

## Grants Committee

Performance of Grants Programme 2013-17      Item      4

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<b>Date:</b>	23 November 2016		
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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 – 30 September 2016, which is year three and the first six months of year four, of the four year programme (quarters 9-14 of 16). It sets out data on the performance of the programme and other performance-related information.

### Recommendations

- 1) The Grants Committee is asked to note that:
  - a) At priority level, the outcomes for:
    - i) Priority 1 (homelessness) overall were 27% above profile in 2015-17 (Q1-6)
    - ii) Priority 2 (sexual and domestic violence) overall were 12 % above profile in 2015-17 (Q1-6)
    - iii) Priority 3 (ESF tackling poverty through employment) will begin reporting on outcomes in January 2017. Of the six new projects, four have funding agreements in place.
    - iv) Priority 4 (capacity building) overall were - 5% below profile in 2015-17 (Q1-6)
  - b) This performance in the last six quarters means that the number of interventions delivered in the

14 quarters combined since the start of the programme is as follows:

- i) Priority 1 (homelessness) –69,788
- ii) Priority 2 (sexual and domestic violence) – 251,274
- iii) Priority 3 Delivery information on the new programme will be available in January 2017
- iv) Priority 4 (capacity building) – 15,722

c) At project level

- i) In the red, amber, green (RAG) system, 21 projects are green and four are amber. Six have no rating this quarter as these are ESF projects that have not submitted delivery information to date.
- ii) The direction-of-travel arrows show that the performance of one of the projects is falling (green).
- iii) Officers propose to concentrate performance management effort on the four projects that are rated amber
- iv) The attached tables showing the outcomes of each priority in each borough in 2015-17 Q1-6 (2013-17 Q9-14).

d) The arrangements for the close of the programme outlined in section six.

# 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 November 2016. It covers the reporting period 1 April 2015 – 30 September 2016 (Q9-14 (of 16)). Projects were reviewed at the end of the first two years of the four year programme. At this point Grants Committee agreed targets for the last two years of the four year programme. For that reason the performance reports submitted to Grants Committee during 2015-17 cover years three and four.

Members of the Grants Committee agreed at their meeting 18 November 2015 to an adjustment to the commissioning monitoring arrangements report (February 2013) to adopt a risk based approach to the model. In particular this was to address the need to balance the

monitoring requirements of the new programme whilst in the evaluation, design and award stage of the new programme. This involved focus on commissions that are rated as higher risk. With this in mind officers are reporting on the commissions rated as amber for this report. In addition, members are asked to note that officers have not reviewed the returns information contained in the report to the level of detail that they would normally due to competing demands of application assessments for the 2017-21 programme and monitoring the 2017-21 programme. Any issues that emerge after Grants Committee relating to this reporting period will be reported to the next meeting of the Grants Committee.

## **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	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: - 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: - 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
<b>2. Sexual and Domestic Violence (continued)</b>	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
<b>2. Sexual and Domestic Violence (continued)</b>	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
<b>3. ESF tackling poverty through employment</b>	All specifications use the same indicators	Participants receiving 6+ hours of one-to-one support
		Participants receiving 12+ hours IAG (recovering from drug and/or alcohol addiction, homeless)
		Participants completing work or volunteering placement
		Participants gaining employment within 4 weeks of leaving
		Participants sustaining employment for 26 weeks
		Participants gaining employment within 4 weeks of leaving (recovering from drug and/or alcohol addiction, homeless)
		Participants sustaining employment for 26 weeks (recovering from drug and/or alcohol addiction, homeless)
		Participants progressing into education or training
<b>4. Providing support to London's voluntary and community organisations</b>	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**

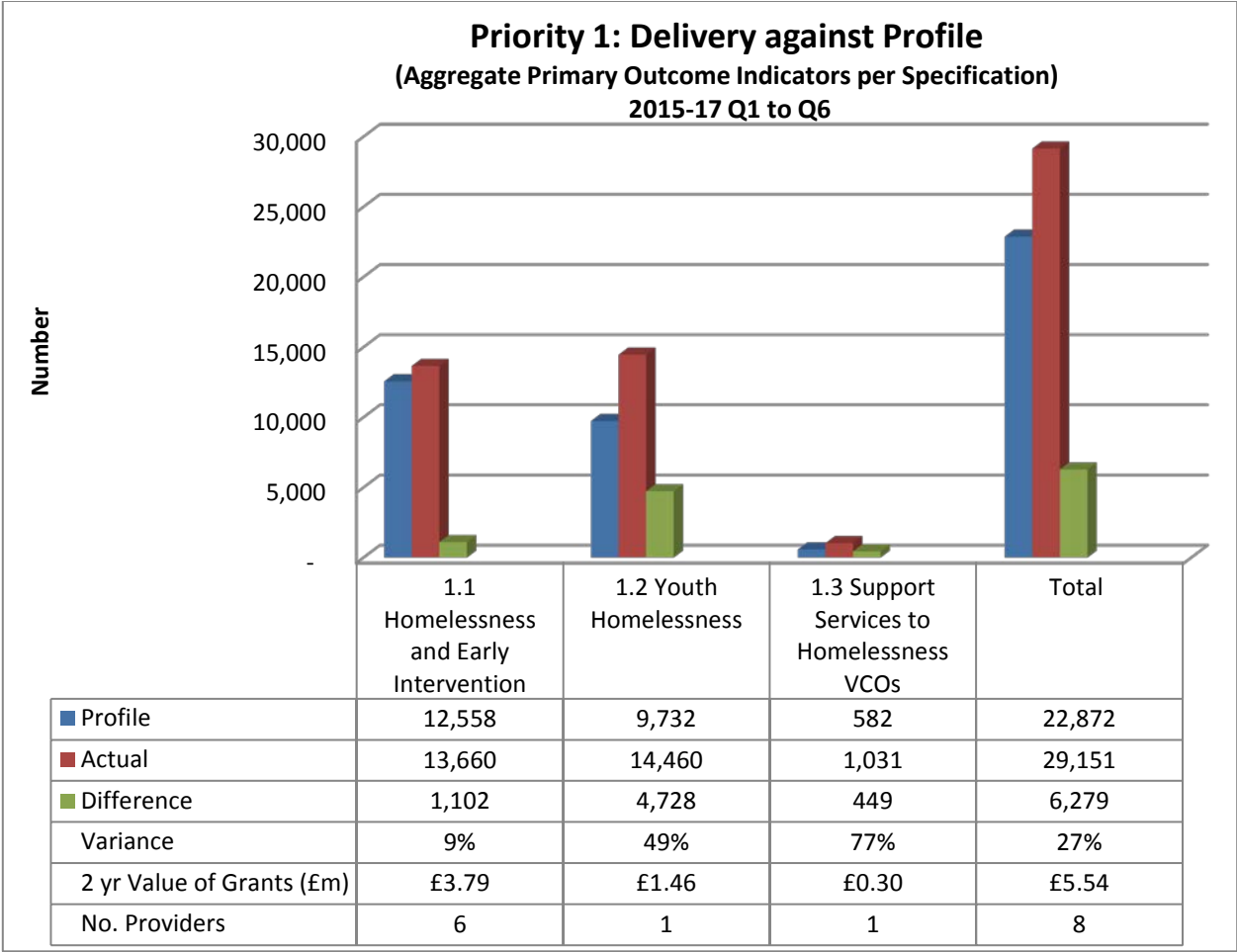
The Committee has allocated £5.54 million to eight projects to tackle Priority 1: Homelessness for 2015-17. Of these eight:

