young and older people - Lesbian, gay, transgender and bisexual groups. - Deaf and disabled groups.
		Frontline organisations better able to raise issues of housing discrimination and trends in housing provision for the above equalities groups strategically together and with boroughs through sharing good practice, knowledge and expertise. This will include frontline organisations facilitated to contribute to information and data sharing on homelessness.
		Frontline organisations that support the protected equalities groups identified within this specification better able to secure funding and resources and to develop the capacity of their organisation.
		Frontline homelessness organisations better equipped to respond to the diversity of equalities needs

Priority	Specification	Primary outcome indicators
2. Sexual and Domestic Violence	2.1: Prevention	Children and young people view sexual and domestic violence as unacceptable and can identify the warning signs and myths.
		Children and young people can identify what positive respectful relationships based on equal power are and have increased confidence and empowerment enabling positive choices to be made.
		Children and young people can identify where to seek support/ their rights/ how to disclose
		Children and young people have respectful relationships with their peers.
		Professionals understand the facts, myths and risk factors relating to sexual and domestic violence (in particular issues that affect children and young people such as sexual exploitation, trafficking, FGM and sexual violence in gang settings) and feel able to address issues with children and young people
		Children and young people are more aware of sexual and domestic violence in relation to the eight protected characteristics (for example violence in same sex relationships, FGM, forced marriage)
	2.2: Advice, counselling, outreach, drop-in and support for access to services	Users better able to access appropriate services
		Reduced levels/ repeat victimisation of sexual and domestic violence
		Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers
		Service users have improved self-esteem, motivation, confidence, emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence.
		Beneficiaries more able to make safe choices leading to a reduction in occurrence and/or effects of violence, sexual abuse and repeat victimisation.
		More informed life choices to enable users to rebuild their lives and move to independence: <ul style="list-style-type: none"> - health (including sexual health, mental health, drug and alcohol support) - employment - legal/ criminal justice system - education - training - immigration - housing - children's services
		People from the protected characteristics have access to advice in a way that meets their needs.

Priority	Specification	Primary outcome indicators
2. Sexual and Domestic Violence (continued)	2.3: Helpline and coordinated access to refuge provision	Increased access to emergency refuge accommodation for people escaping domestic violence.
		Improved data collection of service users and service provision resulting in increased information on sexual and domestic violence services in London and beneficiaries needs.
		Service users are supported to move to a position of safety.
		London boroughs receive dedicated support in accessing refuge provision for service users affected by domestic violence. Statutory providers, friends, family and voluntary agencies are better able to support those experiencing domestic violence.
		People with the protected characteristics (2010 Equalities Act) are able to access support that meets their needs.
	2.4: Emergency refuge accommodation that offers services to meet the needs of specific groups	Safety from immediate danger from perpetrators through specialist emergency accommodation.
		Increased access to specialist support and culturally specific provision (such as drug and alcohol support, support with mental health, support to exit prostitution. Culturally specific provision to include so called 'honour' based violence, forced marriage, female genital mutilation, early marriage, language and culture, immigration and no recourse to public funds).
		Increased confidence, self-esteem, mental health and increased ability to deal with the effects of domestic violence
		Independent lives rebuilt, through improved independent living skills, knowledge and access to benefits, entitlements, supported/ permanent housing
		Relationship rebuilt with children where damaged, make safe choices and access support for their children.
		Removal of barriers in accessing services for people with the protected characteristics of the 2010 Equalities Act
	2.5: Support services to the sexual and domestic violence voluntary sector organisations	Frontline providers are effective and sustainable organisations (financial management, governance, recruitment/ workforce, ICT, premises, fundraising/ tenders/contracts, recruitment or board members)
		Frontline providers able to deliver improved services to meet their clients' needs (deliver, monitor, evaluate and adapt)
		Frontline organisations are able to develop effective partnerships and work with other voluntary and community organisations or statutory providers, linking to local services and networks.
		Frontline organisations able to better represent their service users and ensure they are up to date with policy changes. (Including supporting the sector to collate and analyse data on need)
Frontline organisations better able to achieve the three aims of the 2010 Equalities Act		

Priority	Specification	Primary outcome indicators
2. Sexual and Domestic Violence (continued)	2.6: Specifically targeted services FGM, Honour based violence (HBV), forced marriage and other harmful practices	Service users have improved self-esteem, confidence and emotional health and well being
		Service users have a better understanding of the support options available to them and are more aware of their rights and entitlements
		Service users have an increased ability to communicate their needs and views to service providers
		Service users are able to make safe choices and exit violent situations/ service users have enhanced coping strategies through risk assessment and safeguarding
		Service users have improved life skills to help them rebuild their lives and move to independence
3. ESF tackling poverty through employment	All specifications use the same indicators	Participants receiving 6+ hours of one-to-one support
		Participants completing work or volunteering placement
		Participants gaining employment within 13 weeks of leaving
		Participants sustaining employment for 26 weeks
		Participants progressing into education or training
4. Providing support to London's voluntary and community organisations	Single specification	Increased ability of voluntary and community organisations (VCOs) in London to deliver efficient and effective services.
		The voluntary sector's role and capacity is understood and new opportunities for engagement of voluntary and community organisations are increased
		Frontline organisations or organisations supporting a particular equalities protected group are better able to deliver well informed services that reflect the needs of equalities groups.

2.1 Priority 1: Homelessness

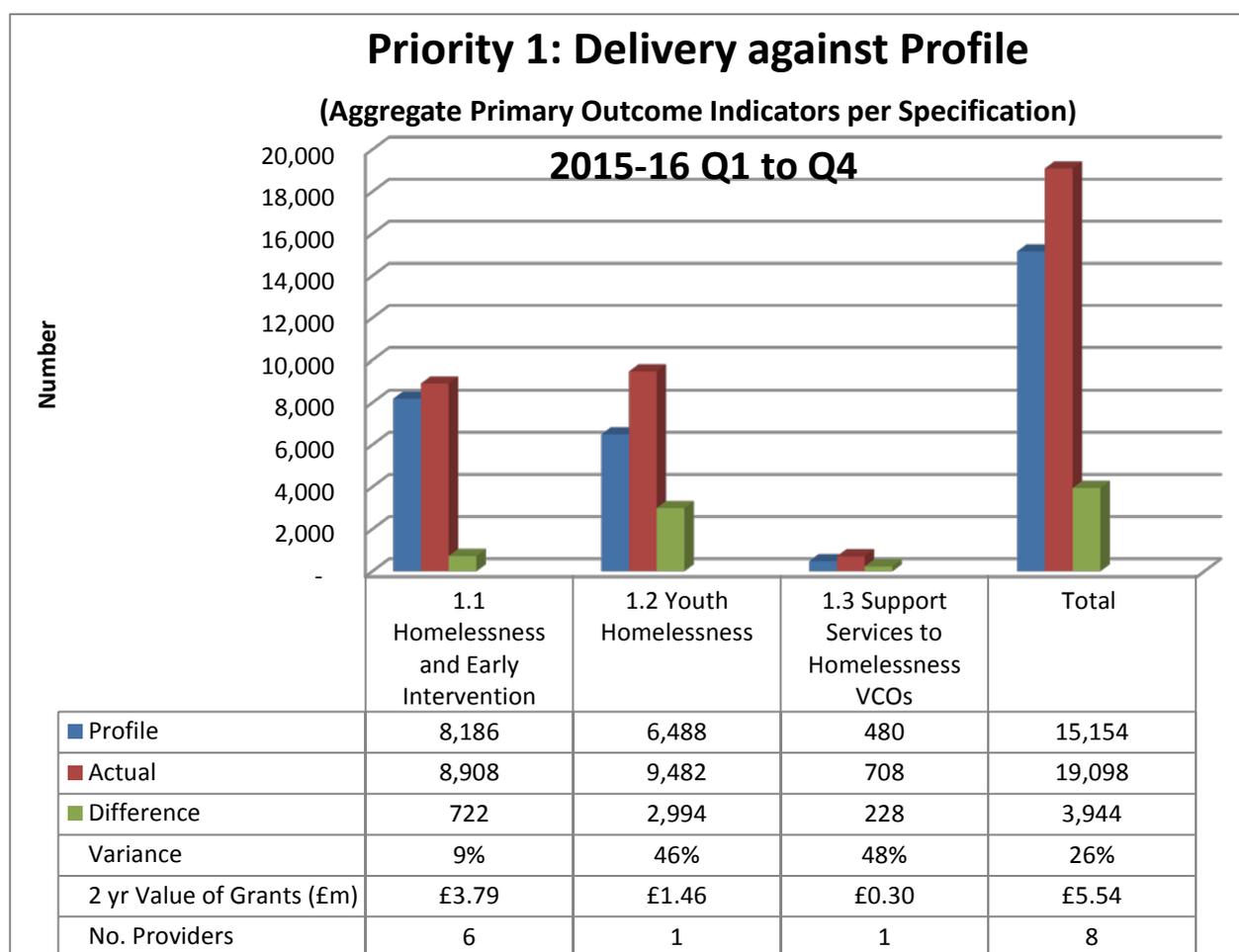
The Committee has allocated £5.54 million to eight projects to tackle Priority 1: Homelessness for 2015-16. Of these eight:

- Six (with a total value of £3.79 million) are delivering against specification 1.1: Early intervention and prevention
- One (with £1.46 million) is delivering against specification 1.2: Youth homelessness
- One (with £0.3 million) is delivering against specification 1.3: Support services to homelessness voluntary sector organisations.

Figure 1 shows the performance of the priority in 2015/16 (quarters 9 -12 of the programme). Over these four quarters, performance was 26% above profile. This reflects the fact that these figures relate to the third year of a programme and projects are largely performing well and continuing to add value, having addressed issues of underperformance in early quarters.

Officers have highlighted issues relating to projects which have issues that have caused concern in section three.

Figure 1



2.1.1 Priority-level issues

External issues/news reported by funded commissions

On a quarterly basis, funded commissions provide monitoring information to London Councils on wider issues of relevance to priority areas. Below are some of the issues highlighted:

- Policy changes including welfare reform, mental health care provision, the introduction of the Care Act 2014 and the changes across the criminal justice system (Transforming Rehabilitation or TR) continue to have impacts on the homelessness sector.
- Projects have highlighted concerns in the rental sector including landlords refusing to take on ex-offenders or clients who seem “high risk or volatile” as a result of benefit changes. Challenges also include schemes normally accessed not keeping pace with the rent levels now charged or covering letting agency fees.

- Accommodation, accessibility, affordability and suitability issues continue to be reported particularly for under 35s, those with complex needs, unemployed or on low income. In addition there is continued reported movement from inner London to outer London as a result.
- Projects continue to see a high volume of service users and an increase in demand for services continues to be felt. Many projects are addressing demand by also subsidising delivery from their internal funds.
- Referrals to projects working within the criminal justice system continue to be affected by changes as a result of the TR programme. This has resulted in additional work for commissions to promote and re-introduce their services to changing staff teams.
- The opening of winter night shelters was welcomed and included those opened by St Mungo's.
- Some high profile visitors and subsequent social media activity helped to raise awareness of the needs of homeless young people and the services available at New Horizon Youth Centre.
- More young people with complex needs, especially (undiagnosed) mental health problems are being seen which requires more intensive support. A re-emergence of legal highs is contributing to this.
- Lack of access to accommodation is resulting in EU migrants being at risk of or becoming entrenched rough sleepers as a result of welfare reforms and high PRS rents.

Priority 1. Case study

Project: Connect London

Lead: Shelter

C was street homeless when she called the 'Connect London' Public Advice Line during the winter period. The adviser was really worried about her as she had a number of health issues so referred her to Street Link and gave details of winter night shelters to solve the immediate issue of her walking the streets. The adviser also made a referral to the property negotiators. C was vulnerable due to her health issues but showed a real determination to get out of a situation which could happen to anyone. C relays her story in her own words below;

"I am very grateful to the team at 'Connect London' for their help as I do not know how I would have housed myself without them. I had a very bad time last year and the year before, I had been physically ill with bleeding on my brain due to domestic violence and had been diagnosed with epilepsy which I took quite badly. I had had problems with my family especially with my daughter. My life was a catastrophe and it had taken its toll on my mental health, for which I had no support. My landlady decided she wanted to take my property back because she wanted her son to live in it. I ended up sleeping rough from September 2015 until I was housed here 2 months ago by St Mungo's.

I don't see how I could have done it on my own because I had no money at all to use as a deposit and I didn't know where to start looking for a place. Letting agency's in my local area weren't interested in me when I went to see them because I have no money and they wanted me to pay lots of fees for referencing and administration which I just didn't have.

I was very pleased when I was offered a viewing for a flat that I could afford and when I saw it I really liked it. I know I needed a lot of reassurance and support from 'Connect London' because I was nervous about going to the letting agency and initially I felt that the property was in the wrong location but I was assured by staff that I was doing the right thing by taking the property and they were always there for me to talk to if I needed them. They did everything they could to get me to the viewing and it wasn't easy at times.

Now I am settled again, it's like a happy ending for me. I have recently got involved with a theatre group for vulnerable women and I think this will really help my self-esteem and let me meet new people. Feel that I am looking forward to a brighter future."

2.2 Priority 2: Sexual and domestic violence

The Committee has allocated £6.81 million of funding to 11 organisations to tackle sexual and domestic violence over two years:

- One (with £0.4 million) is delivering against specification 2.1: Prevention
- Four (with £3.43 million) are delivering against specification 2.2: Advice, counselling, outreach, drop-in and support for access to services
- One (with £0.5 million) is delivering against specification 2.3: Helpline and co-ordinated access to refuge provision
- Two (with £1.23 million) are delivering against specification 2.4: Emergency refuge accommodation that offers services to meet the needs of specific groups
- One (with £0.61 million) is delivering against specification 2.5: Support services to sexual and domestic violence voluntary organisations
- Two (with £0.64 million) are delivering against specification 2.6: Services targeted at combatting female genital mutilation, honour-based violence, forced marriage and harmful practices.

Figure 2 shows the performance of the priority in 2015/16 (quarters 9 -12 of the programme). Over these four quarters, the total performance was 10% above profile. This reflects the fact that these figures relate to the third year of a programme and projects are largely performing well, having addressed issues of underperformance in early quarters.

Performance for specification 2.1 (Prevention) and 2.4 (Specialist emergency refuge provision) is below profile. Specification 2.1 is delivered by a consortium of organisations led by Tender. The project is below target because it delivered in settings different to its profile (instead of delivering in 23 secondary schools, 3 primary schools and 5 out of school settings, it delivered in 18 secondary schools, 4 primary schools and 8 out of school settings). This resulted in the number of beneficiaries this quarter being slightly lower than profiled, as the number of beneficiaries in secondary school settings is higher than in primary schools and out of school settings. Tender advise the variance in settings it has delivered in will be addressed within the remaining quarters and therefore expect to meet its targets by the end of the project. Officers will continue to monitor Tender's performance. Given that it does not breach the 15% buffer applied to all targets, officers are not recommending any action.

