

Grants Committee

Performance of Grants Programme 2017-21

Item 5

Report by: Katy Makepeace-Gray **Job title:** Principal Programme Manager
Date: 22 November 2017
Contact Officer: Katy Makepeace-Gray
Telephone: 020 7934 9800 **Email:** katy.makepeace-gray@londoncouncils.gov.uk

Summary

At its meeting of 8 February 2017 Grants Committee agreed funding for 13 commissions under the following two priorities:

Priority 1 Combatting Homelessness

Priority 2 Tackling Sexual and Domestic Violence

Commissions were agreed for the period 2017-21, subject to delivery, compliance to grant conditions and continued availability of resources. The commissions followed an extensive Grants Review process which concluded in March 2016 and a robust application process. Both the Grants Review and application and award processes were in line with the Commissioning Performance Management Framework, of which the revised version was agreed by members of Grants Committee at their February 2017 meeting.

At its meeting 6 July 2016 members of the Grants Committee agreed funding to six commissions under the following priority:

Priority 3 Tackling Poverty Through Employment.

This Priority is half funded by boroughs' contributions to the Grants Programme (£3 million), matched by £3 million from London Councils European Social Fund (ESF) Programme under an agreement with the Greater London Authority (GLA). These commissions were agreed in 2016 as the ESF timeframe is not aligned with that of the Grants Programme.

This report provides members with an update on the three priorities of the Grants Programme.

For Priority 1 and 2 this represents an update at the end of the first two quarters. It provides an overview of the key themes that were raised in the Grants Review and how these are being implemented in the delivery phase.

Recommendations

The Grants Committee is asked to:

Note that:

- a) At priority level, the outcomes for:
 - i) Priority 1 (combatting homelessness) overall were 18 per cent above profile in 2017-18 (Q1-2)
 - ii) Priority 2 (tackling sexual and domestic violence) overall were 0.3 per cent above profile in 2017-18 (Q1-2)
 - iii) Priority 3 (ESF tackling poverty through employment) 70 per cent below profile in 2017-18 (Q1-2)
- b) The number of interventions delivered in the relevant quarters is as follows:
 - i) Priority 1 (combatting homelessness) –10,820
 - ii) Priority 2 (tackling sexual and domestic violence) – 48,042
 - iii) Priority 3 (ESF tackling poverty through employment) 965
- c) At project level:
 - i) Priority 1&2: In the red, amber, green (RAG) system, 12 projects are green and one is amber.
 - ii) Priority 1&2: The direction-of-travel arrows show that the performance of three of the projects is falling.
 - iii) Priority 1&2: Officers propose to concentrate performance management effort on the project that is rated amber, and the three projects with downward arrows. Further information is provided in section 5.2 on these projects.
 - iv) All Priority 3 projects are red due to under delivery. The reasons for this under delivery, and planned performance management actions, are outlined in section 4.5 of this report.
- d) **Agree** to continue to endorse the approach highlighted in section two relating to the addressing of the issues raised in the Grants Review. The process is in line with the Commissioning Performance Management Framework, agreed by members in February 2017 and focuses on value for money, linking of priorities, pan-London delivery (covering differing issues faced by inner and outer London), borough engagement, robust outcomes and equalities implications.
- e) **Note** the progress on the administration of £100,000 per year

for two years on behalf of the Mayor's Office for Policing and Crime (MOPAC) to enhance training to front-line professionals on identifying harmful practices, as set out in section six.

- f) **Note** the annual performance report provided by London Funders included at **Appendix Three** (information relating to subscription for London Funders membership is included in the budget report on this agenda).
- g) **Discuss** the format of this first performance report for the 2017-21 Programme and **agree** the format for future reports. The format is in line with the reporting plan agreed by members at the July 2017 meeting of the Grants Committee, based on the performance management framework agreed by Grants Committee, 8 February 2017.

1 Background

- 1.1 Following recommendations from Grants Committee, Leaders' Committee considered a report on the future of the London Councils Grants Programme at its meeting on 22 March 2016 and agreed that there should be a Grants Programme from April 2017 to March 2021, operating in accordance with the current principles and focused on the following priorities:

Priority 1 - Combatting Homelessness

Priority 2 - Tackling Sexual and Domestic Violence

Priority 3 - Tackling Poverty through Employment (ESF match funded).

- 1.2 Following this an application and award process was undertaken for Priority 1 and 2, with the involvement of borough officers and members of the Grants Committee at key stages, as well as other key stakeholders. At its meeting 8 February 2017 Grants Committee agreed funding to 13 commissions for the period 2017-21, subject to delivery, compliance to grant conditions and continued availability of resources. These awards are summarised in Table One below.