- 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 2015-17 quarters 1 to 6 (quarters 9 and 14 of the four year programme). Over these six quarters, performance was 27% above profile. This reflects the fact that these figures relate to the combined third and fourth year of the programme and projects are largely performing well and continuing to add value, having largely addressed issues of underperformance in earlier quarters.

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

Figure 1



## **2.2 Priority 2: Sexual and domestic violence**

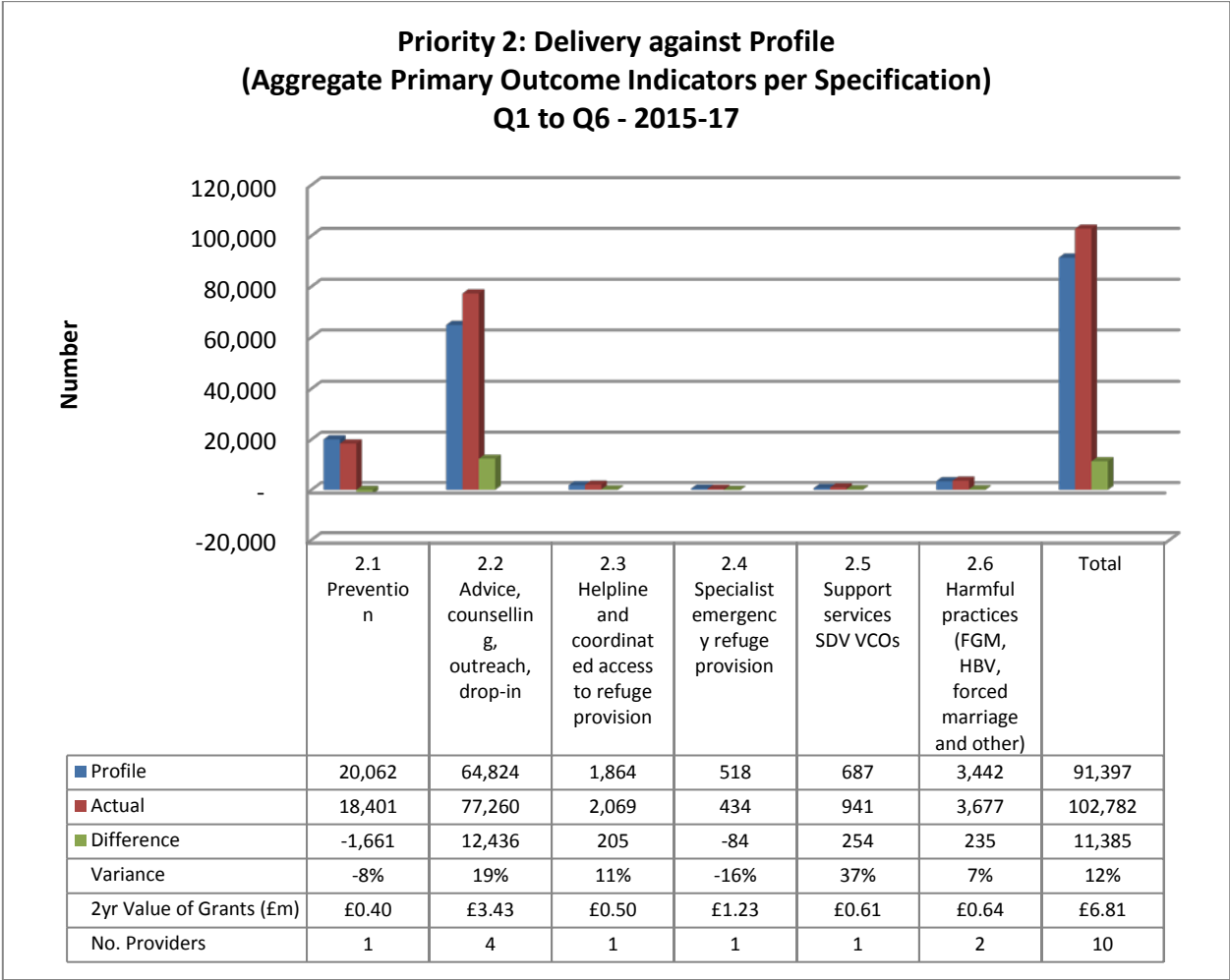
The Committee has allocated £6.81 million of funding to 11 organisations to tackle sexual and domestic violence over two years:

- 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 1 shows the performance of the priority in 2015-17 quarters 1 to 6 (quarters 9 and 14 of the four year programme). Over these two quarters, the total performance was 12% 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.