Specification 2.4 is delivered by a consortium led by Ashiana and delivers emergency refuge accommodation to women fleeing violence with complex needs. The project is below target because of difficulty moving the residents on which prevents them taking on new clients. The project continues to underperform against the outcome related to supporting children. This is due to the fact that the client group accessing this project is women with complex issues such as drug and alcohol misuse, which means that often their children are not with them. Because the project has consistently performed well against the other outcomes to date this has not affected the cumulative outcome achievement level. Officers are assessing the relevance of this outcome and have suggested removing it in the future programme (reported in the report on the future programme on this agenda). Officers have also reflected

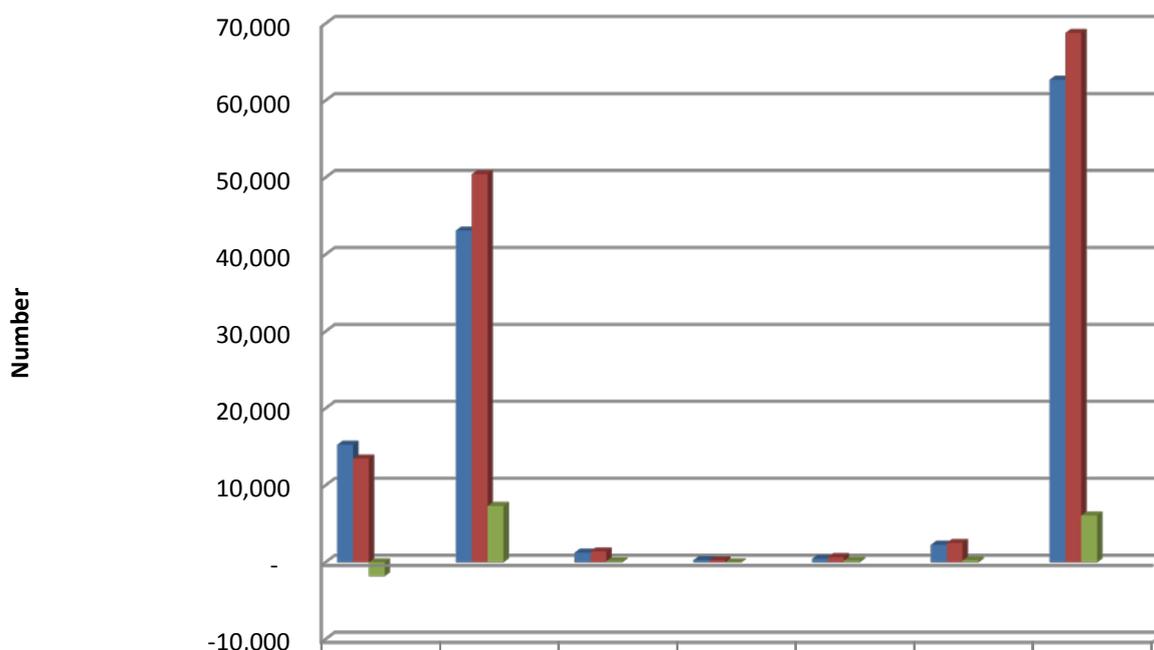
a stronger link between domestic violence and homelessness provision in the future programme to address the issues of move-on reported by Ashiana and raised through the Grants Review and work with MOPAC.

The commission however continues to work to support women to move on and make available services clients need. Given that it does not breach the 15% buffer (applied to all targets) and that an element of the underperformance reflects targets that are now harder to achieve given the lack of move-on accommodation, officers are not recommending any action at this stage, but will continue to monitor closely.

Officers have highlighted issues relating to projects that have caused concern in section three.

Figure 2

Priority 2: Delivery against Profile (Aggregate Primary Outcome Indicators per Specification) 2015-16 - Q1 to Q4



	2.1 Prevention	2.2 Advice, counseling, outreach, drop-in	2.3 Helpline and coordinated access to refuge provision	2.4 Specialist emergency refuge provision	2.5 Support services SDV VCOs	2.6 Harmful practices (FGM, HBV, forced marriage and other)	Total
■ Profile	15,277	43,118	1,264	288	481	2,278	62,706
■ Actual	13,483	50,441	1,422	249	683	2,518	68,796
■ Difference	-1,794	7,323	158	-39	202	240	6,090
Variance	-12%	17%	13%	-14%	42%	11%	10%
2yr Value of Grants (£m)	£0.40	£3.43	£0.50	£1.23	£0.61	£0.64	£6.81
No. Providers	1	4	1	1	1	2	10

External issues/news reported by funded commissions

On a quarterly basis, funded commissions provide monitoring information to London Councils on wider issues of relevance to priority areas. Below are some of the issues highlighted:

- A new report has been released by the NSPCC about the rise in Sexting with young people and its effects. On 15th June the National Crime Agency (NCA) released a new statistic: on average, the NCA's CEOP Command¹ receives one report a day of a child protection issue linked to 'sexting' (which has been defined as the "exchange of sexual messages or images" and "creating, sharing and forwarding sexually suggestive nude or nearly nude images"). Following the release of this statistic, one of the funding commissions has noticed a significant number of schools requesting work with students around the topic.
- Commissions have identified emerging needs of clients with no recourse to public funds/right to remain in UK when civil partnerships are dissolved, where domestic violence is the cause. Commissions have found that the primary concern for these clients is immigration advice, which is not always readily available.
- Commissions have identified emerging needs around making the MARAC² process relevant to the needs of LGBT people. For example, gay/bi men may be more likely to score less highly on a risk assessment which is, quite rightly, designed for women experiencing what is in most cases gender based violence. This is a learning point that needs to be shared with domestic violence professionals when identifying and assessing risk with LGBT survivors.
- The time required for the UK immigration and asylum process to be completed, has impacted on trafficked women housed in refuge accommodation. For trafficked women the decision making process is lengthy due to the asylum system struggling to take into account the fact that the woman has also been trafficked. There have

¹ CEOP Command - formerly the Child Exploitation and Online Protection Centre

² A Multi Agency Risk Assessment Conference (MARAC) is a local, multi-agency victim-focused meeting where information is shared on the highest risk cases of domestic violence and abuse between different statutory and voluntary sector agencies.

been difficulties in securing NASS³ support for women as they are deemed Section 55 cases⁴ for not claiming asylum immediately on arrival.

- The lack of affordable housing for those women with leave to remain in the UK lengthens their stay within commissioned projects. It is increasingly challenging for providers to facilitate the recovery and rehabilitation of a trafficking victim if they have nowhere safe to live.
- Welfare Reform and changes to Housing Benefits are having an impact on work with women who have been affected by sexual or domestic violence.
- Substance Misuse within a Domestic and Sexually Violent Relationships can be particularly complicated and it is challenging to work with women, without also working on their addiction issues.
- Clients often face “in work” poverty and most of them struggle to make ends meet. One of the reasons why they sometimes hesitate to leave their partners is because they are afraid of not being able to survive or to provide for their children or because they fear losing their migration status as spouses. Providers have emphasised the importance of financial independence, autonomous living and financial literacy as part of the support provided.
- ‘Access to Work’ cuts for interpreter support for Deaf staff continues to be an issue. The Department of Work and Pensions are gathering evidence before making a decision on funding.
- A record number of people have been prosecuted for offences categorised as “violence against women and girls” over the last 12 months, new figures for England and Wales show. A Crown Prosecution Service report showed more than 107,000 such prosecutions in the year to April 2015, up 16,000 (18%) on the previous year. The report also showed there were the highest ever number of convictions for domestic abuse (68,601), sexual offences (7,591), honour-based violence (129) and child abuse (7,469). More prosecutions and more convictions are chiefly, it appears, a result of more victims having the confidence to come forward.

Officers have taken on board these issues during the development of future funding specifications and will inform MOPAC of issues that relate to boroughs given their role in facilitating the VAWG Coordinators borough officer network.

³ The National Asylum Support Service (NASS) is part of the Home Office. NASS's main aim is to provide support, while applications are being considered, to asylum seekers who would otherwise be destitute.

⁴ Section 55 of the Nationality, Immigration and Asylum Act 2002 gives the Home Office power to deny support to asylum seekers deemed not to have applied for asylum ‘as soon as reasonably practicable’.

Holloway Prison

At its meeting of 9 March 2016 Grants Committee received an update on Holloway Prison which has been earmarked for closure. From February Holloway has been closed to the courts. Women were RAG rated in terms of their vulnerability and the most vulnerable sent to HMP Downview. London Councils policy division has a place on the Female Offenders Strategy Group which is looking at the impact of Holloway's closure. Officers will work with policy colleagues to ensure a coordinated response.

Women in Prison manage two commissions in the prison (one also under priority 1) and St Mungo's manage a second under the homelessness priority. Commissions are contracted to deliver distinct services within the prison to ensure there is no duplication. The changes have resulted in varying levels of impact on each commission's current service. Further information on project level impact is included under section 3 of the report.

Priority 2. Case study

Project: Pan-London Domestic and Sexual Violence Helplines and coordinated access to refuge provision

Lead partner: Women's Aid

Delivery partners: Women's Aid, Refuge, Women & Girl's Network.

Borough: Croydon

Caller A called the helpline as her partner is threatening her and has been controlling throughout their 5 year relationship. She has tried to end the relationship but he has refused to move out, and has put pressure on her by saying that he loves her, cannot live without her and will try to change. She then feels sorry for him and says they can try again. After a few days the abusive and controlling behaviour starts again.

Caller A has rung the helpline to get advice about what she can do. Her partner has never hit her, although he throws things around and has threatened to hurt her if she ever tells anyone about the problems in their relationship. She is frightened of him and what he is capable of. She has not told anyone and the call to the helpline is the first time she has talked about the abuse to anyone. He only behaves in this way when they are alone, and everyone else, including her family, thinks he's a great guy.

She is particularly concerned as she has a daughter, who is 6, from a previous relationship. She is concerned about the effects of his behaviour on her daughter, although it does tend to happen after her daughter has gone to bed or when she is away staying with her father.

She feels trapped, as her partner has said that he will tell social services that she is a bad mother and neglecting her daughter. She believes that he is capable of doing this and will carry out this threat. She also thinks that a lot of the abuse is her fault, as he constantly puts her down, blames her when things go wrong, and points out what a bad mother she is. She does not think she can do anything about the situation, and just has to put up with it, trying to keep her partner happy and do everything he says.

The helpline worker was able to support the caller to recognise that her partner is being very manipulative and controlling, and that the abuse is not her fault, that he is choosing to behave this way in order to control her and dominate her. The helpline worker then went on to explore the options that the caller had and to help her consider her and her daughter's safety.

The helpline worker talked to the woman about what would happen if she contacted the police and what she could expect. She also helped her to consider talking to other agencies about the abuse, to consider her rights and getting some support in place. This included details of the local domestic violence support group so that she could meet with a support worker face to face.

The helpline worker was able to give the caller an ID number and explain that the helpline is a 24/7 service so at any time she needed to contact the helpline again, the helpline worker would understand the situation and she would not need to go through her story again. She assured her that the abuse was not her fault and about the support that would be available.

2.3

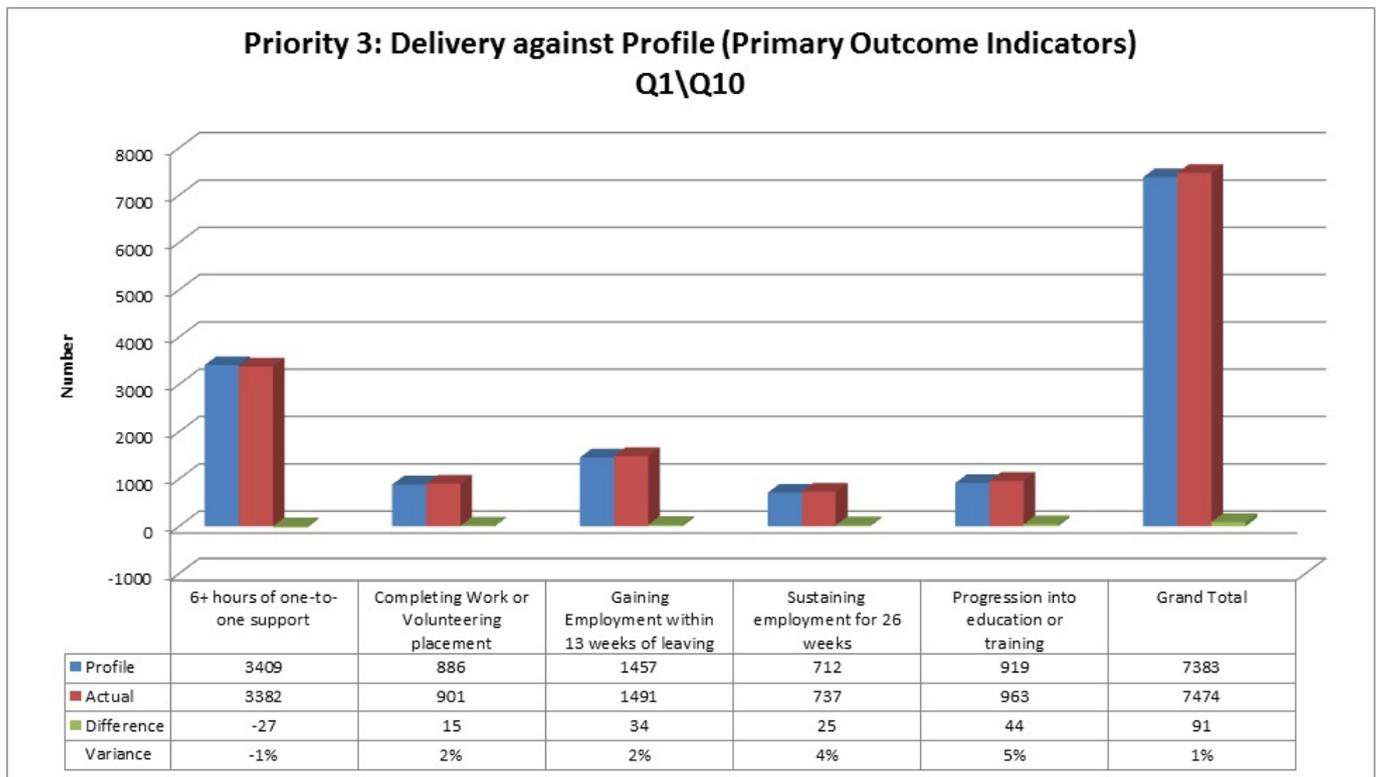
Priority 3: ESF tackling poverty through employment

The Committee allocated £3.76 million to 10 projects in priority 3: ESF tackling poverty through employment over two years. This included 50% ESF match funding. This included:

- One project (with £0.32 million) delivered specification 3.1a: Disabled parents
- One project (with £0.38 million) delivered specification 3.1b: People with mental health needs
- Three projects (with £1.14 million) delivered specification 3.2: People from ethnic groups with low labour market participation rates
- Four projects (with £1.49 million) delivered against specification 3.3: Women facing barriers to employment
- One project (with £0.25 million) delivered against specification 3.4: People recovering from drug and alcohol misuse.

This cycle of this priority has now completed, including the one quarter's extension agreed by the Committee. Figure 3 shows the performance of the priority across all quarters. Overall performance was 1% above profile.

Figure 3



2.3.1 Priority-level issues

All projects finished in green on the RAG rating. There has been no change in this since the last report.

Projects have performed well, in part, due to good quality performance management and robust monitoring and audit process. Underperformance is quickly identified and measures are put in place to support the project back to achievement of targets. If a project is unable to improve, there is the option to withdraw funding and offer this to projects that are performing better.

Less work experience and further job search were delivered than originally profiled as funding was removed to use to pay for additional jobs and sustained outcomes as requested by our projects.

Deliverable	Original Profile	Actual Delivered	Difference	Value Profile	Value Actual	Value Difference
Enrolled	3,153	4,145	992	£ -	£ -	£ -
6+ hours one-to-one support	3,070	3,433	363	£ 1,074,500.00	£ 1,201,550.00	£ 127,050.00
Completing work experience	1,531	886	-645	£ 535,850.00	£ 310,100.00	-£225,750.00
Gaining employment	1,000	1,457	457	£ 800,000.00	£ 1,165,600.00	£ 365,600.00
Sustaining employment for min 26 weeks	500	710	210	£ 800,000.00	£ 1,136,000.00	£ 336,000.00
Progression into education or training	1,220	927	-293	£ 488,000.00	£ 370,800.00	-£117,200.00
Totals	10,474	11,558	1,084	£ 3,698,350.00	£ 4,184,050.00	£ 485,700.00

The total value difference in the table represents the £500,000 extension that the Grants Committee gave to the ESF priority to help manage the transition between national ESF programmes. The total value actual, with management and administration at 5.99% added, is £4,434,674. The balance of £66,000 represents 1.5% underspend.

35% of participants in priority 3 of the Grants Programme gained employment. This is a strong result compared to other ESF programmes. This can be seen because priority 3 of the Grants Programme is also part of London Councils wider ESF programme, and this in turn is part of the London ESF programme, which is co-ordinated by the GLA.

The table below shows how the London Councils programme, of which priority 3 is a key part, works with the highest proportion of economically-inactive people – the hardest client group - of the ESF programmes in London: 65% compared to the London average of 46%. Nevertheless, the London Councils programme also has the highest proportion of job outcomes: 33% compared to the London average of 16%. Moreover, London Councils' unit cost for job outcomes is the lowest: £4,450 compared to the £6,056 London average.