Table One: London Councils Grants Programme 2017-21 (Priority 1 and 2)

Service Area	ID	Organisation	Annual Grant Amount
1.1	8252	Shelter - London Advice Services	£1,003,495
	8254	St Mungo Community Housing Association	£251,378
1.2	8259	New Horizon Youth Centre	£1,008,338
1.3	8257	Homeless Link	£120,239
	8258	Standing Together Against Domestic Violence	£88,977
Priority 1: Combatting Homelessness			£2,472,427
2.1	8262	Tender Education and Arts	£265,000
2.2	8269	Solace Women's Aid	£1,425,238
	8266	Galop	£146,318
	8268	SignHealth	£148,444
2.3	8275	Women's Aid Federation of England (Women's Aid)	£314,922
2.4	8245	Ashiana Network	£840,000
2.5	8271	Women's Resource Centre	£240,783
2.6	8276	Asian Women's Resource Centre (AWRC)	£320,000
Priority 2: Tackling Sexual and Domestic Violence			£3,700,705
Total			£6,173,133

- 1.3 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.
- 1.4 This report is the first of the reports on performance in the new 2017-21 Programme. Members are asked to discuss the reporting format which includes:
- Addressing of issues raised in the Grants Review - Section Two
 - Priority level information - Section Four
 - Project level issues - Section Five
 - Borough spread of beneficiaries against target - **Appendix Two**
 - Two pages on each project including delivery and contact information - **Appendix Four**.
- 1.5 **Appendix Four** is designed to act as an ongoing resource for members and includes a short description of the project, key outcomes and contact details for all lead partners.

2 Addressing issues raised in the Grants Review

- 2.1 As outlined above a number of themes emerged during the London Councils Grants Review July 2015 to March 2016. These issues were addressed in the design, application and award stages through the service specifications (co-produced with boroughs), applications and specific conditions of grant. The following paragraphs set out the key issues raised in the Grants Review and how these have been addressed in the first two quarters of the delivery stage, in line with the Commissioning Performance Management Framework. In July members agreed to endorse the approach adopted in the award stage and Members are asked to continue to endorse this approach in the delivery stage.

Robust Outcomes

- 2.2 The Principles of the London Councils Grants Programme agreed by Leaders' Committee in 2012 focus on the funding of outcomes, not organisations. This issue was drawn out in the Grants Review as one that needed to be strengthened. Grants team officers worked with borough officers and key stakeholders to ensure the standard outcomes in the specifications were robust, SMART and clearly demonstrated the aims of the specifications. Officers have taken a robust approach to outcomes monitoring in quarters one and two. At monitoring visits officers review evidence

supporting the outcomes recorded. Officers have been working with particular commissions to review the way in which they record outcomes. Details of this are provided in section 5.2 below.

- 2.3 It is important to note that target setting for the first two quarters typically takes account of the impact of set up activities and therefore for some providers the next two quarters have more stretching targets. This could produce the affect that some are currently RAG rated green but maintaining this level could be harder as their targets increase. Where officers feel that targets are not sufficiently stretching in the following quarters, re-profiling will be undertaken to potentially increase targets.

Value for Money

- 2.4 London Councils Grants Programme administers public money on behalf of, and with, the London boroughs and therefore must ensure value for money. Value for money is deemed as the optimal use of resources to achieve the intended outcomes. The model focuses on three 'E's outlined below.
- **Economy:** minimising the cost of resources used or required (inputs);
 - **Efficiency:** the relationship between the output from goods or services and the resources to produce them; and
 - **Effectiveness:** the relationship between the intended and actual results of public spending (outcomes)¹
- 2.5 In January officers will be examining the accounts of the providers. This process will include the enhanced due diligence checks that were included in the new Commissioning Performance Management Framework, agreed by members in February. This action is designed to safeguard public money through early identification of financial viability issues.
- 2.6 A number of providers have reported on added value to the programme. Stonewall Housing (funded under the partnership led by Shelter) has been supporting an innovative new LGBTQ winter shelter using a London bus, which is due to open in quarter three. New Horizon Youth Centre was awarded first place at the prestigious London Homelessness Awards 2017 which are supported by London Councils Housing Directors Network.