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

Figure 2



### **2.2.1**

#### **Priority-level issues**

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 has over delivered this quarter, seeing 14% more users than profiled. However, the strand is shown as -8% below target as the data is cumulative and had under delivered in the previous quarter. Tender advise that it expects to meet its targets by the end of the funding period. Given that Tender is making up the shortfall between its profiled and actual target numbers and does not breach the 15% buffer applied to all targets, officers do not have any major concerns.

Specification 2.4 is delivered by two consortiums both led by Ashiana that deliver emergency refuge accommodation to women fleeing violence with complex needs. Ashiana's London Specialist Refuge Network project (7644) was mainly below profile in regard to the number of clients that report increased understanding on the affects of DV/problematic substance on children because less women than profiled, who had children, were referred into the refuges. Ashiana's SERA project (8200) project was established with the re-allocation of funding following the closure of Eaves, as agreed by members of the Grants Committee in March 2016. Its performance is mainly below target because it undelivered in its first quarter of delivery (April – June 2016), as it was still setting up, and has not fully made up the shortfall from the last quarter (Please see paragraph 3.2.2 for further details).

## 2.3

### Priority 3: ESF tackling poverty through employment

Grants Committee agreed funding for the Poverty Programme under Priority 3 ESF Tackling Poverty through Employment at its meeting on 13 July 2016. The Poverty Programme is half funded by boroughs' contributions to the Grants Programme (£1 million per year). This is 50% matched through the European Social Fund (ESF) Programme. London Councils will receive its European funding through the GLA who operate within a framework set by the Department for Work and Pensions and the London Enterprise Panel. The establishment of this new ESF programme and all funding made under it followed London Councils entering into agreement with the GLA to provide services.

The projects, which will run from September 2016 to December 2018, are as follows:

Project No.	Project	Borough Clusters	Funding
1	Disability Times Trust	Hounslow, Ealing, Hillingdon, Brent & Richmond upon Thames	£896,229
2	London Training and Employment Network	Wandsworth, Kingston upon Thames, Merton, Sutton, Croydon & Lambeth	£966,423
3	MI ComputSolutions	Southwark, Lewisham, Bromley, Greenwich & Bexley	£926,312
4	Paddington Development Trust	Westminster, Kensington and Chelsea, Barnet, Harrow, Haringey & Hammersmith and Fulham	£928,819
5	Redbridge Council for Voluntary Service	Enfield, City of London, Hackney, Islington, Tower Hamlets & Camden	£938,847
6	Redbridge Council for Voluntary Service	Barking and Dagenham, Havering, Newham, Redbridge & Waltham Forest	£983,971

The London Councils ESF Poverty Programme will support the long-term unemployed and economically inactive people from specific disadvantaged target groups. All funding requirements have now been received from projects and a funding agreement has been signed off for each one. All projects have also agreed to work in partnership with projects that London Councils funds under the Priority 1 Homelessness.

Projects receive an advance of 15% of funds as their first payment. Subsequent instalments are paid by results and the first claim deadline is 20<sup>th</sup> January 2017 which covers the period September – December 2016. An update on delivery will be provided to the next Grants Committee in February 2017.