Comparison of ESF programmes in London

CFO	Economically Inactive (%)	Unemployed (%)	14-19 NEET (%)	Job outcomes (% of leavers)	Unit cost per job outcome	Six month sustained job outcomes (% of leavers)	Unit cost per six month sustained job outcome
LC	65%	35%	N/A	33%	£4,450	Not available	N/A
GLA	21%	44%	31%	24%	£5,072	Not available	N/A
SFA	7%	59%	22%	9%	£5,783	Not applicable	
NOMS	40%	49%	11%	13%	Not available		
DWP	46%	47%	6%	16%	£6,056	Not available	
London Average	36%	47%	18%	18%	£5,340	Not applicable	

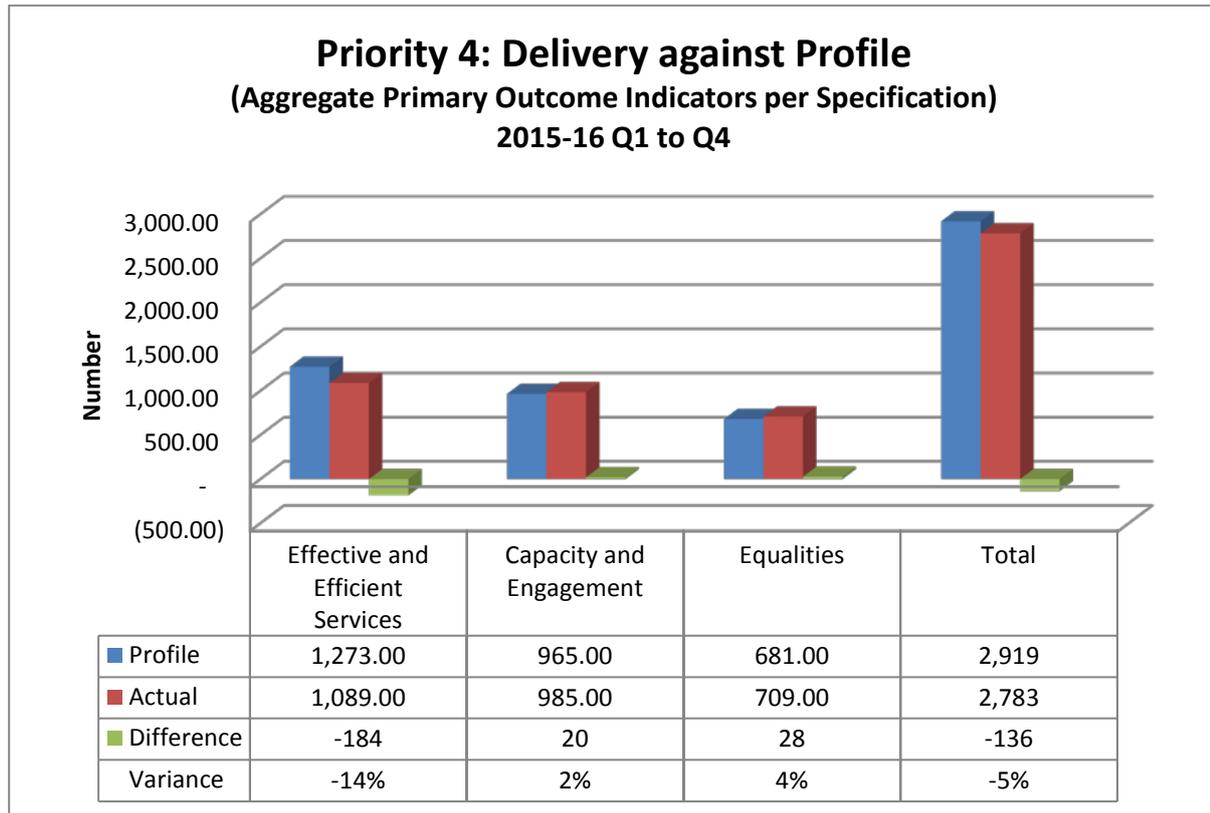
2.4

Priority 4: Capacity building

The Grants Committee has allocated £2.66 million over two years to six projects under priority 4, to build capacity in London's voluntary and community organisations and thereby to help them provide effective services.

There is only one specification in this priority. Figure 4 shows the performance of the priority in the first four quarters of 2015/16 (quarters 9, 10, 11 and 12 of the programme). During 2015/16 performance was 5% below profile.

Figure 4



2.4.1 Priority-level issues

The -5% variance of delivery against profile in Priority 4 reflects underperformance on Primary Outcome 1 - "Number of organisations using learning across services to improve the efficiency and /or effectiveness of their organisation". This outcome has a variance of -14%, (which is within the +/-15% buffer). It has occurred, for two of the commissions, due to the implementation by the Grants Team at the start of the 2015-16 financial year, of a standard methodology for counting outcomes by second tier providers. This aimed to eliminate outcomes being reported more than once against a given organisation. This was reported to Grants Committee in March 2015.

The commission has highlighted that fundraising events and private sector masterclasses have often been attended by the same frontline organisations coming to a number of these

events. A frontline organisation that is interested in a topic tends to want to access a full suite of workshops which has strong benefits in consolidating learning. The commissions will continue to build on their proactive recruiting of new organisations by making contact with wider Voluntary and Community Sector networks and memberships, for example across CVS (Council for Voluntary Services) and Community Anchor organisations and borough officers.

In addition, the -14% variance (within the +/-15%) of Primary Outcome 1 is also the result of the grants team requesting that one of the commissions omit 60 organisations from their primary outcome 1 count (for the quarter 12 period). This was due to the commission receiving 147 confirmations (in their annual survey) that primary outcome 1 had been met. However, 60 of those responses were anonymous and therefore could not be included as the organisation was unable to verify if these anonymous respondents were from organisations or individuals.

Officers have requested that the commission review the content of their 2017 annual survey, to attempt to ensure that no anonymous responses are received. The commission has continued to provide effective and excellent quality, specialist services to frontline organisations, particularly for Deaf and Disabled Organisations. Delivery across the priority remains at a high level.

External issues/news reported by funded commissions

On a quarterly basis, funded commissions provide monitoring information to London Councils on wider issues of relevance to priority areas. Below are some of the issues highlighted:

- Increased austerity measures and reductions in public funding has led to more demand of services from voluntary and community organisations. There are more Migrant and Refugee Community Organisations (MRCOs) closing due to lack of funding. Some local authorities continue to support voluntary organisations in their area, however many have withdrawn their support including by selling properties they had allocated to hosting charitable organisations.
- Changes to the Welfare Benefits system will impact on the most vulnerable Londoners and will increase demand for advice services.
- There is uncertainty about plans for local authorities to retain the business rates set against the withdrawal of the rate support grant. There is a suggestion that this will be implemented up to three years earlier in London. The effect of this on council budgets is unknown and could have a significant impact on their ability to fund or support the voluntary community sector.

- The Greater London Authority (GLA) is currently working on the effect of welfare benefit reductions on Londoners and the Mayor's Migrant and Refugees Advisory Panel is investigating the needs of migrants and refugees in London. Such priorities could change with a new Mayor/GLA and would impact on the sector.
- There are challenges for the voluntary sector in terms of getting funding to support core costs as opposed to direct delivery.
- The disability sector continues to face significant challenges most notably reductions, and withdrawal of funding, at the same time as rising demand for these services.

Priority 4. Case study

Project: Engage London
Lead partner: Children England

The key beneficiaries for this network was REAP (Refugees in Effective and Active Partnership), firstly place supporting them with their in-house knowledge and practice, then cascaded out to REAPs networks of refugee organisations to support them in understanding, the policy context for safeguarding, how to review their practice and policies and mechanisms to engage with safeguarding on a local basis.

REAP attended the Safe Network training sessions and got updates on Working Together guidance, Safe Network Resources and the Standards. There was then a joint session in West London with the facilitation of safeguarding training for the network for the refugee and asylum groups. This session gave an overview of the current challenges in terms of safeguarding children, the policy and legislation context and the use of Safe Network materials to support effective safeguarding practice across the voluntary sector.

The safeguarding training enabled REAP to understand safeguarding policy legislation and best practice and then review how this could be cascaded out to their networks. From this there was then a development, whereby specialist training was facilitated out to REAPs local VCS networks. 30 organisations attended the facilitated session supporting them around best practice around safeguarding children and young people and the access to Safe Network resources.

Feedback

'The training has brought in specialist expertise to our organisation, from what we learnt through the safeguarding training, we have developed our confidence and knowledge and are now more linked into some strategic groups on FGM and feel more of an equal on this because the credibility came from our properly being briefed on safeguarding'. 'We are now seen as a more of a key partner and have been able to input into the conversations and strategic plans. We have taken part in discussions around trafficking on a strategic level due to our level of knowledge and our links with the communities.'... 'We have also revised our safeguarding policy and used this to also support our work with vulnerable adults'

'We now have increased awareness and confidence about safeguarding, it's harder to access that knowledge locally and working across several boroughs we need to have specialist support that helps us in meeting the needs of the communities.'

REAP and Engage London are now looking at ways they can support some specialist equalities networks across the region looking at safeguarding refugee, asylum and migrant children. This will be developed over the next quarter aiming to increase regional network for organisations working with these communities support them to work in partnership and collaborate.

3 Project-level performance

3.1 RAG rating

The main measure of projects' performance is the programme-wide red-amber-green (RAG) rating. The RAG rating system was introduced by the Committee in February 2013 as part of the new monitoring policy⁵. The methodology behind the system is set out in Appendix 1 of this report. In addition, as the Grants Executive proposed at its meeting in September 2014, officers now include arrows that show whether each project's performance is going up, going down or is steady in that quarter. The RAG system has now proven to be a robust tool for measuring all-round performance of all projects.

The RAG ratings for quarter 11 (October – December 2015) and quarter 12 (January – March 2016) are set out in the table below. The Committee will note that of the 34 projects, in quarter 10, 21 are rated green and three are rated amber. 10 ESF projects are not rated because they have completed as planned. The direction-of-travel markers on projects show that the performance of four green rated projects has declined since the last quarter.

Officers would propose to concentrate performance management effort on the three projects that are rated amber and the four green rated projects whose direction-of-travel arrows are down and one additional project which has had two partners go into administration (GALOP).

⁵ Commissioning Monitoring Arrangements, Item 5, Grants Committee, meeting on 20 February 2013

Table 2. RAG

Funding 2013-15 Strands	Organisation	Partners	RAG Rating Oct-Dec 2015	RAG Rating Jan-March 2016
1.1	Shelter - London Advice Services	Broadway Housing Association, (plus the project will be supported by a range of referral partners Family Mosaic, Genesis Housing Association, Peabody, P3, Royal Association for the Deaf (RAD), Southern Housing Group, Stonewall Housing Association)	Green ↔	Green ↔
1.1	St Mungo Community Housing Association	St Giles	Green ↗	Green ↔
1.1	Stonewall Housing	Referral partners: Shelter, AdviceUK, Royal Association for Deaf People.	Green ↔	Green ↗
1.1	Thames Reach	Blenheim, (Formerly Eaves Housing for Women, Addaction Drug and Alcohol Services).	Green ↔	Amber ↓
1.1	The Connection at St Martin's	None	Green ↔	Green ↔
1.1	Women in Prison Ltd (1.1)	None	Green ↘	Amber ↘
1.2	New Horizon Youth Centre	New Horizon Youth Centre, Alone in London, Depaul UK, Stonewall Housing GALOP.	Green ↔	Green ↔
1.3	Homeless Link	Shelter, (formerly also DrugScope).	Green ↔	Green ↗
2.1	Tender Education and Arts	The Nia Project, Solace Women's Aid, Women and Girls Network (WGN), Southall Black Sisters Trust (SBS), Ashiana Network, Latin American Women's Rights Service (LAWRS), Foundation For Women's Health Research & Development (FORWARD), Iranian and Kurdish Women Rights Organisation (IKWRO), Asian Women's Resource Centre (AWRC), IMECE Women's Centre,	Green ↔	Green ↔
2.2	Galop	Stonewall Housing, Broken Rainbow, Galop, London Lesbian and Gay Switchboard.	Green ↔	Green ↗
2.2	SignHealth		Green ↔	Green ↔

Funding 2013-15 Strands	Organisation	Partners	RAG Rating Oct-Dec 2015	RAG Rating Jan-March 2016
2.2	Solace Women's Aid	ASHIANA Network, Asian Women's Resource Centre (AWRC), Chinese Information & Advice Centre (CIAC), Ethnic Alcohol Counselling in Hounslow (EACH), Iranian and Kurdish Women Rights Organisation (IKWRO), IMECE Turkish Speaking Women's Group, Latin American Women's Rights Service (LAWRS), The Nia project, Rights of Women (ROW), Southall Black Sisters (SBS), Jewish Women's Aid (JWA), Women and Girls Network (WGN), Solace Women's Aid (SWA).	Green ↔	Green ↔
2.2	Women in Prison Ltd (2.2)		Amber ↑	Amber ↑
2.3	Women's Aid Federation of England (Women's Aid)	Women's Aid, Refuge, Women & Girl's Network.	Green ↔	Green ↘
2.4	Ashiana Network	Ashiana Network, Solace Women's Aid, Nia.	Green ↔	Green ↘
2.5	Women's Resource Centre	Women's Resource Centre, AVA (Against Violence & Abuse), Imkaan, Respect, Rights of Women, Women and Girls Network.	Green ↘	Green ↔
2.6	Asian Women's Resource Centre	Southall Black Sisters Trust, FORWARD, IMECE Women's Centre, Women and Girls Network, IKWRO Women's Rights Organisation.	Green ↔	Green ↔
2.6	Domestic Violence Intervention Project		Green ↔	Green ↔
3.1a	The Citizens Trust	London Skills Academy, The Camden Society		
3.1b	Peter Bedford Housing Association	East Potential, Hillside Clubhouse,		
3.2	MI ComputSolutions Incorporated	AFRICA ADVOCACY FOUNDATION, AMICUSHORIZON, RIPE ENTERPRISES		
3.2	Paddington Development Trust (PDT)	Renaissance Skills Centre (RSC), Hammersmith & Fulham Volunteer Centre, Urban Partnership Group , Skills & Development Agency		
3.2	Urban Futures London Limited	The Selby Trust, Newlon Fusion, (Prevista)		
3.3	Hopscotch Asian Women's Centre	Refugee Women's Association, The Citizen's Trust		

Funding 2013-15 Strands	Organisation	Partners	RAG Rating Oct-Dec 2015	RAG Rating Jan-March 2016
3.3	London Training and Employment Network (LTEN)	Crisis UK, East London Skills for Life (ELS), Havering Association of Voluntary and Community Organisations (HAVCO), Midaye Somali Women's Development Network		
3.3	Redbridge Council for Voluntary Service	Widows & Orphans International, DABD		
3.3	Catalyst Gateway	East Potential (part of East Thames Group)		
3.4	St Mungo Community Housing Association	Foundation 66, AJ Associates		
4	Advice UK	Law Centres Federation, Lasa.	Green ↘	Green ↗
4	Age Concern London	Opening Doors Age UK, London Older People Advisory Group (LOPAG).	Green ↘	Green ↗
4	Children England	Partnership for Young London, Race Equality Foundation.	Green ↔	Green ↔
4	Inclusion London (formerly London Deaf & Disability Organisations CIC)	Transport for All.	Green ↔	Green ↓
4	London Voluntary Service Council	Race on the Agenda, Women's Resource Centre, Refugees in Effective and Active Partnerships, Lasa.	Green ↔	Green ↘
4	The Refugee Council		Green ↔	Green ↔

3.2 Project issues

The following section provides further detail about specific projects. These can be summarised as follows:

- Three projects RAG rated amber – Thames Reach, Women in Prison (1.1 and 1.2)
- Four projects RAG rated green with downward direction of travel arrows – Women’s Aid, Ashiana, Inclusion London and LVSC
- Two projects RAG rated green, with specific issues relating to partners going into administration – GALOP, New Horizon Youth Centre.

Officers have also provided an update on the six projects that were highlighted in the previous Grants Committee update report (9 March 2016), some of which are also included for reasons outlined above - Stonewall Housing (1.1), Women in Prison (1.1 and 2.2), Women’s Resource Centre (2.5), Advice UK (4), Age Concern London (4).