¹ National Audit Office

Pan-London Delivery (including inner v outer London issues), Complementing Local Delivery and Borough Engagement

- 2.7 The Principles of the London Councils Grants Programme agreed by Leaders' Committee in 2012 focuses on services that are best delivered at a pan-London level and complement local delivery. This was an issue that was drawn out in the Grants Review as one that needed to be strengthened further in the new programme. Extensive borough involvement in the design and award stages re-focused services on those that are best delivered at a pan-London level and that will support actions being undertaken locally.
- 2.8 The service specifications which were produced with boroughs and agreed by members contained indicative levels of delivery per borough based on relevant needs data. **Appendix Two** provides a series of maps that illustrate these targets at a priority level against delivery for April –September 2017.
- 2.9 Officers have identified a number of boroughs which are below target and will work with providers and relevant borough officers to address this. It is worth noting that it is anticipated that there are likely to be some statistical anomalies in the first six months of delivery due to start-up factors.
- 2.10 The continued involvement of relevant borough officers is an important element of the Commissioning Performance Management Framework (borough triangulation/ co-production). Building on the involvement of borough officers and key stakeholders (MOPAC and GLA Housing) in the design and award stage, officer and providers have undertaken a number of steps to ensure this continued involvement. Information about the providers has been provided to relevant borough officers and a monthly update report is sent to borough officers to inform them of progress. An online directory of all the funded providers is currently being developed.
- 2.11 Providers delivering under Priority 1: Combatting Homelessness providers organised a launch event on 11 October 2017, which was opened by Cllr Claire Kober, London Councils Chair. In total 13 boroughs were represented at the event including three members and 22 borough officers as well as several frontline providers. Providers have highlighted the usefulness of the event; for example, Cllr Wales was able to link a provider in with relevant officers at the London borough of Sutton to support delivery in that borough.
- 2.12 On 5 September, Priority 2 Providers delivered a launch event focusing on the eight projects tackling sexual and domestic violence. Cllr Lib Peck, London Councils

Executive member for crime and public protection opened the event. The event was attended by 12 borough officers and five members.

- 2.13 Both events offered the chance to find out more about the projects, how service users access services, referral mechanisms, partnership working and cross-priority working (e.g. where homelessness and domestic violence projects have worked together to tackle these interrelated issues). There was also a chance to hear directly from service users who had accessed the projects. Positive feedback has been received regarding both the events
- 2.14 Both events offered the chance to find out more about the projects, how service users access services, referral mechanisms, partnership working and cross-priority working (e.g. where homelessness and domestic violence project have worked together to tackle these interrelated issues). There was also a chance to hear directly from service users who had accessed the projects. Positive feedback has been received regarding both the events.
- 2.15 In addition, providers have presented at a number of key relevant borough officer meetings. Solace Women's Aid and Galop presented at the VAWG (sexual and domestic violence) borough coordinators meeting at City Hall. Shelter and Thames Reach spoke at the local authority rough sleeping leads' meeting also at City Hall.
- 2.16 Issues relating to the different needs in inner and outer London were raised during the Grants Review. Needs based targets were set by Grants Committee in the specifications and these have a greater allocation of delivery to outer London boroughs. These are included as targets in the grant agreement. Information on the numbers of beneficiaries per borough against these targets is outlined in **Appendix Two**.
- 2.17 In addition service delivery is focused on challenges that affect outer London boroughs such as addressing increased levels of rough sleeper hotspot encampments and also Private Rental Sector repossessions in outer London, which Shelter will address. Data regarding the numbers of beneficiaries in inner and outer London boroughs against target is provided in **Appendix Two**. In addition officers are able to review qualitative information on the impact on outer London. An example is at a recent monitoring visit to view training to front line providers delivered by the PLUS project, led by Homeless Link. Officers spoke to a small homelessness charity from LB Harrow. The representative from the homelessness charity confirmed the importance of specialist training being available to frontline organisations from outer London boroughs, the

skills gap they had with the increased and new types of needs presenting in outer London and that there was nowhere else that a small charity could access this type of training.