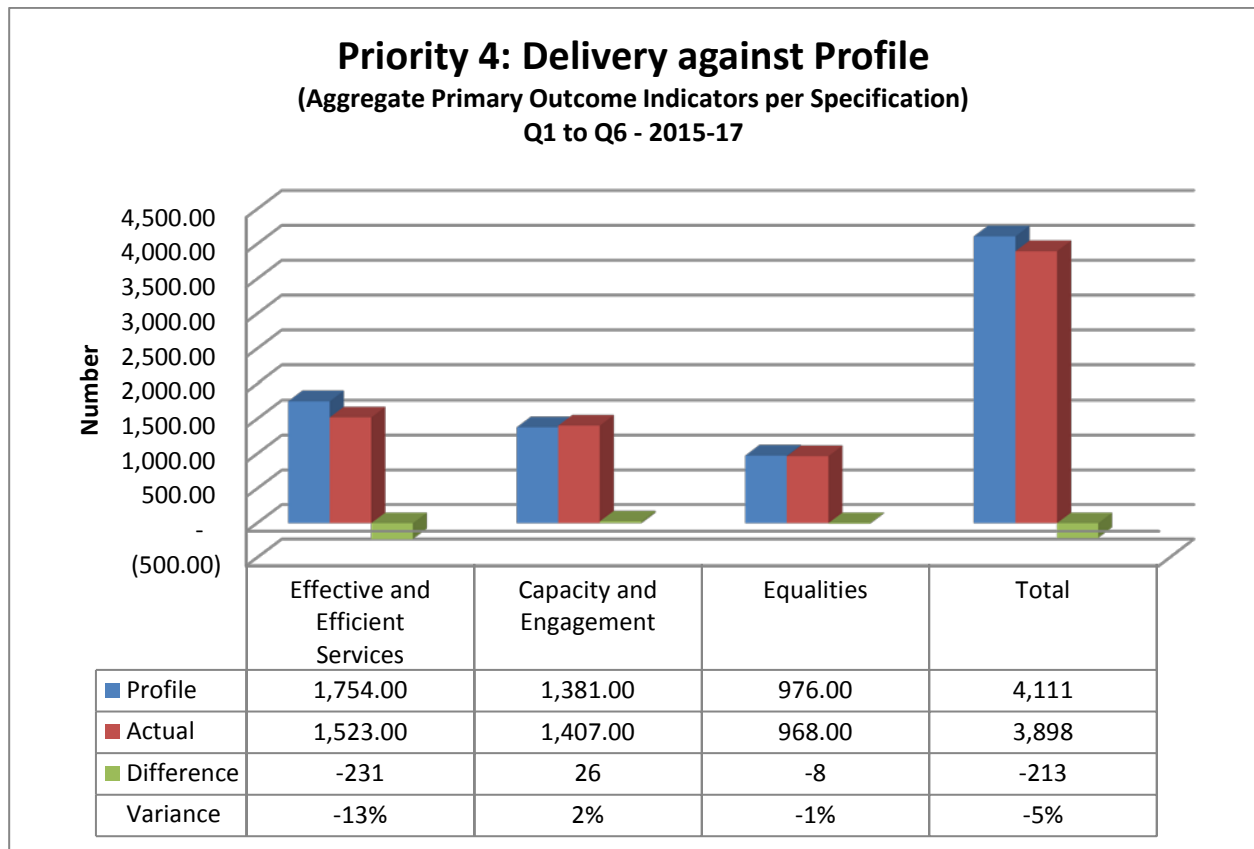
## 2.4

### 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 2015-17 quarters 1 to 6 (quarters 9 to 14 of the programme). During 2015/17 quarters 1-6 performance was 5% below profile.

**Figure 4**



#### 2.4.1 Priority-level issues

The -5% variance of delivery against profile in Priority 4 mainly reflect 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 -13%, (which is within the +/-15% buffer).

The two main reasons have previously been reported to committee. Firstly 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.

Secondly, in quarter 4 (2015-17), the grants team requested one of the commissions to omit 60 organisations from their primary outcome 1 count; 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.

This commission has reviewed the content of their 2017 annual survey to ensure that no anonymous responses are received and they are satisfied that the problem will not reoccur in the forthcoming annual survey.

In addition, in each of the last two quarters, two different commissions have been affected by IT issues which caused them difficulties in accessing monitoring data in time for the reporting deadline. This meant there has been some under-reporting of outcomes, particularly under priority 1 for both quarters 5 and 6. Officers have had assurances from the two commissions in question, that the IT breaches have been dealt with, and steps taken to ensure this loss of data/ delays in reporting will not re-occur. The missing quarter 5 data was updated in quarter 6, and it is expected that the missing information in quarter 6 will be updated in quarter 7.

Overall the six commissions have continued to provide effective and excellent quality, specialist services to frontline organisations; delivery across the priority remains at a high level. A visit was undertaken in October to a priority 4 commission delivering equalities training on Trans awareness.

### **External issues/news reported by funded commissions**

There were common themes reported by the commissions in quarters 5 and 6:

A spike in hate crime post Brexit was reported by several of the commissions and they in turn have adjusted the emphasis on service delivery accordingly for example, reinforcing their efforts on equality / human rights or anticipating increased pressure on advice services.

All commissions are closely monitoring/ participating in the progress of *The Way Ahead* report into an active framework.

The appointment of a mayoral adviser for social integration, social mobility and community engagement (Matthew Ryder QC) is also of importance given commissions' work with the GLA and advocacy for greater focus on social action by VCS groups



### **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 policy<sup>1</sup>. 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 13 (April to June 2016) and quarter 14 (July – September 2016) are set out in the table below. The Committee will note that of the 31 projects, in quarter 14, 21 are rated green and four are rated amber. Six ESF projects are not rated because these are new projects, agreed by Grants Committee in July 2016. Performance data for these will be available after January 2017. The direction-of-travel markers on projects show that the performance of one green rated project has declined since the last quarter.

Officers would propose to concentrate performance management effort on the four projects that are rated amber. Officers have provided updates on the amber rated projects in section three. In line with the risk based varied approach agreed by members in November 2015 officers have provided commentary on the amber rated projects in section three, but not the project which is green with a downward arrow.

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<sup>1</sup> Commissioning Monitoring Arrangements, Item 5, Grants Committee, meeting on 20 February 2013

**Table 2. RAG**

Funding 2013- 17 Strands	Organisation	Partners	RAG Rating Apr – June 2016	RAG Rating July - Sept 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, Maya, EASL (Formerly Eaves Housing for Women, Addaction Drug and Alcohol Services).	Amber ↔	Amber ↔
1.1	The Connection at St Martin's	None	Green ↔	Green ↔
1.1	Women in Prison Ltd (1.1)	None	Amber ↘	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 2013-17 Strands	Organisation	Partners	RAG Rating Apr – June 2016	RAG Rating July - Sept 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.	Red	Amber ↑
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	Disability Times Trust	Action West London, Adult Training Network, New Challenge, St Mungo's, Tasha Foundation.	N/A	N/A
3	London Training & Employment Network (LTEN)	Centrepont Soho, Storm Family Centre, Refugee Action Kingston, Status Employment, Latin American Women Rights Service, Skillsland Ltd, HCT Group, Breaking Barriers.	N/A	N/A
3	MI ComputSolutions	Centrepont Soho, All Dimension, Careerwise, Pecan, Train 2 Work, Be Totally You, Successful Mums, Royal Mencap Society.	N/A	N/A
3	Paddington Development Trust	CITE, Equi-Vision, Get Set, Mind, St Mungo's, Urban Partnership Group.	N/A	N/A
3	Redbridge CVS	Gingerbread, St Mungo's, Osmani Trust, Bromley by Bow Centre, Fivee, HCT Group, London Training & Employment Network (LTEN), Volunteer Centre Hackney.	N/A	N/A

Funding 2013- 17 Strands	Organisation	Partners	RAG Rating Apr – June 2016	RAG Rating July - Sept 2016
3	Redbridge CVS	Gingerbread, St Mungo's, Ellingham, East Thames (East Potential), Adult Training Network, DABD (Diverse Ability Barking & Dagenham), Harmony House, Make a difference at Sandies (Madas).	N/A	N/A
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	N/A	Green ↔	Green ↔

## **3.2 Project issues**

The following section provides further detail about specific projects.