3.2.1 Priority 1

Thames Reach

RAG rated Amber. Officers are concerned that many of outcomes related to housing access are currently under target for multiple reasons including the closure of Eaves and the development of larger and more complex hotspots across London, requiring more resources to close. Thames Reach has also identified that numbers in hotspots may be under-reported and new methods of data capture are being investigated. Low borough targets have been raised as an issue and a robust action plan is now being drawn up by the commission to address this. In addition, a number of key members of staff and management have left the project in this quarter. Posts are steadily being filled but this has had a further impact on delivery. Officers have now received satisfactory responses to requests on all outstanding issues and feel confident that the commission is managing these appropriately. A further update on progress will be provided to Members.

Following closure of Eaves, new partnership documentation has now been received. Payments were being held pending submission of these documents, but have now been released.

Women in Prison (WiP)- Women’s Through the Gate and Advice Housing Support

RAG rated Amber. A combination of staff sickness and drop in numbers of women at Holloway prison due to the planned prison closure and redeployment of women has resulted in the RAG rating

just slipping to amber in this quarter. WiP have been proactive in managing sickness and worked to increase delivery at other prisons and in the community in line with their risk register. In addition RAG scores have also been reduced on contract compliance in this quarter due to continued delay in the receipt of financial information, which has now been received. The project has continued to perform well in the past despite external changes due to Transforming Rehabilitation affecting performance and officers anticipate an improvement in the next quarter but will report back to Members if performance falls below the -15% variance ceiling for a second quarter.

New Horizon Youth Centre

RAG rated green. Stonewall Housing responded very quickly and effectively to adapt its services so as to absorb the consequences of the closure of LGBT Jigsaw partner Pace. This meant that related targets could be met and, importantly, the disruption of services to beneficiaries, many of them very vulnerable, was minimal.

Stonewall Housing

RAG rated green. Stonewall Housing continues to be green rated, and has achieved a higher RAG rating (92.97) than in quarter 9, quarter 10 and quarter 11. Officers are currently reviewing financial information provided by Stonewall, to gain a clear picture of the organisation's financial health. A further update on progress will be provided to Members.

London Councils is aware that the LGBT voluntary sector has been experiencing financial sustainability issues recently, with the recent closure of two high profile LGBT organisations. Officers are working with partners (City Bridge Trust and Trust for London) to support the sector to address these issues.

3.2.2 Priority 2

Women in prison (WiP) – Thyme Project

RAG rated Amber. Delivery on the Thyme Project has been below the 15% cumulative ceiling for 4 consecutive quarters. The situation has improved this quarter with an upward direction of travel arrow.

Women in Prison advised that its delivery has been impacted by the Transforming Rehabilitation Strategy and the closure of Holloway Prison, where their service is based. The service will be moved

to Downview Prison and the provider is currently in the process of transition, with services being offered at Holloway alongside the embedding of provision at Downview. Holloway is expected to fully close by July/ August 2016.

The service has also been impacted by internal staff issues.

Following a previous reduction in targets and funding being clawed back (£9,251 at Q8), the provider has advised that it will not now be able to meet the remaining shortfall in its delivery over the lifetime of the project and has also suggested that the current targets may need to be reduced to reflect differences in delivery that has resulted from the transfer of its service from HMP Holloway to HMP Downview. It notes for example that HMP Downview has capacity for 358 women compared to 501 at Holloway and that Holloway was essentially a prison for London women whilst Downview is not primarily London women.

Officers have asked Women in Prison to make a full assessment of how the service may need to change to meet the needs of women following the closure of Holloway. Currently officers are working with the provider to agree revised targets, and if members are in agreement, these amended targets could be reviewed and agreed by the Chair of the Grants Committee. It is anticipated that there may be a reduction in delivery targets due to these external factors. However, officers are keen to ensure that these are not disproportionate reductions. It is anticipated that because London Councils has already recouped funding as above relating to this that there will not be a further reduction to the grant.

The release of the quarter 13 payment is contingent on officers receiving sufficient information on the ability of the service to deliver a service that meets the needs of London women going forward.

GALOP – Domestic Abuse Project (DAP)

RAG rated green. Broken Rainbow, one of the delivery partners of the Domestic Abuse Project led by GALOP has gone into administration. Broken Rainbow delivered the London helpline element of the project. Broken Rainbow's main funder, the Home Office, has agreed that GALOP be appointed to deliver the National LGBT Domestic Abuse Helpline. All ex-Broken Rainbow helpline staff have been brought into Galop. The changeover has not resulted in any break in the service. London Councils has undergone a formal process to document the change and a signed note and revised budget have been stored on file. Furthermore, it has also received reassurances from Galop that funding will not transfer to administrators of the Broken Rainbow closure and any associated

underspend in the delivery will be declared and returned. Galop has also notified London Councils of the intent to house its counselling service with London Friend, an established and respected LGBT counselling service from 1st July 2016. This was also documented as part of the formal process to document changes and a copy of the London Friend Memorandum of Association and Articles of Association has been checked to confirm the organisation meets London Councils eligibility criteria.

Women's Resource Centre

RAG rated green. Women's Resource Centre's RAG score has increased from quarter 11 delivery and remains green rated at 91.78. Officers highlighted the project in the report to Grants Committee of 9 March 2013 as a project with a RAG rated downward arrow. The project is now rated green with a horizontal arrow.

Women's Aid

RAG rated green. Women's Aid remains green rated at 93.75. There has been a slight reduction in RAG score for quarter 12 (by 2.41%). This has been due to moderately lower outcome figures than profiled, for new users, improved data collection for key stakeholders and borough use of the helpline for support services (for those affected by domestic violence). The project continues to provide London-wide domestic and sexual violence helpline support, and co-ordinated access to refuge provision. Confidential advice includes (legal, housing, welfare, immigration, child protection) as well as risk assessment and safety planning. Statistical data from the helpline has been sent to all borough officers on the use of the helplines by each borough and a report on the supply, demand and use of refuge provision across London.

Ashiana (London Specialist Refuge Network)

RAG rated green. Ashiana has performed to a high standard against target and consistently has a green RAG rating. This quarter the organisation is still rated green although less than last quarter (2.02% reduction). Performance has been lower this quarter due to difficulty finding accommodation to move women onto or because women with no recourse to public funds (NRPF) were being supported whilst awaiting the outcome of asylum applications. The inability to move clients on prevents new clients coming in and impacts on the providers' ability to achieve targets. There was underperformance because one client abandoned the project before a risk assessment could be undertaken, there was an unwillingness of clients with problematic substance use/ mental health/

NRPF to engage with some of the support provided. And because only a small number of women referred to the specialist refuge had children there was not sufficient numbers to meet the target related to supporting clients who misuse substance and have children.

The commission however continues to work to support women to move on, provide risk assessments and make available services clients need and has generally performed well against target.

Ashiana (Specialist Emergency Refuge Accommodation Project)

In order to address the gap in services caused by Eaves going into administration in October 2015, Grants Committee, at its meeting on 9 March 2016, agreed to fund Ashiana to provide refuge accommodation and associated support services to women fleeing sexual exploitation; including women exiting prostitution and trafficked women. London Councils officers have worked with Ashiana over the last few weeks and have now finalised the grant agreement.

3.2.3 Priority 4

LVSC

RAG rated green. London Voluntary Service Council (LVSC) - London for All. Although the commission's RAG score is slightly reduced this quarter (by 2.77%), it remains a high green. This reduction appears to be an attempt to regulate delivery which has been above 100% in the previous three quarters. The commission has many organisations who return to use other services to increase their knowledge/capacity but have already been recorded as achieving said outcome in previous quarters.

Age UK

RAG rated green. Age UK's RAG score is high green at 98.50. This is testament to the commission's continued effective work with frontline organisations in achieving outcomes for financial and organisational viability including skills to diversify funding streams, as well as increasing knowledge of best practice including legal and policy issues for frontline organisations and ensuring that they are aware of the principles and practice of equality and inclusion. Officers highlighted the project in the report to Grants Committee of 9 March 2013 as a project with a RAG rated downward arrow. The project is now rated green with an upward arrow.

Advice UK

RAG rated green. Advice UK has consistently remained green rated. Where there are slight variations in delivery, Advice UK will continue to advertise their training within their regular newsletter to groups, and hope to make any shortfalls in the coming year. Advice UK continues to provide vital support to frontline organisations in increasing in the awareness of voluntary advice agencies, to meet the advice and support needs of protected equalities groups. Officers highlighted the project in the report to Grants Committee of 9 March 2013 as a project with a RAG rated downward arrow. The project is now rated green with an upward arrow.

Inclusion London

RAG rated green. Inclusion London has performed to a consistently high standard against target and is consistently green rated. Performance has been slightly lower this quarter due to London Councils having to omit 60 organisations from the commission's primary outcome 1 figure for quarter 12. This is because 60 responses to their annual survey (confirming that primary outcome 1 had been achieved) were anonymous. This has meant that the RAG score for quarter 12 has reduced from 97.65, to 90.91. The reduction in RAG score therefore is not necessarily due to under delivery. Officers have requested that the commission review the content for their 2017 annual survey, to attempt to ensure that no anonymous responses are received. The commission has continued to provide effective and excellent quality, specialist services to frontline organisations, particularly for Deaf and Disabled Organisations.

3.3 Project briefs

Below is a short brief on each project in the programme.

Shelter - London Advice Services

Project name:	Connect London
Priority:	1, Homelessness
Specification:	1.1: Early intervention and prevention
Amount (2 years):	£1,300,000

Project aiming to prevent homelessness.

Services include: needs assessment, tailored self-help resources, telephone information and signposting service, specialist housing, benefit and debt advice with casework, practical solutions to access the private rented sector, employment support to achieve financial independence, outreach targeting vulnerable people with protected characteristics and empowering support work to develop confidence and help people link in with local services to sustain tenancies.

Delivery partners: Broadway Housing Association, (plus referral partners Family Mosaic, Genesis Housing Association, Peabody, P3, Royal Association for the Deaf, Southern Housing Group, Stonewall Housing Association)

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	4455	5472
People/ families who gain/secure temporary/permanent accommodation	136	240
People/ families successfully sustaining their tenancies for one year or more	400	413
People who gained employment, volunteering opportunities and work placements	160	180
Protected equalities groups assisted to secure or sustain suitable accommodation	240	492

Case study

Having been referred to Connect London after being declared bankrupt a key worker provided me with support. I attended workshops on homelessness which were informative but discouraging given I'd already been through pretty much everything they suggested. Then I attended a couple of corporate training days on Interview technique and another on CV writing, the former of which was usefully buttressed by guidance from my key worker.

Having sofa-surfed for 2 months Shelter referred me to Real Lettings who then referred me to Bethany House. I am enormously thankful that I was accepted by Bethany House 24 hours before the streets became my home. Further, my key worker supported an application for funding to replace my broken computer.

St Mungo's Broadway linked me with a Mentor around three months after the initial connection was established. With their guidance, I formulated a coherent plan to begin a business which will be launched any moment. I was invited to make a pitch to 'Dragons' and was successful. The transformation in my circumstances is great but had I not encountered St Mungo's Broadway and Shelter, it might all have been so different."

St Mungo Community Housing Association

Project name:	Housing Advice Resettlement and Prevention (HARP)
Priority:	1, Homelessness
Specification:	1.1: Early intervention and prevention
Amount (2 years):	£782,774

Project includes pan-London Housing Advice and Resettlement and Prevention Service for offenders at risk of homelessness on release from prison; Community Recovery Network to help offenders sustain their accommodation and prevent relapse into offending; handbook and helpline for Outside of London Prison establishments discharging clients back to London on release.

Delivery partners: St Giles

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	4500	3010
Number of clients gaining suitable temporary or permanent accommodation	908	1101
Number of clients living independently after one year	120	78
Number of people achieving employment/ volunteering/ training outcomes	60	50
Number of clients demonstrating improved social networks/ relationships	80	96
Number of people with protected characteristics resettled into all forms of tenure	800	1446

Case study

Throughout my life I feel that I have definitely learned some hard lessons, as I've had to rely on myself for almost everything. I spent a lot of my childhood in care as my mum abandoned my 2 brothers and I when we were little, she had her own issues with drugs and my dad didn't stick around. I'd say the whole experience growing up taught me a lot about surviving in life from an early age. I did have some issues with managing my anger, spending time with the wrong crowd and I made some mistakes, which led me to prison. I wasn't sure if I would lose my accommodation in a shared house once I received a 4 month sentence, and having a lot of experience with homelessness I really wasn't looking forward to the prospect of spending winter on the streets. I first met with my support worker whilst I was in custody, we talked about the issues that I was facing and it felt pretty reassuring to know that she'd be able to meet me at the gates on the day of my release and help me with things like sorting out my benefits and addressing my housing issues.

We keep in contact and meet up regularly. I've positively refocused my life. I'm now registered with a GP, and attending a training programme with a job skills coach in St Mungo's Broadway's Employment Team, and my support worker has also helped me apply for courses and given me loads of information to help me back into work. I'm a really keen songwriter and performer too, I love the opportunity it gives me to express myself and channel my creativity in such a positive way. My support worker gave me an opportunity with St Mungo's Recovery College to have dedicated studio time, and I've just about completed my first album. The music tutor has been great and is going to help me promote the album too!

Stonewall Housing

Project name: Stonewall Housing's LGBT Advice and Support Project
Priority: 1, Homelessness
Specification: 1.1: Early intervention and prevention
Amount (2 years): £347,518

Homelessness advice service for LGBT people in London. This partnership project aims to ensure more LGBT people have improved access to the best advice and information to prevent homelessness and to find them suitable accommodation earlier.

The project includes development of a pan-London tenancy sustainment service and group support programme designed specifically for LGBT people. Many LGBT people are fleeing domestic abuse and harassment and have no traditional family support networks to rely on so targeted housing support service reduces their social isolation.

Delivery partners: Shelter, AdviceUK, Royal Association for Deaf People.

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	706	637
LGBT people/families gaining suitable temporary or permanent accommodation	200	197
Tenancies sustained for one year plus	28	30
LGBT people reporting reduced social isolation	230	213
People from protected equalities groups with increased access to suitable temporary or permanent accommodation	706	637

Case study

I submitted a web site enquiry to Stonewall Housing for housing support after my relationship breakdown and I was forced to leave the property. I had no legal rights to remain in the property and no tenancy agreement with my name on. I was extremely frightened at the prospect of sleeping rough on the streets and did not know what I should do. I was diagnosed with HIV in 2000 however, my body has not responded well to treatment and subsequently I have problems with my bones, and Orthopedic specialist regularly. I work full time but do not earn enough to raise a deposit or to sustain a property within the private rented sector. I am currently sofa surfing.

I am now receiving support from a Stonewall Housing advisor. I have been supplied advice on obtaining private rented accommodation, good contacts to LGBT friendly lettings agents and information on credit unions for raising a deposit. My advisor also took me through my options for securing housing and also presenting for a part VII assessment at my local authority in order to determine if I was a priority need to be housed or alternatively options of rent deposit. My Stonewall Housing advisor linked me in with Age UK Enfield, Anchor Housing and completed an Adult Social Services referral.

I presented for a Part VII at my local borough and am awaiting a decision, my advisor coordinated the gathering of information from my HIV consultant, GP and Orthopedic specialist for supporting evidence. I feel more confident about my situation and not so alone having an advisor who knows how to navigate this process and give advice that is useful and meaningful.

Thames Reach

Project name:	Targeted Rapid Intervention and Outreach (TRIO)
Priority:	1, Homelessness
Specification:	1.1: Early intervention and prevention
Amount (2 years):	£753,418

Partnership project delivering specialist pan-London early intervention and prevention for rough sleepers and 'hidden' homeless (both men and women). Funded services include development /coordination of borough strategies targeting rough sleeping hotspots for closure; engaging with rough sleepers, securing accommodation and facilitating access to specialist services; telephone support to those at risk of homelessness and specialist help to the hidden homeless.