### **3.2.1 Priority 1**

#### **Women in Prison**

RAG rated Amber. Women in Prison's amber rating has continued from Q12. Officers anticipated an improvement in delivery variance in Q13, as reported in the previous update to Committee on 13 July 2016. However, an issue with long term staff sickness persisted into this quarter and continued to affect service levels. In addition, the closure of Holloway HMP between July and September impacted negatively on referrals and outcomes in the last two quarters. There has also been some disruption to workshops for a variety of reasons including staff shortages and a lack of probation staff in Croydon.

Staffing has now been addressed through permanent recruitment to this post for maternity cover, resulting in the project being fully staffed until the end of funding. As a result of Holloway's closure, staff have also worked hard to develop new referral routes in Downview HMP with other projects and formalise access to provide advice sessions. These have now started, alongside sessions provided in HMPs Bronzefield and Send. Services have also been promoted in new locations to secure workshop delivery venues and a number of these including the Sutton Hub are expected to start up in Q15.

These developments have resulted in a continued improvement between quarters in outcome variances and an increase in the numbers of women being seen. The commission is confident that delivery will be higher over the next quarters with the new member of staff fully embedded and officers feel progress over the last quarters reflects this. This project is now borderline amber but this is largely due to reductions in contract compliance scores caused by delays in receiving financial information. A New Director of Operations has taken over responsibility for the commission and compliance shows signs of improving going forward. Officers therefore expect the commission to return to a green rating in the next quarter, which reflects the hard work undertaken to bring delivery back on track, particularly following Transforming Rehabilitation changes. A further update to Members will be provided if an amber rating persists into the next quarter.

#### **Thames Reach**

RAG rated Amber. Thames Reach's amber rating has continued since Q12 and has fallen slightly over the last two quarters. Officers reported on progress previously in an update to Committee on 13

July 2016 when a borough action plan was put into place and outstanding issues from previous requests were resolved.

Officers then met with Thames Reach in Q13 to discuss falling delivery levels. The meeting highlighted an apparent issue with data recording which may have resulted in lower outcome and new user figures being reported. Monitoring requirements were clarified with the commission at the meeting to address this. Thames Reach had also introduced a new casework management system which was expected to improve this issue going forward. In addition a comprehensive borough action plan was presented at the meeting which showed good progress in tackling service promotion where borough coverage was low.

Eaves closure was unexpected and the loss of this long established and unique service left a big gap. A female link new worker is now in post and has been working hard to rebuild contacts as it had not been possible to pick up Eaves existing links. As a result of this, Thames Reach expects related outcome delivery to show significant improvement from Q15 onwards. An additional accommodation worker was also recruited in Q13 and is now in post to improve accommodation outcomes. Health outcomes are below target and Thames Reach will be meeting with the respective partners to discuss improvements to current processes and promotion of services to rectify this. However, another staffing change is imminent for one of the partners which could further affect delivery during the handover period.

The number of new users seen and outcomes being achieved all increased in Q14 but at a lower level than anticipated and officers propose the following course of action. If there is significant under-delivery against the two year targets we will seek to withhold payment of a proportionate level of funding to reflect this. Any reduction in payment will take into account underspend which has already been addressed in reducing the first quarter's payment to the organisation by £25,801. We will keep the Grants Committee informed of any further action to be taken.

### **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 five consecutive quarters.

At Q13 Women in Prison advised that its delivery had been impacted by internal staff issues, the Transforming Rehabilitation Strategy and the closure of Holloway Prison, which resulted in the service being moved to Downview Prison. The provider also explained that it would not be able to make up the shortfall in its delivery targets over the lifetime of the project and also suggested that its targets would need to be reduced to reflect differences in delivery that had resulted from the transfer



of its service from HMP Holloway to HMP Downview. Members agreed that the Chair of the Grants Committee review and agree WiP's amended targets.

Having approved reductions to WiP's targets for the remainder of the funding period officers are concerned that WiP are still under delivering. WiP advise that it is still under delivering because of the closure of Holloway which was more pronounced this quarter because it saw the complete closure of Holloway. London Councils robust performance management policy has also prevented numbers from being higher due to restrictions on double counting. This partly reflects the fact that service users remain supported by the project for longer than originally anticipated, however, outcomes for these service users should only be counted once.

If there is significant under-delivery against the two year targets London Councils will seek to withhold payment of a proportionate level of funding to reflect this at the end of the programme. Officers will keep the Grants Committee informed of any further action to be taken.

#### **Ashiana (Specialist Emergency Refuge Accommodation Project)**

RAG rated Amber. The Provider was awarded funding in March 2016 to address the gap in services caused by Eaves going into administration in October 2015. The project officially started delivery in Q13 but its performance during this quarter was limited as the project was still setting up. Performance has improved in Q14 and it has over delivered on a number of outcomes in a bid to make up the shortfall from Q13. It has under delivered on some outcomes for a variety of reasons including, not receiving referrals relating to any women with problematic substance misuse issues that also have children and thus were not able to meet the outcomes related to this target group. The project has not met some outcomes because it is still working with many of the clients who were only enrolled during Q14 (in other words, it has not had any clients that have had planned move – ons).