Delivery partners: Blenheim, (formerly Eaves Housing for Women, Addaction Drug and Alcohol Services)

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	6374	2122
Number of rough sleepers gaining accommodation	110	60
Tenancies sustained	31	17
Improved physical and mental health.	275	175
Number of beneficiaries undertaking further education, volunteering and internships	30	29
More confident to participate in activities	22	58
Risk of homelessness reduced for women	330	222

See section 3 for further information on performance.

Case study

The Client was an EEA migrant repeatedly returning to the country without attempting to exercise treaty rights but rather rough sleeping and begging to fund his life style. He has been reconnected on a couple of occasions by LRT team in the past, however, he has always made his way back to the country. He was known to locally operating policing teams for his involvement in numerous petty crimes.

In joint cooperation with local SNT, HOIC and reconnection team (LRT), the client has been assessed to establish whether he has made any attempt to exercise his treaty rights and as a result of that has been served with a removal direction by Home Office with a 1 year ban on entry to the country. In cooperation with LRT team TRIO he has been helped to re new his passport and helped to facilitate reconnection to his country of origin, as well as linking him to relevant services local to his place of arrival.

The Connection at St Martin's

Project name:	London Connections
Priority:	1, Homelessness
Specification:	1.1: Early intervention and prevention
Amount (2 years):	£423,410

Homelessness prevention service giving access to advice and other services to reconnect them to their home area and provide them with support and alternative housing options.

Services include assessment, referral, reconnection and advocacy for homeless people from all London boroughs, engagement and skills training activities and structured progression to training and employment.

Delivery partners: None

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	652	605
People at risk of homelessness assisted to obtain temporary or permanent accommodation.	600	651
People with improved physical and mental health	350	372
People have increased learning and improvements in life skills and employment and training opportunities.	350	444
People with increased levels of social interaction and reduced levels of isolation.	350	337
People within the protected equalities groups have increased access to housing advice.	520	480

Case study

MT is a 30 year old man with enduring mental health problems, born and raised in Harrow, with a long history of sleeping rough in central London. He has an on/ off relationship with his family. But he is close to them and meets his uncle every week. His engagement with mental health services was erratic, and his movement across London boroughs made him elusive. The Project met MT at its day centre and MT was very suspicious. He later admitted that he was keen to access support with daily living (showers, food, and laundry) but did not want to find accommodation. MT has spiritual beliefs that encompass different religions and has tried joining groups in the past. When I met him he said that he would not go back to Harrow because of the "large Asian population," and would not see his psychiatrist, who is of Pakistani origin (someone he had previously had a good relationship with). As MT could function in general life, he would not be considered for Mental Health Act 'section'. He could also be quite plausible in his reasons for sleeping rough, and it would be interpreted as a 'life style choice.'

After many (failed) attempts to reconnect him, MT gave my contact details to his uncle. We arranged a meeting and he met with his uncle and father at a local café. After this meeting MT went back to the family. He now sells the Big Issue and sometimes attends our Workspace training unit. His uncle emailed a few weeks ago to say that MT has decided to sleep out again. If he returns here the process will begin again. This type of unresolved case is all too common. Once someone has experienced rough sleeping it often remains an option for them when life becomes challenging.

Women in Prison Ltd

Project name: Women's Through the Gate and Advice Housing Support
Priority: 1, Homelessness
Specification: 1.1: Early intervention and prevention
Amount (2 years): £172,752

The service aims to prevent homelessness amongst London women serving short sentences, women leaving prison, or to women with experience of the criminal justice system at risk of homelessness, or who make up part of the 'hidden homeless' in the Greater London area.

Support includes specialist advice to women on short sentences to enable them to maintain their tenancies, 'through the gate' in depth support to women with multiple vulnerabilities (substance use, domestic violence, mental health) ensuring they are appropriately housed upon leaving prison and engaged with community support services, and drop in specialist advice surgeries around housing, benefits and debt in both prison and the community.

Delivery partners: none

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	500	362
Number of women accessing or maintaining accommodation	500	352
Number of tenancies sustained for more than one year	250	143
Number of women with appropriate medication, and referral routes to appropriate secondary care	150	204
Number of women within the protected equalities group (80% BAMER etc.) have individual support plans in place	250	191

See section 3 for further information on performance.

Case study

My drug worker referred me to Women in Prison in the community. I meet with a Housing worker who went through the issues I needed help with. I explained that I had been living rent free with a friend connected to my old landlord. I told her that he was touching her and wanted to have sex with me. My WiP worker explained that getting out of that accommodation was a priority as I needed to feel safe. It would also help my anxiety caused by a fear of becoming street homeless. She gave me information about renting in the private rental sector. She also helped me apply for supported housing, Employment & Support Allowance (ESA), retrieving property held by the police, and provided details of organisations that would help if I did become homeless. I was also provided with emotional support and had a 3-way meeting between WiP and my drug worker.

Thanks to WiP's London Councils Housing Project I will now be housed, have the correct benefits in order, and feel less stressed and anxious and finally have some stability in my life.

New Horizon Youth Centre

Project name:	London Youth Gateway (LYG)
Priority:	1, Homelessness
Specification:	1.2: Youth homelessness
Amount (2 years):	£1,461,344

Collaborative single pathway approach for young people (aged 16-24) to prevent youth homelessness. Services include direct access to emergency accommodation; supported accommodation and move on including specifically BAME and LGBT groups; specialist interventions working on mental health, gang violence, harassment, domestic abuse, family breakdown, debt and eviction; advice services; outreach into YOIs working to ensure young offenders are linked into housing, support and Family Mediation Services on release; workshops in schools, youth centres and clubs; accredited training.

Delivery partners: Alone in London, Depaul UK, Stonewall Housing, Albert Kennedy Trust, GALOP, (formerly PACE)

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	4428	5214
Young people securing suitable accommodation	436	611
Young people sustaining tenancies for one year or more	76	102
Young people reporting improved health or mental wellbeing following support	1020	1087
Young people securing employment, apprenticeships, placements, training and/or volunteering opportunities	528	516
Young people within protected groups benefiting	4428	7166

Case study

K (19) suffered psychological abuse from her mother, and regularly ran away from home. Eventually she moved in with her partner, but when the relationship broke down she had nowhere to live. K's college signposted her to the London Youth Gateway. When she attended New Horizon Youth Centre, she was on the verge of sleeping rough. K was supported to stay at Depaul UK Nightstop emergency accommodation until she accessed night shelter accommodation. K was encouraged to attend services available via the London Youth Gateway. She regularly went to the Women's Group at New Horizon Youth Centre helped boost her self-confidence. Also, in order to make sure she would be well prepared when moving on she took part in the Independent Living Skills workshops, which teach the realities of moving into and sustaining accommodation. K applied for jobs she could combine with college. K is now in work and continues to study. She lives in her own room in a shared privately rented house and can continue to access support if she needs to K says: "The people at London Youth Gateway were so helpful. It isn't just about the housing, it's also about starting to feel good about yourself, about having people around who believe in you and they helped me a great deal with that. It's also good to know they are around if I still need some help later on. The London Youth Gateway has made such a big difference"

Homeless Link

Project name: London Councils Homelessness Pan-London Umbrella Support (PLUS) Project
Priority: 1, Homelessness
Specification: 1.3 Support services to homelessness voluntary sector organisations.
Amount (2 years): £299,070

Second tier project providing infrastructure support including advice, training, and capacity building opportunities to front-line agencies providing support to equalities groups around homelessness.

Activities include good practice training and events, including webinars, on homelessness, equalities and fundraising; one-to-one support; monthly email bulletins; specialist substance misuse newsletters; coordinated responses to London-wide consultations.

Delivery partners: Shelter, (formerly also Drugscope)

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	250	350
Agencies reporting increased awareness of the needs of homeless clients from protected groups	120	193
Front-line homelessness agencies and equalities agencies working closer together	120	185
Front-line agencies confirming they have a wider understanding of funding opportunities	120	166
Agencies reporting increased awareness of equalities needs and how they impact on homelessness	120	164

Case study

Stonewall Housing attended Plus Project Equalities and Diversity training to improve their ability to challenge discriminatory practice and to increase awareness of the needs of equalities groups. J is a 40 year old, gay, unemployed IT consultant, with a history of physical and emotional abuse from his parents. He lost contact with his siblings 10 years ago when he disclosed his sexuality and became homeless when he could no longer afford an increase in rent. John had a range of mental health issues including bipolar, depression and suicidal ideation. When he came to our service, he was rough sleeping in central London parks during the day and walking about or riding night buses in the evening. On occasion he would sofa surf, and visit day centres to keep clean but found that this service was intimidating and homophobic. John was in receipt of ESA and presented at Housing Options but was told he was not in priority need. He found a "landlord" that would accept tenants in receipt of housing benefit, moved into the flat and asked the landlord for a tenancy. The landlord attempted to force him to withdraw money from a cash machine. When John refused, he was pushed out of his flat, illegally evicted, the locks were changed and his belongings put out on the street in bin bags.

Stonewall Housing advocated on his behalf with the local authority who eventually provided emergency accommodation pending inquiries. We also supported John to report the landlord to the police who are investigating the case. We referred him to a private rental agency and advocated with them to waive the requirement for a rent deposit. John has now moved into his own flat, is receiving counselling from an LGBT mental health support service, and support from our tenancy sustainment officer.

Tender Education and Arts

Project name:	London Councils pan-London VAWG Consortium Prevention Project
Priority:	2, Sexual and Domestic Violence
Specification:	2.1: Prevention
Amount (2 years):	£399,730

Strategic partnership of 11 violence prevention agencies in London. Services include workshop programmes in schools and pupil referral units, youth centres and other targeted out-of-school settings; distributing resources exploring harmful practices, addressing gender stereotypes and holding training sessions for professionals that work with young people.

Delivery partners: The Nia Project, Solace Women's Aid, Women and Girls Network, Southall Black Sisters Trust, Ashiana Network, Latin American Women's Rights Service (LAWRS), Foundation For Women's Health Research & Development (FORWARD), Iranian and Kurdish Women Rights Organisation (IKWRO), Asian Women's Resource Centre, IMECE Women's Centre.

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	42020	36957
Participants who can identify at least one early warning sign of an abusive relationship	1496	1673
Participants understanding what a healthy relationship is and able to make positive relationship choices	9520	7414
Participants know where to disclose	1760	1790
Participants report an improvement in their peer relationships	816	652
Participants more knowledgeable about the nature of sexual & domestic violence	629	664
Participants with a greater awareness of different forms of violence affecting protected groups	1056	1290

Case study

This project was delivered over 10 hours with a group of 26 year 6 students. (14 girls and 12 boys). The school chose the topic of FGM. The group looked at good and bad relationships and explored conflict and emotional violence including how to keep safe and where to report an argument. The group tackled the issues of boundaries. Drama exercises led the group safely into an exercise addressing safe and unsafe touch. Students then explored 'red flags' and 'early warning signs' through a short scene that addressed peer pressure. They received information on support both in school and out. FGM was also addressed by discussing extracts from a diary and drama activities were employed to consider pressure, consent and emotional and physical violence.

On completion of the project:

- **100%** of students were able to identify attributes of both a good and a bad friend
- **96%** of could name at least one early warning sign/red flag to signal unhealthy behaviour in a situation.
- **100%** of students who took part in the 10 hour delivery recorded that they had learnt something
- **96%** felt they would know what to do if a friend asked them for help
- **92%** knew who they could talk to if they felt unsafe

GALOP

Project name: London LGBT Domestic Abuse Partnership (DAP)
Priority: 2, Sexual and Domestic Violence
Specification: 2.2, Advice, counselling, outreach, drop-in and support for access to services
Amount (2 years): £285,468

Domestic and sexual abuse response for lesbian, gay, bisexual and trans (LGBT) people via integrated services responding to the specific and unmet needs of this client group. Activities include risk assessment and management; needs assessment and referrals to support services; helpline for LGBT victims of abuse; housing advice; safety planning; support throughout criminal justice system including reporting; counselling; advocacy, advice, support and casework service.

Delivery partners: Stonewall Housing, Pace, Broken Rainbow, Galop, London Lesbian and Gay Switchboard.

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	527	510
People reporting an increased level of knowledge about housing options and support available	105	96
People who have received 1:1 support reporting improved self-esteem and self-confidence	47	56
People who have accessed specialist telephone and email support reporting increased knowledge about how to make safe decisions	99	104
LGBT people reporting an increase in their knowledge of rights, entitlements and options	157	165

Case study

I had been with my ex-partner for years; we had gotten married and moved in together. She struggles with mental health issues and I felt that it was my job to take care of her. She was abusive. I hoped she would get better but the abuse only got worse and I became scared for my life.

I tried to report to the police but they didn't appear to respond to my report.

I found the LGBT DAP website and got in touch with Galop via the online self-report form. I am gender non-conforming, which means I don't consider myself to be either male or female, and it was really helpful not to have to hide this part of who I am from a service. The Galop DV caseworker accompanied me to the police station to report the abuse, something I could not have done on my own. My caseworker also wrote a supporting letter that will help me to remain in the UK once my ex-partner and I officially divorce. The caseworker has also encouraged me not to blame myself and I'm starting to re-gain my confidence.

The Galop DV caseworker also referred me to Stonewall Housing DAP housing caseworker who gave me advice on dealing with my tenancy and looking at housing options. I have been referred to DV counselling at Pace and I'm finding the counselling to be vital for my recovery. I have recently attended the DAP Domestic Abuse Workshop and it was helpful for me to learn about the warning signs of domestic abuse and to meet other LGBT people who had been in similar situations.

SignHealth

Project name: DeafHope London
Priority: 2, Sexual and Domestic Violence
Specification: 2.2: Advice, counselling, outreach, drop-in and support for access to services
Amount (2 years): £273,600

Specialist service for Deaf female survivors of domestic abuse (and their children). Services include: intensive support for high-risk Deaf women with severe and immediate safety issues; less intensive support for medium-to-low risk Deaf clients; Young DeafHope for people aged 16-30; Deaf awareness-raising/training amongst mainstream services, and DV awareness-raising amongst the Deaf community; Survivors Support Group; Website BSL information

Delivery partners: None

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	187	249
Users better able to access appropriate services.	80	117
Clients have reduced levels / repeat victimisation of sexual and domestic violence.	50	75
Service users more able to make safe choices leading to a reduction in occurrence and/or effects of violence, sexual abuse and repeat victimisation	80	203
Service users make more informed life choices to rebuild their lives and move to independence.	50	121
People from the protected characteristics have access to advice in a way that meets their needs.	130	249

Case study

Client B is a mother of three children. She has been the victim of abuse and still lives with the perpetrator who presents a charming persona to agencies involved with the case. However he has put the family at risk and Client B has tried several times to unsuccessfully to get help. Prior to contacting DeafHope client B had made several attempts to leave the family home. She disclosed abuse to her GP and asked for a letter of referral for Housing to support her case. Her GP wrote a referral letter but failed to make a CAF (Common Assessment Framework) referral. Unfortunately, Housing refused to take up the matters raised in the GP referral and did not provide an interpreter so communication with Client B, in order to explain her full circumstances, was severely compromised. Client B has involved the police in the past but her husband is trying to force her to drop charges as if there is a criminal record on his (DBS) Disclosure and Barring Service check, this will affect his ability to work. Client B was originally referred to us by a midwife and we set up a joint meeting at the children's centre while her husband was at work. During this meeting we identified that the husband had been locking the client and all three children in a small bathroom. This information was missed by the midwife and health visitors who have been to the family home.

Through meetings with Client B we are uncovering the very challenging circumstances under which the client has been living. We need more time with the client to understand the full picture and we are moving towards safeguarding the family and removing them to safety. The family do not wish to remain in the family home. They are also fearful that the husband will not follow a court order and will therefore return to the house if they are not moved, putting the family at risk again.

Solace Women's Aid

Project name:	Ascent - Advice and Counselling
Priority:	2, Sexual and Domestic Violence
Specification:	2.2: Advice, counselling, outreach, drop-in and support for access to services
Amount (2 years):	£2,695,642

Project targeting women affected by sexual and domestic violence. The project provides: immediate advice, drop in, outreach, casework and support groups including; legal expertise, and financial support and a dedicated and accredited individual and group work counselling service.