### **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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	6683	8406
People/ families who gain/secure temporary/permanent accommodation	204	345
People/ families successfully sustaining their tenancies for one year or more	600	620
People who gained employment, volunteering opportunities and work placements	240	270
Protected equalities groups assisted to secure or sustain suitable accommodation	360	710

### 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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	6770	4840
Number of clients gaining suitable temporary or permanent accommodation	1408	1684
Number of clients living independently after one year	193	98
Number of people achieving employment/ volunteering/ training outcomes	100	76
Number of clients demonstrating improved social networks/ relationships	130	173
Number of people with protected characteristics resettled into all forms of tenure	1400	2500

### 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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	1059	944
LGBT people/families gaining suitable temporary or permanent accommodation	300	297
Tenancies sustained for one year plus	43	45
LGBT people reporting reduced social isolation	355	330
People from protected equalities groups with increased access to suitable temporary or permanent accommodation	1059	944

### 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

<b>Project name:</b>	Targeted Rapid Intervention and Outreach (TRIO)
<b>Priority:</b>	1, Homelessness
<b>Specification:</b>	1.1: Early intervention and prevention
<b>Amount (2 years):</b>	£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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	9374	2470
Number of rough sleepers gaining accommodation	163	88
Tenancies sustained	31	17
Improved physical and mental health.	413	242
Number of beneficiaries undertaking further education, volunteering and internships	43	38
More confident to participate in activities	33	74
Risk of homelessness reduced for women	503	284

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 April 2015 -Sept 2016	Delivered April 2015 - Sept 2016
Number of new users	978	908
People at risk of homelessness assisted to obtain temporary or permanent accommodation.	900	973
People with improved physical and mental health	525	606
People have increased learning and improvements in life skills and employment and training opportunities.	525	691
People with increased levels of social interaction and reduced levels of isolation.	525	546
People within the protected equalities groups have increased access to housing advice.	780	721

### 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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	750	525
Number of women accessing or maintaining accommodation	750	508
Number of tenancies sustained for more than one year	375	192
Number of women with appropriate medication, and referral routes to appropriate secondary care	225	286
Number of women within the protected equalities group (80% BAMER etc.) have individual support plans in place	375	278

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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	6642	7979
Young people securing suitable accommodation	654	911
Young people sustaining tenancies for one year or more	114	157
Young people reporting improved health or mental wellbeing following support	1530	1766
Young people securing employment, apprenticeships, placements, training and/or volunteering opportunities	792	792
Young people within protected groups benefiting	6642	10834

### 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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	255	373
Agencies reporting increased awareness of the needs of homeless clients from protected groups	157	281
Front-line homelessness agencies and equalities agencies working closer together	157	274
Front-line agencies confirming they have a wider understanding of funding opportunities	148	231
Agencies reporting increased awareness of equalities needs and how they impact on homelessness	120	245

### 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

<b>Project name:</b>	London Councils pan-London VAWG Consortium Prevention Project
<b>Priority:</b>	2, Sexual and Domestic Violence
<b>Specification:</b>	2.1: Prevention
<b>Amount (2 years):</b>	£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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	53725	49564
Participants who can identify at least one early warning sign of an abusive relationship	1990	2248
Participants understanding what a healthy relationship is and able to make positive relationship choices	12543	10242
Participants know where to disclose	2340	2386
Participants report an improvement in their peer relationships	1014	915
Participants more knowledgeable about the nature of sexual & domestic violence	771	867
Participants with a greater awareness of different forms of violence affecting protected groups	1404	1743

### 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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	790	881
People reporting an increased level of knowledge about housing options and support available	157	148
People who have received 1:1 support reporting improved self-esteem and self-confidence	71	88
People who have accessed specialist telephone and email support reporting increased knowledge about how to make safe decisions	148	201
LGBT people reporting an increase in their knowledge of rights, entitlements and options	235	295

### 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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	281	333
Users better able to access appropriate services.	120	163
Clients have reduced levels / repeat victimisation of sexual and domestic violence.	80	121
Service users more able to make safe choices leading to a reduction in occurrence and/or effects of violence, sexual abuse and repeat victimisation	120	287
Service users make more informed life choices to rebuild their lives and move to independence.	80	167
People from the protected characteristics have access to advice in a way that meets their needs.	195	333

### 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

<b>Project name:</b>	Ascent - Advice and Counselling
<b>Priority:</b>	2, Sexual and Domestic Violence
<b>Specification:</b>	2.2: Advice, counselling, outreach, drop-in and support for access to services
<b>Amount (2 years):</b>	£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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	15100	17340
Service users remaining in the service until needs met	13274	16232
Users that have an increased level of safety/reduced level of risk	11250	12374
Service users report increased understanding of their needs by providers	8520	10770
Users reporting increased levels of independence and ability to make decisions	8700	10639
Users with a changed living situation (including leaving a violent relationship, exiting prostitution)	3600	4372
Service users better able to access services appropriately	8090	9821
People from each protected characteristic who report an increase in their knowledge of rights, entitlements and options	7765	9588

### 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

<b>Project name:</b>	Thyme - Counselling and Through the Gate Project
<b>Priority:</b>	2, Sexual and Domestic Violence
<b>Specification:</b>	2.2, Advice, counselling, outreach, drop-in and support for access to services
<b>Amount (2 years):</b>	£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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	644	364
Number of one off contacts, assessments and support plans in place	648	359
Number of women actively engaged with 1:1 support, counselling and attending group support	540	336
Number of women reporting increased knowledge to be able to make safe choices	557	427
Number of women reporting improved knowledge to make improved life choices	518	441
Number of individual support plans in place for women from protected characteristics	82	98

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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	31875	29913
London callers reporting they have a better understanding of the options available to them	600	672
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	600	668
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	600	672

### 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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	750	859
Clients supported in the refuge who don't return to violence	69	54
Clients engaged with in-house and external support services around problematic substance use and mental health and NRPF.	106	94
Clients demonstrating increased feeling of well-being	106	85
Clients have planned move-on	30	38
Clients report increased understanding regarding the effects of DV/problematic substance misuse on children	30	21
BAMER, older, pregnant, disabled and LGBT clients report that support meets their needs	90	72