Delivery partners: ASHIANA Network, Asian Women's Resource Centre, Chinese Information & Advice Centre, Ethnic Alcohol Counselling in Hounslow, Iranian and Kurdish Women Rights Organisation (IKWRO), IMECE Turkish Speaking Women's Group, Latin American Women's Rights Service, The Nia project, Rights of Women, Southall Black Sisters, Jewish Women's Aid, Women and Girls Network, Solace Women's Aid.

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	10000	11416
Service users remaining in the service until needs met	8849	10467
Users that have an increased level of safety/reduced level of risk	7500	8313
Service users report increased understanding of their needs by providers	5680	6995
Users reporting increased levels of independence and ability to make decisions	5800	6804
Users with a changed living situation (including leaving a violent relationship, exiting prostitution)	2400	2786
Service users better able to access services appropriately	5394	6480
People from each protected characteristic who report an increase in their knowledge of rights, entitlements and options	5177	6265

Case study

"I was born and raised in the Indian Sub-continent and experienced physical and verbal abuse from my parents and siblings throughout my childhood. I was particularly afraid of my father who was an alcoholic. In 2013, we moved to the UK and resided in Ealing. I was forced to work long hours at a restaurant. All of my wages went directly to my father.

In 2013, I started a relationship with a boyfriend but in early 2015, my parents started speaking to me about getting an arranged marriage. I told my parents I wanted to marry my boyfriend. My family disapproved of this, stating that they had already agreed to the marriage and it would be dishonorable for them to refuse the proposal. My father was physically abusive and forced me to speak to my future husband on the phone.

I told someone in my bank about the violence and the likelihood of a forced marriage. The bank clerk helped and I privately disclosed to the police. In February 2015, the police referred me to Southall Black Sisters Trust who found me emergency accommodation. SBS also helped me to obtain a Forced Marriage Protection Order, and provided counselling and support group activities for me."

Women in Prison Ltd

Project name:	Thyme - Counselling and Through the Gate Project
Priority:	2, Sexual and Domestic Violence
Specification:	2.2, Advice, counselling, outreach, drop-in and support for access to services
Amount (2 years):	£176,298

The project provides 'through the gate' support as women are released from prison and counselling services to women prisoners returning to London who have experience of sexual or domestic violence.

Services include counselling and group work and practical support such as housing, finance and debt. This support is designed to offer women in the criminal justice system assistance to live safely, make better life choices, and address the root causes of their offending behaviour.

Delivery partners: None

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	419	279
Number of one off contacts, assessments and support plans in place	423	256
Number of women actively engaged with 1:1 support, counselling and attending group support	360	227
Number of women reporting increased knowledge to be able to make safe choices	357	296
Number of women reporting improved knowledge to make improved life choices	328	315
Number of individual support plans in place for women from protected characteristics	52	51

The project was re-profiled in Q3 following under-delivery. Please refer to Section 3 for further information on performance.

Case study

Ms. AM undertook the 6 week therapeutic group work programme run in partnership between Thyme Counselling Service and Phoenix Futures. It enables women to learn from their experiences of violence and unhealthy relationships. Ms. AM was awarded a certificate of participation for her valuable contributions to the group and furthering her own development in the process.

- Hopes, Fears, Expectations and What is Domestic and Sexual Violence: Ms. AM showed insight into the way domestic violence has affected her and how she needs forgiveness to move on.
- What is Domestic & Sexual Violence and Cycle of Abuse: Ms. AM demonstrated the importance of understanding negative patterns in relationships and difficulties in getting out of the cycle.
- Building Strong Foundations – Cycle of Change & Future Planning: Ms. AM demonstrated how difficult it is to be challenged and to challenge. She identified her strengths as hope and faith which helps her grow in confidence.
- Preparing for Change and Applying Your Learning: Ms. AM reflected on past experiences and the impact. She demonstrated resilience and the capacity to reflect learn and move on.
- Building Personal Resilience and Positive Coping Strategies: Ms. AM was unable to attend due to a legal visit.
- Review of Learning/Celebrating Achievements: Ms. AM said she would like to attend more groups like this. She thanked staff and the organisation for providing an important group experience.

Women's Aid Federation of England

Project name:	Pan-London Domestic and Sexual Violence Helplines and coordinated access to refuge provision
Priority:	2, Sexual and Domestic Violence
Specification:	2.3: Helpline and co-ordinated access to refuge provision
Amount (2 years):	£500,076

Domestic and sexual violence helpline support and coordinated access to refuge provision, via a freephone number. Project provides: confidential support and information to inform decision making; risk assessment and safety planning; referral to specialist services; a dedicated email referral mechanism to London refuge places for London borough officers; online support and information.

Delivery partners: Women's Aid, Refuge, Women & Girls Network.

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	21250	19454
London callers reporting they have a better understanding of the options available to them	400	456
Key stakeholders report improved data collection/ tracking of service users;	32	29
Service users reporting that the helpline helped them plan for their safety and understand risks	400	453
London boroughs report the Helplines and related services enabled them to support service users affected by domestic violence;	32	28
Service users reporting their needs were adequately addressed when utilising the Helpline	400	456

Case study

It had never dawned on me that I might be experiencing domestic abuse until a friend told me she thought I was being abused. My friend encouraged me to call the National Domestic Violence Helpline, and I am hugely grateful that I made the call. I was scared to call, but I was put at ease by the helpline worker.

My partner had been physically abusive towards me a few times, but it wasn't until I spoke with the helpline that I realised that he had also been abusive towards me in other ways, the helpline worker helped me to understand that my partner was very controlling.

I was very confused when I called the helpline, and I explained that I wasn't ready to make any decisions, I was reassured that this was ok, and that calling the helpline was a big step and that they could put me in touch with other services so that I could get the support that I need.

I was advised how to keep myself and my children safe, given information about my local outreach service. I was advised that they could offer me some practical and emotional support to help me to decide what to do next.

I am so glad that I made the first call to The National Domestic Violence Helpline, I now have a clearer idea about my options and I am engaging with my local domestic abuse service, I really feel that me and my children will be safer and we do not have to live in fear.

Ashiana Network

Project name: London Specialist Refuge Network
Priority: 2, Sexual and Domestic Violence
Specification: 2.4: Emergency refuge accommodation to meet the needs of specific groups
Amount (2 years): £900,000

Specialist emergency accommodation and support service for vulnerable women and children affected by domestic/sexual violence who present with complex needs. The Network provides dedicated, safe, temporary accommodation across three schemes and works intensively with women to improve safety and enable them to exit violent or abusive relationships or situations.

Delivery partners: Solace Women's Aid, Nia.

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	496	628
Clients supported in the refuge who don't return to violence	46	35
Clients engaged with in-house and external support services around problematic substance use and mental health and NRPF.	71	67
Clients demonstrating increased feeling of well-being	71	58
Clients have planned move-on	20	25
Clients report increased understanding regarding the effects of DV/problematic substance misuse on children	20	15
BAMER, older, pregnant, disabled and LGBT clients report that support meets their needs	60	49

Case study

I was referred to the Emma Project after fleeing from my violent partner. Prior to coming to the refuge I had been staying with friends and sleeping on the streets. I was struggling to find a refuge space that accepted women with substance misuse issues.

My alcoholism caused the breakdown of relationships with family & friends. My experiences of violence and involvement with the criminal Justice system resulted in the courts giving me a 1 year Probation Order in June 2014. During my first weeks at the refuge I was withdrawn. I struggled with moving to a new area and accessing services. My key worker at Emma Project worked with other support agencies and provided emotional and practical support to access services by accompanying me to appointments and advocating on my behalf. She also encouraged me to speak about my use of alcohol.

I have been at Emma for 5 months and have registered with the local G.P, dentist and optician. I attend weekly meetings at haka which enabled me to recognise my patterns of drinking. I now attend and arrange most appointments without support, have more confidence and I am exploring educational opportunities. I plan to move on from the refuge and will access resettlement support from my current key worker.

Women's Resource Centre

Project name:	The ASCENT project
Priority:	2, Sexual and Domestic Violence
Specification:	2.5: Support services to sexual and domestic violence voluntary organisations
Amount (2 years):	£608,000

Project providing sustainability training and accredited training for front-line staff to improve service provision and ensure it meets the needs of service users. The service includes a combination of core accredited training, expert-led training and seminars (on sustainability, front-line delivery of sexual and domestic violence services, and equalities issues), themed networking events, borough surgeries and one-to-one support on a Pan-London basis.

Delivery partners: AVA (Against Violence & Abuse), Imkaan, Respect, Rights of Women, Women and Girls Network.

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	330	506
Increased knowledge about income diversification and effectiveness.	184	158
Frontline organisations gaining/ maintaining accreditation/ quality/ sector-wide standards-	127	109
Organisations reporting increased ability to work effectively together and develop partnerships	54	230
Statutory and non-statutory bodies reporting increased access to data on sexual and domestic violence.	0	85
Organisations reporting an increased knowledge of the requirements of the Equality Act.	116	101

Case study

Training course attended: From the Margins to the Centre of Women's Healing: *Promoting Recovery to support Women with Complex Needs*. I work for an organisation working with women trying to exit prostitution. The women come from a varied background but all have dual diagnosis and complex needs with substance misuse, mental health depression, self-harming, eating disorders and anxiety. I find the work very challenging and struggle with some of the risky decisions that clients make, hearing the trauma of their lives and feeling quite powerless in how to help them get out of their difficult situations. I attended WGN's Complex Needs course. The course was really informative. I really understood where all the symptoms that women display come from and how important it is to work with the impact of trauma and deal with this rather than just manage symptoms. We got some great information on different clinical conceptualisations.

I have put into practice all of the practical interventions that I learnt on the course. I have introduced psych-educational work with my clients who have been able to benefit from greater understanding of what's happening to them and how to calm and sooth themselves. The whole way that I do assessments has changed being more focused on strengths based approach and listing their protective factors. The complex needs programme has had such a positive impact on the way I work and has generated a really good buzz in the team. It's made me feel more hopeful. I realise that there is a range of theories and interventions that I can use.

Asian Women's Resource Centre

Project name:	Ending Harmful Practices
Priority:	2, Sexual and Domestic Violence
Specification:	2.6: Services targeted at combatting female genital mutilation (FGM), honour based violence (HBV), forced marriage and harmful practices.
Amount (2 years):	£600,000

Project providing intense support to women and girls from BMER communities across London affected by Female Genital Mutilation (FGM), 'Honour' Based Violence (HBV), Forced Marriages (FM), and other harmful practices within the spectrum of domestic and sexual violence.

Delivery partners: Southall Black Sisters Trust, FORWARD, IMECE Women's Centre, Women and Girls Network, IKWRO Women's Rights Organisation, LAWRS, Ashiana Network.

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	560	1105
Number of beneficiaries having improved levels of self-esteem /confidence	560	715
Number of beneficiaries having improved understanding of options and rights	560	848
Number of beneficiaries having improved ability to communicate needs to service providers	560	569
Number of beneficiaries who made changes to their living situations improving their safety	532	311

The project has recently focussed on promotional work to increase pan-London referrals.

Case study

My parents are originally from Bangladesh. I have always enjoyed school and was happy when I and my best friend were invited to a party by popular girls in our year. From then on we started hanging with this group and sometimes hung out in the park with boys from the local gang. They used to get us to do sexual stuff. I wasn't happy with it but that's what you have to do to keep your place. Someone told my brothers I was having sex with loads of guys and they confronted me with offensive language, spat at me and beat me. I was devastated. I was terrified and felt ashamed that my brothers would tell my parents. I came home from school one day and my eldest brother told me that they were going to send me to Bangladesh to get married. They were laughing that the man had learning difficulties so it wouldn't matter that I was dirty as he wouldn't know the difference. They insisted this was the only way that I could stay part of the family, as the alternative would be to kill me. I was so scared my parents were there but said nothing. I knew not to protest as I was terrified that they would kill me. I told them that I had to get some stuff from upstairs but went out of the back door and ran to my best friend's house.

The police were called and I was taken into temporary fostering. I live on the other side of London now and will be going back to college in September. Everyone around me is really nice but I miss my family despite everything. I started self-harming and was feeling really depressed and my social worker referred me to WGN for counselling. I received support with my self-harming, talked about sexual consent, grooming and coercion as part of peer on peer abuse. I realised I did not consent to what happened sexually and much of it was degrading and painful. My counsellor tells me I can do anything that I want to. I really want to go to art school and eventually do comic illustrations. I'm getting stronger every day and I can see a positive future. I will always be sad about what happened with my family but I'm determined to make them proud of me but first I have to be proud of myself.

Domestic Violence Intervention Project

Project name:	Al-aman Project: Women's Support Services
Priority:	2, Sexual and Domestic Violence
Specification:	2.6: Services targeted at combatting female genital mutilation (FGM), honour based violence (HBV), forced marriage and harmful practices.
Amount (2 years):	£41,266

Project providing support predominantly to Arabic-speaking women affected by harmful practices such as Female Genital Mutilation (FGM), 'Honour' Based Violence (HBV) and Forced Marriages (FM). Services include safety planning; emotional, advocacy and practical support; outreach to change behaviours and perceptions; a weekly support group programme including workshops, and information to help beneficiaries access further education, volunteering or employment.

Delivery partners: None

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	30	30
Beneficiaries reporting greater confidence and self esteem	24	27
Beneficiaries taking up additional services	24	27
Beneficiaries accessing education/training, volunteering or employment	18	21

Case study

When I was 21 I was introduced to a male friend of my uncle and I got married to him a few months later. He is a British national with his own business.

Less than a year into our marriage he started to abuse me. Sometimes he would tell me to get out of the house late at night, knowing that it was not safe for a young woman to be out at night on her own.

When I moved to the UK, I wanted to learn English and work. My husband prevented me from studying English, getting a job, speaking to my family and going out with my friends. I felt alone and isolated. When I went to my home country to visit my family, I told them about the abuse and my husband returned to London without me. My family didn't want me to bring shame on them so they spoke to him and he took me back. The abuse escalated and one day he violently sexually assaulted me. I called the police, but withdrew my statement because my husband threatened my family.

I left but ended up sleeping on the floor of relatives and friends. I was referred to Al-aman. They helped me access a refuge, apply for the Destitute Domestic Violence Concession (DDVC), and get support from a solicitor to get given Indefinite Leave to Remain (ILR). I also attended one-to-one and the Al-aman group sessions where I met other women with similar stories. Eventually, I was given Indefinite Leave to Remain (ILR). I'm so grateful to Al-aman for their help. Today I have a place to stay, friends that I trust, I'm studying at college and now that my English is stronger I have a part-time job too. I feel more positive and hopeful about my future.

Catalyst Gateway

Project name: WISH
Priority: 3 ESF Tackling Poverty Through Employment
Specification: 3.3 Women facing barriers to employment
Amount: £374,990

The project works with women aged 20 or over who face barriers to employment and who are living in social housing. The participants engage onto a rolling programme of 3-day gender and culturally sensitive employability courses comprising workshops and training sessions from a menu including workplace etiquette, CV and application form writing, interview skills, basic IT and employer workshops and screenings.

Delivery information

Deliverable group	Original profile 13-15	Most recent profile 13-15	Actual delivered cumulative 13-15
enrolment	296	299	299
6+ hours of support	296	296	296
work / voluntary placement	148	121	121
evaluation	1	1	1
employment start	96	117	117
sustained employment (26 weeks)	48	67	67
progression into education or training	118	55	55
Budget (£)	£362,440	£374,990	£374,550

In the final quarters of the project, Catalyst reported additional outcomes and was therefore awarded additional funds of £12,550. The variance between the recent profile funding and actual is due to the Catalyst's commissioning of the Final Evaluation, £240 less than profiled.

Case study

In Jane's words:

I have just completed my placement with the Employment and Inclusion Team, part of East Thames Group. Following my training with the WISH Project, I was delighted when I got invited along to do a 2 week placement.

My experience has been extremely enjoyable, educating and rewarding. I have worked with some highly skilled individuals, all of whom have been very supportive. I have also taken part in some fun activities, which is a bonus. I am pleased to say that I have now found a permanent job because of it, and I intend to use the knowledge and skills I've gained.

I would definitely recommend the WISH Project to any women out there currently looking to get back into work. This is a fantastic opportunity that will help you develop your skills and knowledge, and help you secure a suitable job.

Many thanks to the entire team!

Citizens Trust

Project name: Disabled Parents Employment Service
Priority: 3 ESF Tackling Poverty Through Employment
Specification: 3.1 Parents with long-term work limiting health conditions
Amount: £340,490

Citizen's Trust provides employment support to disabled people and those with work limiting health conditions. This project has a particular focus on supporting disabled parents.

Project provides 1:2:1 support, sector specific qualifications, soft skill development and work placements.

All participants are offered practical skills - diligence and assertiveness; personal skills - timekeeping, attendance, social skills, hygiene, personal presentation, relevant conversation; attitude skills - motivation, confidence, self-esteem, aspirations, positive regard of others, taking responsibility for own lives, self-awareness, reduced depression/anxiety; transferable skills - working in groups/teams, problem solving, questioning, evaluating, initiative, communication.

Delivery information

Deliverable group	Original profile 13-15	Most recent profile 13-15	Actual delivered cumulative 13-15
enrolment	307	292	292
6+ hours of support	307	279	279
work / voluntary placement	153	20	20
evaluation	1	1	0
employment start	100	120	120
sustained employment (26 weeks)	50	60	80
progression into education or training	122	94	94
Budget (£)	£376,040	£340,490	£372,490

In 13-14 this project underperformed and £52,800 was withdrawn from its profile.

With greater support and monitoring this project has turned around. As the results show, against the recent profile, the project over delivered job outcomes, assisting an additional 20 participants sustain their employment.

Case study

DG is a 44 year old mother of two children, from Indonesia with no family in the UK. In the past she has worked as a beauty therapist and has an NVQ level 2 as well as a BA in languages. However lacked confidence and had poor IT skills. We arranged for her to attend Action Acton to improve her IT skills, and with our help she has now completed a number of online application forms. She has been very enthusiastic in attending job search and group work on interview preparation and interview questions, as well sessions on body language and assertiveness in the work place –her confidence has improved and she is much more positive in her general outlook she now is. We also arranged for her to attend a Food Safety and Hygiene course which will add further weight to her CV and help with her job search for school work.

We continue to support her with help in completing online application forms and practice interviews for her to ensure that, when she is successful in achieving an interview that she will perform to the best of her abilities.

Project name:	Women into Work
Priority:	3 ESF Tackling Poverty Through Employment
Specification:	3.3 Women facing barriers to employment
Amount:	£471,040

Helping for women from Black, Asian, minority ethnic and refugee communities with employment advice and training. Designed to increase employability, providing benefit advice and self-esteem through workshops. Offers one to one support, work placements and vocational training.

Delivery information			
Deliverable group	Original profile 13-15	Most recent profile 13-15	Actual delivered cumulative 13-15
enrolment	307	362	424
6+ hours of support	307	352	442
work / voluntary placement	153	121	131
evaluation	1	1	1
employment start	100	140	140
sustained employment (26 weeks)	50	80	80
progression into education or training	122	148	149
Budget (£)	£376,040	£471,040	£506,440

This project was re-profiled in 13-14 due to underperformance. The project has been delivering well over the last period. By the project close it had more than achieved its results.

Case study
<p>Priya had wanted to find work but was struggling as she did not have qualifications and didn't know where or how to apply. Hopscotch helped her to access ESOL classes and a college course which led to a voluntary work placement: 'I learned a lot and realised that I didn't have to be frightened about getting work. I got confidence. At home you can't find the words but I talked to colleagues: 'Am I using the right word?' I realised I can ask.</p> <p>Hopscotch continued to help Priya to apply for jobs, she gained a positive reference from her voluntary work and she succeeded in getting work as a project assistant at a community project.</p> <p>'Working has changed my life. I think more positively and I'm learning. I know how to communicate with professionals and other organisations. It can be hard at home; my son has learning disabilities but I'm finding out there's lots he can do in the community. Mentally it is helping me to look after myself. I can share problems at work.'</p> <p>Priya emphasised the significance of Hopscotch's positive, welcoming approach. She described it as: 'A simple thing, but an important thing. Communication is good for all Bengali women – you feel free to discuss things openly'. She had gained practical help – with drafting her CV, applying for jobs and taking-up voluntary work - yet for her, the less tangible support was as important.</p> <p>I have more respect for myself. I felt insulted when I was unemployed but now I am proud. Before I could not make an appointment for a doctor and would take my sister but this was not good for personal things. I didn't know anything; what's available; the opportunities. I am learning everywhere now and I have plans for the future.'</p>

London Training and Employment Network	
Project name:	Leap into Work
Priority:	3 ESF Tackling Poverty Through Employment
Specification:	3.3 Women facing barriers to employment
Amount:	£440,490

The project works with hard to reach women to support into work. The project has a particular focus on women from members of London's Somali, Bangladeshi, Pakistani and North African communities, as these four communities all suffer disproportionately high rates of worklessness. The project offers vocational training in Health & Social Care, Childcare, Teaching Assistantship, and Enterprise. Participants are supported to engage in work experience, formal education and employment.

Delivery information

Deliverable group	Original profile 13-15	Most recent profile 13-15	Actual delivered cumulative 13-15
enrolment	307	349	343
6+ hours of support	307	349	349
work / voluntary placement	153	110	110
evaluation	1	1	0
employment start	100	139	139
sustained employment (26 weeks)	50	78 (+)	78
progression into education or training	122	94	94
Budget (£)	£376,040	£440,490	£440,490

LTEN have continued to performed well and not only achieved all their targets but also had additional finance allotted to them to pay for a further 9 sustained jobs they had achieved beyond their already increased targets. LTEN have delivered fully on their specification and then have gone on to deliver even more with the hope but not guarantee of extra finance. They should be congratulated on their excellent delivery.

Case study

Ita* joined LEAP into Work in Sept 2014, while recovering from a long term abusive marriage and being subjected to long term emotional, physical and financial abuse. She was referred to the project so as to gain employment.

'When I came to the Leap into Work project I didn't know what to expect and how they would be able to help me about finding a job. I was unemployed for more than 3 years and struggling to cope with my family situation as well. I wasn't even aware of the basic job hunting skills.

Then I met the business consultant who gave me not just hope, but much more, she was able to teach me how to write a suitable CV, targeted cover letters, what websites to use to apply for jobs and how to apply for jobs. Finally I found a job in the area I was interested in and she continued to help me to keep the job. In the first 3 months I was having panic attacks and used to call and speak with my consultant and the counsellor to be able to calm down. Leap into Work has helped me to regain the confidence and rebuild my work ethic skills as well. I am very happy with my job and the support received through LEAP'.

* Name has been changed to protect anonymity. Ita is Lebanese Woman, age 30 and mother of a young child.

MI ComputSolutions

Project name:	Jobs Plus
Priority:	3 ESF Tackling Poverty Through Employment
Specification:	3.2 People from ethnic groups with low labour market participation rates
Amount:	£471,940

Qualifications and taster sessions, soft skill development and information, advice and guidance.

Participants are primarily people with parentage of black Caribbean, Sub-Saharan African, and Middle Eastern with additional participants from South Asia, many of whom are recent refugees and migrants, living in the most deprived neighbourhoods primarily South, East, and West London.

Delivery information

Deliverable group	Original profile 13-15	Most recent profile 13-15	Actual delivered cumulative 13-15
enrolment	401	410	445
6+ hours of support	318	348	348
work / voluntary placement	158	98	98
evaluation	1	1	1
employment start	104	150	155
sustained employment (26 weeks)	52	69	86
progression into education or training	126	130	122
Budget (£)	£389,640	£471,940	£471,940

35% Participants went into work. Of those 55% remain in work. This is an outstanding result, significantly exceeding national trends.

Case study

Iffat Shaheen was very demotivated and uncertain about employment opportunities. She was referred to us by a partner agency where she had been volunteering. She had been unemployed for more than 3 years. Iffat Shaheen is approaching her 40th birthday was originally from Asia. She did not find it easy to settle in the UK but after many years, she finally got her stay. She is also married into a Muslim family where she disclosed that she has been mandated not to seek education or employment but rather to sit at home and look after children. During these years, her self-esteem was shattered. Iffat Shaheen completed her secondary school in Pakistan and since then, she did not have the opportunity of further studies until she got her stay. Being out of work and not college educated, she felt there was no use trying especially because of her age.

But volunteering has been positive and she was motivated to further herself. Through the Job Plus Programme we confirmed that she enjoyed working with vulnerable people and people with disabilities. We encouraged Iffat Shaheen to enrol onto the Health and Social Care course. At first she was sceptical. But we assured her that we would provide her with the extra support to ensure that she completed her course. Iffat Shaheen's confidence was uplifted upon gaining a qualification and she has started getting support to improve her numeracy and literacy skills.

Iffat Shaheen has further committed herself to find employment.

Peter Bedford Housing Association

Project name: Working Futures
Priority: 3 ESF Tackling Poverty Through Employment
Specification: 3.1 People with mental health needs
Amount: £430,340

Peter Bedford and Hillside Clubhouse (a specialist mental health charity) work with unemployed and economically inactive people. They include those with a history of unemployment and mental health conditions. Many also have alcohol and drug misuse issues or learning disabilities.

The project offers employability training delivered by employers such as Barclays and Lloyds. This includes help with CVs and preparing for interviews, together with personal development and coaching courses, IT and customer care training.

In addition, the project has its own workshop, gardening and retail enterprises where participants can train and gain work

experience.

Delivery information

Deliverable group	Original profile 13-15	Most recent profile 13-15	Actual delivered cumulative 13-15
enrolment	307	473	459
6+ hours of support	307	340	345
work / voluntary placement	153	162	163
evaluation	1	1	1
employment start	100	120	120
sustained employment (26 weeks)	50	61	49
progression into education or training	122	130	130
Budget (£)	£376,040	£430,340	£361,400

Peter Bedford are performing quite well against their delivery profile and we are expecting them to deliver on target.

Case study

This client has a masters degree in Fine Art. She joined WF to develop her teaching and group leading skills. We arranged a work placement opportunity where she helped lead the Creative Crafts Drop-In which included students with Learning Disabilities & Mental Health conditions.

Students worked together to develop their technical and interpersonal skills. Students were encouraged to bring photos and special objects, to trace the object, see patterns and to work in different colours and media. Students were also encouraged to draw from imagination and real life. As a result students began to share and express themselves in writing, starting with their names.

The client successfully supported a drop in group by: enthusing an informally structured drop-in group, and maintaining attendances; encouraged clients telling & sharing stories about their lives, as well as develop new perspectives on their life experiences. In addition, she also helped to design and develop a structured, creative project, a quilt, which was exhibited in a public space.

This client had regularly applied for arts education jobs, for Tate and Individual Artist Bursaries as well as Arts Council Funding to support herself as a freelance artist. With our support, the client applied for and now has paid employment. She feels the work placement experience provided a supportive structure at a time of difficulty in getting paid employment.

St Mungo Community Housing Association

Project name:	TARGET
Priority:	3 ESF Tackling Poverty Through Employment
Specification:	3.4 People recovering from drug and/or alcohol addiction or misuse
Amount:	£376,040

Supports people recovering from drug or alcohol misuse to get and sustain work. Each participant has at least 6 hours' one to one support and training, help developing employability skills; input from peers on mentoring schemes or the St Mungo's Recovery College, via which they develop vocational skills.

Delivery information

Deliverable group	Original profile 13-15	Most recent profile 13-15	Actual delivered cumulative 13-15
Enrolment	307	255	241
6+ hours of support	307	210	190
work / voluntary placement	153	60	40
evaluation	1	1	1
employment start	100	80	73
sustained employment (26 weeks)	50	33	19
progression into education or training	122	80	54
Budget (£)	£376,040	£249,540	£163,500

This project has underperformed over the last four quarters. The cause is that participants have multiple barriers to work. The project needs more time for each participant. Participants may struggle to remain engaged. Delivery was also affected when the lead worker was on long term sickness. The project has delivered well compared to previous projects of this kind. The constraints of ESF funding – focused mainly on jobs - do not reflect the realities of this client group. There is a greater cost saving to society when someone is helped off substance abuse, off the streets and into work.

Case study

I was married to a violent man with a cocaine addiction. I fled with my son and a few possessions. My little boy was taken into care. This was a really dark time – my mum died 16 days after the placement order, I became homeless. I had health problems which resulted in seizures. I was an emotional wreck – I had lost everything. Within a week I had broken down and had an overdose of sleeping tablets.

Gradually with the help of a friend, therapy and a referral to St Mungo's I got into stable accommodation. From there I continued my adoption counselling until funding ran out and have had to find ways to continue this. I found it so hard to access services when I didn't have a stable. Getting a place to stay made a huge difference. SMB helped me to get a grant as I was starting from scratch. This has helped me to look after my health, control my food and environment.

I felt ready to take the next baby step towards a normal life. I was referred to the Employment team. It was good to be somewhere that wasn't like the job centre. I wanted to find work but I didn't feel confident. I had lost everything I was – I was no longer a mother, wife or daughter. I needed to build my identity. I talked to my job coach about my goals and she suggested that I apply for the receptionist role with the team. I did an application, had an interview and was successful. This has really helped with my routine, my confidence. I am beginning to trust myself and my abilities. I have discovered how much I enjoy helping others. This is my first experience of working and it feels good. I will be able to get a reference and another job. I don't feel judged - It was good to be given a chance.

Paddington Development Trust

Project name:	West London Ethnic Employment Support
Priority:	3 ESF Tackling Poverty Through Employment
Specification:	3.2 People from ethnic groups with low labour market participation rates
Amount:	£511,504

Employability support for workless members of the Somali, Bangladeshi, Pakistani and North African communities, in eight West London boroughs. Members of these four communities experience multiple barriers to work. Provides participants with an intensive, flexible, and individually tailored programme of one-to-one IAG support, work placements and job coaching/mentoring.

Delivery information

Deliverable group	Original profile 13-15	Most recent profile 13-15	Actual delivered cumulative 13-15
enrolment	307	495	495
6+ hours of support	307	387	387
work / voluntary placement	153	75	75
evaluation	1	1	1
employment start	100	196	196
sustained employment (26 weeks)	50	86	86
progression into education or training	122	123	123
Budget (£)	£376,040	£511,504	£511,504

This project had delivered all its targets. The project tried a new approach. Participants who were close to job ready were fast tracked and mostly given support in CV writing and job search. This allowed the project to focus its IAG on those further from the market. This resulted in them achieving 96% more jobs than their original specification with only a 20% increase in IAG funding.

Case study

ND is a 29 year old, whose parents come from Trinidad. She has a degree and a Masters in Criminology. She has always wanted to help young people, especially those at a disadvantage. Following university, she applied for trainee jobs. She is independent minded and was keen to avoid going on benefits. She therefore started a job at McDonalds. While this covered her expenses, she did not find it rewarding. At this stage N became pregnant and a single parent. She started taking her child to Kensington and Chelsea Children's Centre: "I didn't go to the children's centre expecting to get job advice but I was really pleased it was there. I had seriously begun to doubt myself".

PDT had part time, six month office jobs for those who need experience on their CV. N became an admin assistant. With training, she began outreach in her local community. However she was losing money and could not really afford this to continue. PDT agreed to double N's hours. This meant she could earn more money. But more significantly it allowed her to receive assistance with her childcare. At the same time she became a trainee job adviser, with a caseload of young people.

N is now full time (and researching NVQ qualifications for her adviser role). Her story shows that, even where the person has good education and skills, and is a hard worker, determined to avoid benefits dependency, lack of relevant professional experience and childcare responsibilities act as serious barriers,

Redbridge Council for Voluntary Service

Project name: Women Works
Priority: 3 ESF Tackling Poverty Through Employment
Specification: 3.3 Women facing barriers to employment
Amount: £461,540

The project works with hard to reach women providing outreach, widening participation and delivering support and training services.

The project offers access to workshops that address barriers to work and employer needs.

As part of the delivery the project offers 1-2-1 IAG, job brokerage; life coaching to develop soft skills and address personal barriers to work in participants' homes.