### 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 haga 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 April 2015 - Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	335	506
Increased knowledge about income diversification and effectiveness.	264	177
Frontline organisations gaining/ maintaining accreditation/ quality/ sector-wide standards-	177	170
Organisations reporting increased ability to work effectively together and develop partnerships	80	313
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.	166	196

### 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 April 2015 - Sept 2016	Delivered April 2015 - Sept 2016
Number of new users	847	1484
Number of beneficiaries having improved levels of self-esteem /confidence	847	1005
Number of beneficiaries having improved understanding of options and rights	847	1159
Number of beneficiaries having improved ability to communicate needs to service providers	847	894
Number of beneficiaries who made changes to their living situations improving their safety	802	503

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

<b>Project name:</b>	Al-aman Project: Women's Support Services
<b>Priority:</b>	2, Sexual and Domestic Violence
<b>Specification:</b>	2.6: Services targeted at combatting female genital mutilation (FGM), honour based violence (HBV), forced marriage and harmful practices.
<b>Amount (2 years):</b>	£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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	45	45
Beneficiaries reporting greater confidence and self esteem	36	41
Beneficiaries taking up additional services	36	41
Beneficiaries accessing education/training, volunteering or employment	27	34

### 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.

## Disability Times Trust

**Project name:** Directions West London

**Priority:** 3, Tackling Poverty Through Employment

**Specification:** n/a

**Amount (2 years):** £896,229

The project will work to improve the employability and skills of unemployed and economically inactive people in London by providing employability training. The project will also work with the 8 homelessness projects funded under priority 1.

Delivery partners: Action West London, Adult Training Network, New Challenge, St Mungo's, Tasha Foundation.

### Delivery information

Primary outcome indicator	Original profile 2016-18
Enrolments	715
6+ hours of support	641
12+ hours of support	43
Work/voluntary placement	143
Evaluation	1
Further education and training	141
Employment within 4 weeks of leaving the project	215
Sustained employment for 26 weeks	136
Employment within 4 weeks of leaving the project (those recovering from drug and/or alcohol addiction, homeless)	21
Sustained employment for 26 weeks (those recovering from drug and/or alcohol addiction, homeless)	9

### Case study

N/A.

## London Training & Employment Network (LTEN)

**Project name:** Steps into work

**Priority:** 3, Tackling Poverty Through Employment

**Specification:** n/a

**Amount (2 years):** £966,423

The project will work to improve the employability and skills of unemployed and economically inactive people in London by providing employability training. The project will also work with the 8 homelessness projects funded under priority 1.

**Delivery partners:** Centrepoin Soho, Storm Family Centre, Refugee Action Kingston, Status Employment, Latin American Women Rights Service, Skillsland Ltd, HCT Group, Breaking Barriers.

### Delivery information

Primary outcome indicator	Original profile 2016-18
Enrolments	771
6+ hours of support	697
12+ hours of support	46
Work/voluntary placement	154
Evaluation	1
Further education and training	154
Employment within 4 weeks of leaving the project	231
Sustained employment for 26 weeks	146
Employment within 4 weeks of leaving the project (those recovering from drug and/or alcohol addiction, homeless)	23
Sustained employment for 26 weeks (those recovering from drug and/or alcohol addiction, homeless)	9

### Case study

N/A.

## MI ComputSolutions

**Project name:** Community Life Change

**Priority:** 3, Tackling Poverty Through Employment

**Specification:** n/a

**Amount (2 years):** £926,311

The project will work to improve the employability and skills of unemployed and economically inactive people in London by providing employability training. The project will also work with the 8 homelessness projects funded under priority 1.

**Delivery partners:** Centrepont Soho, All Dimension, Careerwise, Pecan, Train 2 Work, Be Totally You, Successful Mums, Royal Mencap Society.

### Delivery information

Primary outcome indicator	Original profile 2016-18
Enrolments	739
6+ hours of support	667
12+ hours of support	44
Work/voluntary placement	148
Evaluation	1
Further education and training	148
Employment within 4 weeks of leaving the project	222
Sustained employment for 26 weeks	140
Employment within 4 weeks of leaving the project (those recovering from drug and/or alcohol addiction, homeless)	21
Sustained employment for 26 weeks (those recovering from drug and/or alcohol addiction, homeless)	9

### Case study

N/A.

## Paddington Development Trust

**Project name:** GOLD

**Priority:** 3, Tackling Poverty Through Employment

**Specification:** n/a

**Amount (2 years):** £928,819

The project will work to improve the employability and skills of unemployed and economically inactive people in London by providing employability training. The project will also work with the 8 homelessness projects funded under priority 1.

**Delivery partners:** CITE, Equi-Vision, Get Set, Mind, St Mungo's, Urban Partnership Group

### Delivery information

Primary outcome indicator	Original profile 2016-18
Enrolments	741
6+ hours of support	666
12+ hours of support	44
Work/voluntary placement	148
Evaluation	1
Further education and training	148
Employment within 4 weeks of leaving the project	222
Sustained employment for 26 weeks	140
Employment within 4 weeks of leaving the project (those recovering from drug and/or alcohol addiction, homeless)	22
Sustained employment for 26 weeks (those recovering from drug and/or alcohol addiction, homeless)	9

### Case study

N/A.

## Redbridge CVS

**Project name:** Aim Higher

**Priority:** 3, Tackling Poverty Through Employment

**Specification:** n/a

**Amount (2 years):** £938,847

The project will work to improve the employability and skills of unemployed and economically inactive people in London by providing employability training. The project will also work with the 8 homelessness projects funded under priority 1.

**Delivery partners:** Gingerbread, St Mungo's, Osmani Trust, Bromley by Bow Centre, Fivee, HCT Group, London Training & Employment Network (LTEN), Volunteer Centre Hackney..

### Delivery information

Primary outcome indicator	Original profile 2016-18
Enrolments	749
6+ hours of support	675
12+ hours of support	45
Work/voluntary placement	148
Evaluation	1
Further education and training	150
Employment within 4 weeks of leaving the project	225
Sustained employment for 26 weeks	142
Employment within 4 weeks of leaving the project (those recovering from drug and/or alcohol addiction, homeless)	22
Sustained employment for 26 weeks (those recovering from drug and/or alcohol addiction, homeless)	9

### Case study

N/A.



## Redbridge CVS

**Project name:** Outreach East

**Priority:** 3, Tackling Poverty Through Employment

**Specification:** n/a

**Amount (2 years):** £983,871

The project will work to improve the employability and skills of unemployed and economically inactive people in London by providing employability training. The project will also work with the 8 homelessness projects funded under priority 1.

**Delivery partners:** Gingerbread, St Mungo's, Ellingham, East Thames (East Potential), Adult Training Network, DABD (Diverse Ability Barking & Dagenham), Harmony House, Make a difference at Sandies (Madas).

### Delivery information

Primary outcome indicator	Original profile 2016-18
Enrolments	785
6+ hours of support	706
12+ hours of support	47
Work/voluntary placement	156
Evaluation	1
Further education and training	157
Employment within 4 weeks of leaving the project	236
Sustained employment for 26 weeks	149
Employment within 4 weeks of leaving the project (those recovering from drug and/or alcohol addiction, homeless)	24
Sustained employment for 26 weeks (those recovering from drug and/or alcohol addiction, homeless)	9

### Case study

N/A.

## 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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	823	941
Increase in organisational stability of agencies.	22	35
Number of organisations reporting that they can better engage with statutory agencies and stakeholders.	50	54
Increase in the awareness of voluntary advice agencies, to meet the advice and support needs of protected equalities groups.	53	47

### 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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	365	627
Organisations gain skills in financial and organisational viability.	242	254
Organisations with increased knowledge of best practice including legal and policy issues.	313	354
Number of organisations able to demonstrate an increased knowledge of principles and practice of equality and inclusion'.	98	100

### 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 6<sup>th</sup> 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:** *Engage London - Supporting the Children and Young People's Voluntary and Community Sector*

**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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	2735	2569
Organisations with enhanced business plans and demonstrating that their services are more able to be effective and sustainable	242	225
Organisations effectively engaged in regional representation structures and increased opportunities for engagement	64	83
Organisations demonstrating that services are better able to meet the needs of equalities groups	76	102

### 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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	236	281
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	79	85
Organisations with increased understanding equalities related legal and policy frameworks	37	68

### 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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	2350	2561
Number of organisations using learning across services to improve the efficiency and /or effectiveness of their organisation	1050	874
Number of organisations reporting learning and improvements through peer networking	850	789
Number of organisations reporting improved access to services across the equality strands	650	587

### 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 April 2015 -Sept 2016	Delivered April 2015 -Sept 2016
Number of new users	526	585
Refugee Community Organisations reporting business plan development and implementation	42	48
Organisations reporting improved understanding of the voluntary sector's role and capacity	25	42
Front-line organisations better able to deliver well informed services that reflect the needs of refugees and asylum seekers	62	64

### 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.

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## **6 Close of the 2013-17 Programme**

Officers will close the programme in line with the commissioning monitoring arrangements policy<sup>2</sup> to ensure the safeguarding of public money invested in the programme by the boroughs. For priorities 1 and 2 the final payment of the programme will be split into two payments. This is due to the fact that payments under these priorities are paid in advance (in the second month of the relevant quarter). An initial payment relating to the final quarter will be released on satisfactory submissions of returns relating to the period October – December 2016.

The second part of the split payment will be made following receipt of a satisfactory final return after the close of the commission including an evaluation report and a report on any underspend. Where there is underspend the final payment will be reduced or if the figure is greater than the final payment a cheque will be required from the provider. Where there is significant under-delivery, in particular where providers have been performing at an amber or

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<sup>2</sup> Agreed by Grants Committee, February 2013



red level on the RAG rating system for two or more quarters officers will seek to reduce the final payment in line with the level of under-delivery. Officers will continue to provide update reports to Grants Committee in the normal way and will provide a final report after the close of the programme.

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## **Recommendations**

The Grants Committee is asked to note that:

- 2) The Grants Committee is asked to note that:
  - a) At priority level, the outcomes for:
    - i) Priority 1 (homelessness) overall were 27% above profile in 2015-17 (Q1-6)
    - ii) Priority 2 (sexual and domestic violence) overall were 12 % above profile in 2015-17 (Q1-6)
    - iii) Priority 3 (ESF tackling poverty through employment) will begin reporting on outcomes in January 2017. Of the six new projects, four have funding agreements in place.
    - iv) Priority 4 (capacity building) overall were -5% below profile in 2015-17 (Q1-6)
  - b) This performance in the last six quarters means that the number of interventions delivered in the 14 quarters combined since the start of the programme is as follows:
    - i) Priority 1 (homelessness) –69,788
    - ii) Priority 2 (sexual and domestic violence) – 251,274
    - iii) Priority 3 Delivery information on the new programme will be available in January 2017
    - iv) Priority 4 (capacity building) – 15,722
  - c) At project level
    - i) In the red, amber, green (RAG) system, 21 projects are green and four are amber. Six have no rating this quarter as these are ESF projects that have not submitted delivery information to date.
    - ii) The direction-of-travel arrows show that the performance of one of the projects is falling (green).
    - iii) Officers propose to concentrate performance management effort on the four projects that are rated amber
    - iv) The attached tables showing the outcomes of each priority in each borough in 2015-17 Q1-6 (2013-17 Q9-14).
  - d) The arrangements for the close of the programme outlined in section six.

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Appendix 1 RAG Rating Methodology

Appendix 2 Borough outcomes

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### **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 3 – Grants Committee, July 2016

<http://www.londoncouncils.gov.uk/node/29775>

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.