Delivery information

Deliverable group	Original profile 13-15	Most recent profile 13-15	Actual delivered cumulative 13-15
enrolment	307	450	450
6+ hours of support	307	350	350
work / voluntary placement	153	99	99
evaluation	1	1	1
employment start	100	166	166
sustained employment (26 weeks)	50	87	87
progression into education or training	122	88	88
Budget (£)	£376,040	£470,340	£470,340

This project received additional funding twice in the last year, delivering its final profile. Redbridge CVS developed an effective delivery model. They have built strong working relationships with their delivery partners, which was evidence in the consistent delivery and quality of results.

Case study

Lurdes, a single mother of three with English as a second language, registered onto one of Redbridge's Jobshop Community Outreach projects. She struggled with personal debts, coping with depression and low self-esteem due to having no support network in place.

She participated in 'GOALS' training to focus on improving her motivation and self-esteem. She was also supported by her Advisor with CV writing, jobsearch and interview techniques.

Her confidence grew and she was successful in securing a part-time job in the Care industry. The project paid for her DBS check and initial travel expenses. She also received vouchers to help her buy suitable work clothes. She has stayed in contact with her Advisor and reports the in-work support helped her keep positive, motivated and encouraged during her employment.

Advice UK

Project name: Stronger Organisations-Benefiting London(ers)
Priority: 4, Capacity building in the voluntary and community sector
Specification: n/a
Amount (2 years): £507,632

Capacity building for the advice sector, designed to increase its effectiveness in supporting people affected by welfare changes, high levels of unemployment and low wage employment and others on fixed incomes, such as pensioners.

Delivery partners: Law Centres Federation, Lasa.

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	793	777
Increase in organisational stability of agencies.	15	18
Number of organisations reporting that they can better engage with statutory agencies and stakeholders.	35	38
Increase in the awareness of voluntary advice agencies, to meet the advice and support needs of protected equalities groups.	40	34

Case study

Welwitschia Welfare Centre is a charitable organisation set up in 1998 to facilitate the integration of African Portuguese speaking migrants, refugees and other people of African origin in Greater London. Welwitschia offers Quality Assured information advice and support in community languages. The service includes advice on social welfare matters such as housing, welfare benefits, money, debt and immigration.

WWC's CEO approached AdviceUK's SOBEL project for help with their advice service and to explore strategies to develop sustainable income streams and long term delivery of services. Welwitschia were in dire danger of having to close down unless they could obtain further funding. They had also run into difficulties with the renewal of accreditation with the Advice Quality Standard following recent changes to the standard. They needed the AQS before they could submit the funding applications they had planned. Our organisational development service provided one-to-one support including reviewing funding applications before submission and also the development of a fundraising strategy. We also helped to develop the new policies that were required before they could pass their AQS audit and contacted the auditors to sort out any outstanding issues.

We are happy to report that, WWC managed to obtain re-accreditation with the AQS and secure funding. This funding has helped the centre continue to delivering its vital services while it explores more funding opportunities over the foreseeable future. WWC is offering an advice service dealing more effectively with the problems faced by Londoners, particularly those resulting from welfare changes, in and out of work poverty and deprivation.

"Thank you from the bottom of my heart for your help and assistance in the last application for Trust For London. I am pleased to inform you that the application has been successful. The Trust has agreed to fund Welwitschia Welfare Centre £35,000 for the next three years for rent and towards the Co-ordinators post. I hope to get the Coordinators post now... The fight goes on!..."

Age UK London

Project name:	Fit 4 Purpose
Priority:	4, Capacity building in the voluntary and community sector
Specification:	n/a
Amount (2 years):	£310,154

Age-sector project to support, inform, up-skill and network voluntary and community organisations working with older people, across all London boroughs. Activities include: helping organisations reduce costs; social media training workshops; outreach; practical support workshops to help organisations identify and pitch for funding.

Delivery partners: Opening Doors Age UK, London Older People Advisory Group (LOPAG).

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	360	604
Organisations gain skills in financial and organisational viability.	156	159
Organisations with increased knowledge of best practice including legal and policy issues.	215	220
Number of organisations able to demonstrate an increased knowledge of principles and practice of equality and inclusion'.	67	70

Case study

Jan Marriot, of Richmond upon Thames Forum for Older People, attended the '*How to save and be Energy Wise*', Skill Sharing workshop that was run by Age UK London as part of the Fit 4 Purpose project on 6th March 2015.

The aim of this workshop was to increase attendees' understanding of:

- Resources available to older people's organisations to support energy savings policies and implement good practice
- How to save organisational costs and be energy wise.

Funders are increasingly keen that charities and community groups are environmentally responsible with policies and procedures in place. It is now often a requirement for funding.

This workshop helped older people's organisations to develop their organisations policies and activities in this area.

Workshop participants shared their organisations approach and policies in this area. They were supported by the Workshop Facilitator and undertook short exercises to ground content in real-life examples.

In total, 11 people represented their organisation through attendance at this workshop.

Following the workshop, Jan Marriot commented:

'I have gained knowledge on eco energy saving, information to share with other forum members... very informative on smaller individual matters; great at addressing questions and issues raised.'

Children England

Project name:	<i>Engage London - Supporting the Children and Young People's Voluntary and Community Sector</i>
Priority:	4, Capacity building in the voluntary and community sector
Specification:	n/a
Amount (2 years):	£425,898

Project to build capacity with local CVSs and other infrastructure groups/networks; to focus on supporting equalities groups to build sustainable services and meet the needs of the most vulnerable groups. Approaches to address needs and build capacity include: direct delivery; networks; policy briefings; resources; targeted support for local authorities; cascade training; webinars/ e-learning; coaching and mentoring support.

Delivery partners: Partnership for Young London, Race Equality Foundation.

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	2,534	2,346
Organisations with enhanced business plans and demonstrating that their services are more able to be effective and sustainable	166	166
Organisations effectively engaged in regional representation structures and increased opportunities for engagement	44	48
Organisations demonstrating that services are better able to meet the needs of equalities groups	50	70

Case study

Safeguarding Children and Young People and Equality training was provided for Kurdish and Middle Eastern Women's Organisation (KMEWO)

The aim of the training is to increase awareness of effective safeguarding practices that meet the needs of children and young people from all communities.

All participants were positive about the content of the session and how they could apply the learning. Often women service users are accompanied by their children which would allow staff and volunteers to use any learning from the safeguarding if there is a concern.

The Development Manager noted 'Our Volunteers got a good understanding of the importance of its own responsibility around safeguarding and how to act if need be.

Kmewo advised that it will make good use of the training in their work with vulnerable clients and their families. It will use the NPCCC / Children in England 'Safe Network' website to update its policy regarding safeguarding.

As we provide several educational courses to BME community we will add for e.g. in our parenting workshops awareness around children safeguarding.

London Deaf & Disability Organisations CIC (Inclusion London)

Project name:	The Power Up Project
Priority:	4, Capacity building in the voluntary and community sector
Specification:	n/a
Amount (2 years):	£560,000

Project designed to build the effectiveness and sustainability of disability sector organisations. Services include: practical support to enable organisations to maximise funding opportunities and establish new income streams.; business development to increase sustainability; creation of opportunities to increase ability of organisations representing disabled people to influence policy.

Delivery partners: Transport for All

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	231	266
Organisations business acumen and ability to deliver effective services and respond to changing legal/policy external environment increased	156	87
Member organisations have increased skills, knowledge and understanding of how to represent disability issues more effectively	51	53
Organisations with increased understanding equalities related legal and policy frameworks	24	48

Case study

124 disability sector organisations were asked about their capacity building needs in 2015. Some of the key findings include:

- Funding issues: 72% of respondents said securing funding for core work was their top priority – followed by 69% securing funding for information, advice and advocacy work and 46% for dealing with competition for contracts
- Improving organisational effectiveness: 56% of respondents said support to develop new services was their top priority followed by 52% for support with trying to deliver more with less and 42% support with improving data collection
- Campaigns and policy: 58% of respondents said support with keeping up to date about policy changes which affect Deaf and Disabled people was their top priority followed by 52% making and maintaining effective relationships with key decision makers and policymakers and 48% responding to local and national policy consultations
- Capacity building support: When asked what themes and issues organisations would like support from Power Up in 2015 63% said support to access new funding streams; 50% said support to evidence the value and impact of their services; 49% said Building their brand and profile and 48% said improving fundraising skills.

Outcomes: A report detailing findings is being produced and will be sent to relevant stakeholders in Q9 as well as being available on the Inclusion London website. The report is also being used to shape the work of Inclusion London and Transport ForAll.

London Voluntary Service Council

Project name: London for All
Priority: 4, Capacity building in the voluntary and community sector
Specification: n/a
Amount (2 years): £735,328

Project aiming to address identified gaps developing in VCS support services, while providing economies of scale through specialist pan-London support. Services include: tailored training, effective signposting, support for partnership working, linked to other support services around developing consortia and merger, and delivery of specialist ICT and HR support for VCS organisations, peer networking.

Delivery partners: Race on the Agenda, Women's Resource Centre, Refugees in Effective and Active Partnerships, Lasa.

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	2,250	2,443
Number of organisations using learning across services to improve the efficiency and /or effectiveness of their organisation	750	623
Number of organisations reporting learning and improvements through peer networking	600	589
Number of organisations reporting improved access to services across the equality strands	450	436

Case study

The organisation supported is called Working Merton Centre for Independent Living which is a local grass roots disabled people's organisation run and controlled by disabled people for disabled people.

The HEAR Coordinator made contact with the organisation as part of an initiative to contact equalities organisations in outer London boroughs. The previous disabled people's organisation in Merton had closed. Following contact Merton CIL started receiving regular updates from HEAR about London for All activities.

The CEO of Merton CIL, attended the HEAR London for All launch event for the 'Intersectionality' research project in June 2014 and stated "I really enjoyed the conference yesterday. Lots of interesting discussions and contacts made"

Following continued engagement in HEAR, Merton CIL has presented a case study of their work on tackling health inequalities in London and responded to research examining the impact of funders' practices on London VCS organisations' ability to do equalities related work. HEAR also publicised details of a Merton CIL event in its bulletin and provide relevant contacts enabling them to get suitable speakers.

The organisation stated, "At Merton CIL we think it is really important to deliver our work within an equalities framework, and our involvement with HEAR has helped support that aim."

The Refugee Council

Project name:	Supporting and Strengthening the Impact of London's Refugee Community Organisations ('Supporting RCOs')
Priority:	4, Capacity building in the voluntary and community sector
Specification:	n/a
Amount (2 years):	£124,684

Capacity building project for frontline refugee/ migrant community organisations (RCOs/MRCOs). The project aims to develop organisations' capacity to fundraise and diversify income streams; help organisations to better understand and articulate clients' needs and equalities issues and help organisations to develop and implement equalities-based approaches and policies and procedures to impact on service delivery and improve client access locally

Delivery partners: None

Delivery information

Primary outcome indicator	Profile 2015-16	Delivered 2015-16
Number of new users	500	514
Refugee Community Organisations reporting business plan development and implementation	30	36
Organisations reporting improved understanding of the voluntary sector's role and capacity	20	37
Front-line organisations better able to deliver well informed services that reflect the needs of refugees and asylum seekers	50	51

Case study

The Refugee Council worked with the WHEAT Mentor Support Trust which enables BAMER and other vulnerable groups to achieve their goals and aspirations through one-to-one mentoring support and volunteering opportunities.

WHEAT Mentor Support Trust has benefited from the Refugee Council's Supporting RCOs project in different ways including through a series of one-to-one support sessions particularly through funding surgeries organised in conjunction with Aston Mansfield Community Involvement Unit at Durning Hall Community Centre, Forest Gate, in Newham.

The organisation notes that it attended a training session on developing strategies for income generation and sustainability. We also attended a funding seminar. Using the information and the advice we received from the one-to-one sessions, we developed proposals, submitted them to funders one of which was successful.

4 Programme management

Officers continue to monitor projects against the performance management model agreed by Grants Committee at their meeting in February 2013, with adjustments made following consideration of this model by Grants Committee at their meeting 18 November 2015.

5 Outcomes in boroughs

Councils wish to know what provision funded by the Programme is taking place in their borough. The 'borough spread' tables at Appendix 2 show the performance of the programme broken down by specification and primary outcome indicator in all London boroughs.

This data should be used with caution. Under the principles of the programme (set out in the review report), the projects are pan-London, so not simply attributable to individual boroughs. In addition, a beneficiary may live in one borough, or declare that they do, but receive services from a project in one or more other boroughs. Moreover, victims of violence often need to be moved from one borough to another, to escape from violence. Many homeless people move to central London. Some of the figures are the best-known figures at this time but may change as officers work their way through monitoring information from providers.

Further information with regard to involving and reporting to boroughs during the next steps of the Grants Review is outlined in the report on the future grants programme.

Recommendations

The Grants Committee is asked to note that:

- 1) The Grants Committee is asked to note that:
 - a) At priority level, the outcomes for:
 - i) Priority 1 (homelessness) overall were 26% above profile in 2015/16
 - ii) Priority 2 (sexual and domestic violence) overall were 10 % above profile in 2015/16
 - iii) Priority 3 (ESF tackling poverty through employment) overall were 1% above profile at completion
 - iv) Priority 4 (capacity building) overall were 5% below profile in 2015/16
 - b) This performance in the last four quarters means that the number of interventions delivered in the 12 quarters combined since the start of the programme is as follows:
 - i) Priority 1 (homelessness) –59,735
 - ii) Priority 2 (sexual and domestic violence) – 217,288
 - iii) Priority 3 (ESF tackling poverty through employment) – 7,474 (Q1-10)
 - iv) Priority 4 (capacity building) – 14,607
 - c) At project level
 - i) In the red, amber, green (RAG) system, 21 projects are green and 3 are amber. Ten have no rating this quarter as these are ESF projects that have completed.

- ii) The direction-of-travel arrows show that the performance of 4 of the projects is falling (green).
 - iii) Officers would propose to concentrate performance management effort on the three projects that are rated amber (Thames Reach, Women in Prison (1.1 & 2.2) and four whose direction-of-travel arrows are pointing down (Women's Aid, Ashiana, Inclusion London and LVSC) and GALOP which has experienced the loss of two partners going to administration.
 - iv) The attached tables showing the outcomes of each priority in each borough in 2015/16.
 - v) Note the issues relating to Women in Prison (specification 2.2) outlined in Section Three and agree that officers bring an update on this to the Grants Committee Chair.
- d) The Committee is asked to note the annual statement from London Funders (see Appendix Three). London Councils pays an annual subscription to London Funders of £60,000 on behalf of London boroughs. This saves a total of £14,800 per year. London Funders is the membership body for public, private and independent funders and investors in the work of the third sector in London).
- e) The Committee is asked to note the annual equalities information provided in Appendix 4.
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Appendix 1 RAG Rating Methodology

Appendix 2 Borough outcomes

Appendix 3 London Funders Annual Report

Appendix 4 Annual Equalities Audit

Financial Implications for London Councils

None at this stage. Information regarding payments made is outlined in Item 8 of this agenda.

Legal Implications for London Councils

None at this stage

Equalities Implications for London Councils

London Councils' funded services provide support to people within all the protected characteristics (Equality Act 2010), and in particular targets groups highlighted as particularly hard to reach or more affected by the issues being tackled. Funded organisations are also required to submit equalities monitoring data, which can be collated across the grants scheme to provide data on the take up of services and gaps in provision to be addressed. The grants team reviews this annually.

Background Documents

Grants Programme Performance Report - Year 2 – Grants Committee, 15 July 2015

<http://www.londoncouncils.gov.uk/node/26716>

Item 5 - Commissioning Monitoring Arrangements – Grants Committee, 20 February 2013

<http://www.londoncouncils.gov.uk/node/21980>

Appendix 1 RAG rating

London Councils officers report quarterly to the Grants Committee on the performance of the grants programme. The cornerstone of this at project level is a red, amber or green (RAG) rating of all projects. Projects that score (out of 100 points):

- 75 or more are rated green
- From 50 to 74 are rated amber
- Less than 50 are rated red.

The RAG rating is made up of:

- Performance - delivery of targets: 60%
- Quality - provider self-assessment and beneficiary satisfaction: 20%
- Compliance - timeliness and accuracy of reporting, responsiveness and risk management: 20%.

We use the RAG rating to guide the amount of support and challenge that we give projects. For example, a red rating for a project would tell us that we had to do urgent and substantive work with this project and potentially to seek the Committee's approval for changes in the funding agreement.