Linking priorities

- 2.18 The Grants Review drew out the importance of tackling interrelated issues which pointed towards greater linkage between the priorities, in particular the interrelated issues of homelessness and unemployment and homelessness and sexual and domestic violence. The 2017-21 Programme has been developed to ensure a three-fold approach to addressing this issue.
- 2.19 Firstly, the specifications included an additional focus on outcomes that relates to one of the other priorities. These included the introduction of homelessness targets for the Priority 3 Poverty specifications; a target is set for 269 (6 per cent) of beneficiaries of Priority 3 should be homeless, will receive enhanced support (12+ hours of interventions), and 133 (3 per cent) of these participants should progress into employment on leaving the project. Shelter has reported making 40 referrals into Priority 3 or other similar employment projects.
- 2.20 In addition, activities to tackle unemployment are included in the Priority 1 Combatting Homelessness grant agreement targets, and housing advice in several of the Priority 2 Sexual and Domestic Violence grant agreements. Ashiana, delivering under Priority 2, has joined the East London Delivery Board which is run by the East London Housing Partnership (a collaboration of the eight east London local authorities). Ashiana's partner Nia has worked closely with street homeless organisations, to build referral pathways into refuge for high risk cases and it is estimated that a third of referrals to this part of the project are through this route.
- 2.21 Secondly, there have been links made between the priorities. Priority 1 and Priority 2 providers have set up a network which has met three times since the start of the programme and will be meeting with Priority 3 providers. Providers from the different priorities have shared a platform with each other at borough level launch events promoting their referral pathways.
- 2.22 Thirdly the role of the second-tier services embedded in Priorities 1 and 2 (service 1.3 and 2.5) includes making a link between the two priorities. Homeless Link organised a meeting for Priority 1 Homelessness providers to meet with the Priority 3 funded Redbridge CVS, which is delivering against two Priority 3 clusters. The launch events

mentioned above and organised by two second-tier providers, Homeless Link and Women's Resource Centre, provided an opportunity for homelessness borough leads to learn more about sexual and domestic violence provision and vice versa. In addition, Priority 2 Sexual and Domestic providers have reported that they have received support from Homeless Link.

Equalities

- 2.23 The principles of the Grants Programme set out a commitment to commission services that work with statutory and non-statutory partners to meet the objectives of the Equality Act 2010. The priorities of the Grants Programme agreed by Leaders' Committee have a strong equality focus as they impact the most disadvantaged in society and are areas that are overrepresented by particular equalities groups. In addition, the priorities focus on issues that are difficult for boroughs to address at a local level. Providers have submitted quarterly returns which includes equalities monitoring data relating to the nine protected characteristics under the Equalities Act 2010.

3 London Funders

- 3.1 London Funders is paid for by a subscription from the 33 London local authorities and London Councils. An annual progress report on the performance of London Funders is included at Appendix 3.

4 Priority level delivery

4.1 Priority 1: Homelessness

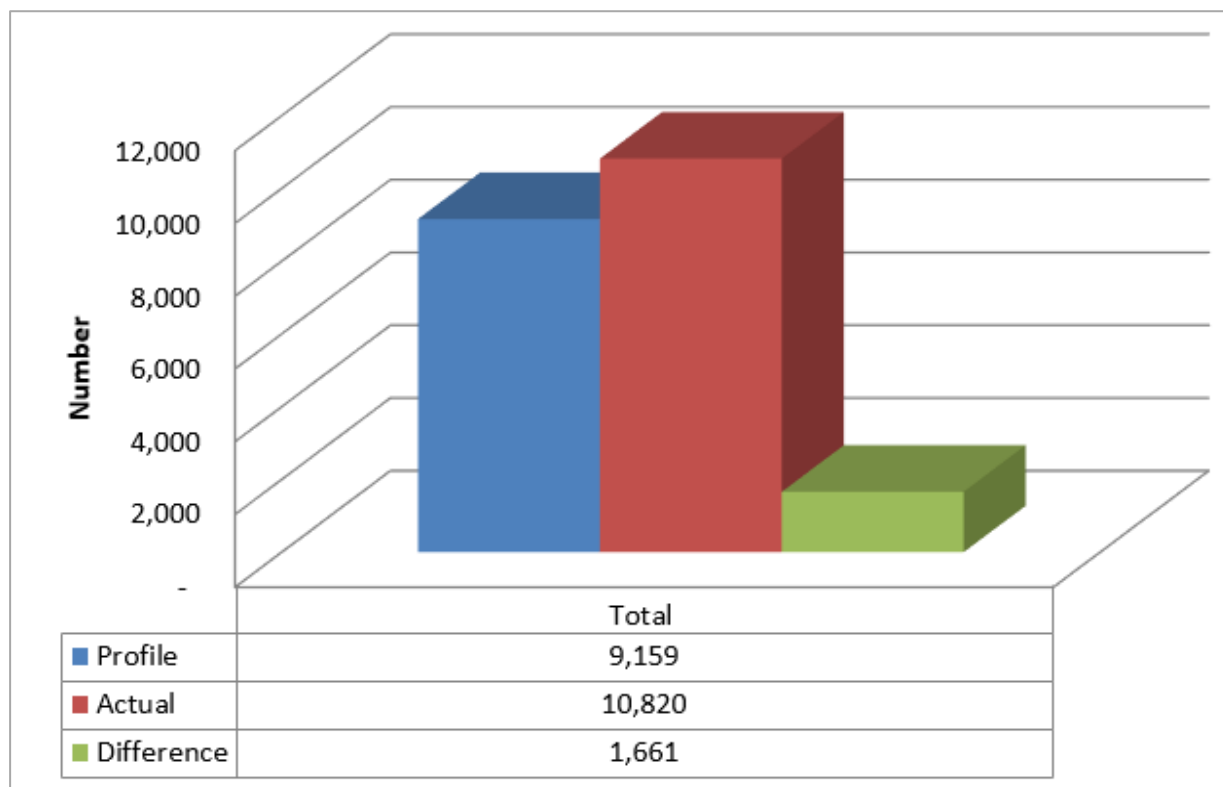
- 4.1.1 The Committee has allocated £2.47 million per year to five projects to Priority 1: Combatting Homelessness for 2017-21. Of these five:

- Two (with a total value of £1.25 million per year) are delivering against specification 1.1: Prevention and Targeted Intervention
- One (value of £1 million per year) is delivering against specification 1.2: Youth homelessness
- One (value of £0.2 million per year) is delivering against specification 1.3: Supporting the response to homelessness in London through support to voluntary sector organisations.

- 4.1.2 Figure 1 shows the performance of the priority in 2015-17, quarters 1 to 2. Over these two quarters, performance was 18 per cent above profile. Figure 2

provides further detail across the service specifications. Specific information on achievement against outcomes at project level is available in **Appendix Four**. Officers have highlighted issues relating to projects which have caused concern in section 5.2.

Figure 1: Priority 1 Delivery against Profile Aggregate Outcomes 2017-18 Q1 - Q2



Priority One – Wider Environment issues impacting on the Programme

- 4.1.3 Changes to the welfare system, particularly the introduction of Universal Credit and the freeze to local housing allowance rates, continues to hit Londoners disproportionately and the shortage of suitable affordable accommodation in the capital drives need. At the end of June 2017 17,220 households were accepted as being owed a main homelessness duty in London, 3 per cent lower than the previous year. 30 per cent of homelessness acceptances in England were made by London boroughs, twice as high as the proportion of households living in England. Ending of assured tenancies continues to be the main reason for loss of last settled homes.
- 4.1.4 The Homelessness Reduction Act will come into effect across all local authorities from April 2018 reforming the way councils deal with people facing homelessness. Councils will owe all eligible households a duty to take reasonable steps to help them relieve or prevent homelessness. London

Councils believe the Homelessness Reduction Act will cost £77m for London to implement in its first year, with boroughs stating they may spend as much as £132m to adequately discharge their duties under the Act. DCLG has allocated just £11m to London for the first year of the Act. The National Audit Office report into homelessness identified that the proportion of households accepted as homeless by local authorities due to the end of an assured shorthold tenancy increased from 11 per cent during 2009/10 to 32 per cent during 2016/17. Over this same period London saw an increase from 10 per cent to 39 per cent. Across England, the ending of private sector tenancies accounted for 74 per cent of the growth in households who qualify for TA since 2009/10.²

- 4.1.5 Regulations came in to force on 1 April 2017 removing the entitlement to the housing cost element of Universal Credit for 18 to 21 year olds, unless they can prove they meet an exemption. The Children's Commissioner's recent report demonstrated the scale of vulnerability of young people, emphasising the high numbers of young people with mental health problems, or gang involvement as well as the undocumented young people without a clear immigration identity.
- 4.1.6 Crisis's 2015 briefing on homelessness notes that young people are at particular risk of becoming homeless and that rough sleeping among young people doubled between 2009 and 2014.³ Referencing *The Homelessness Monitor*, the briefing highlights that 8 per cent of 16 to 24 year olds report having recently been homeless.⁴ Homeless Link's 2015 report into youth homelessness notes that nearly half of temporary accommodation residents are young people aged 16 to 24.
- 4.1.7 Homeless Link has launched a £4.5 million Social Investment Fund for charities and social enterprises across England working to reduce homelessness funded by Access - The Foundation for Social Investment. The aim of the fund is to test and learn where social investment can be most effectively used alongside other forms of funding to improve outcomes.

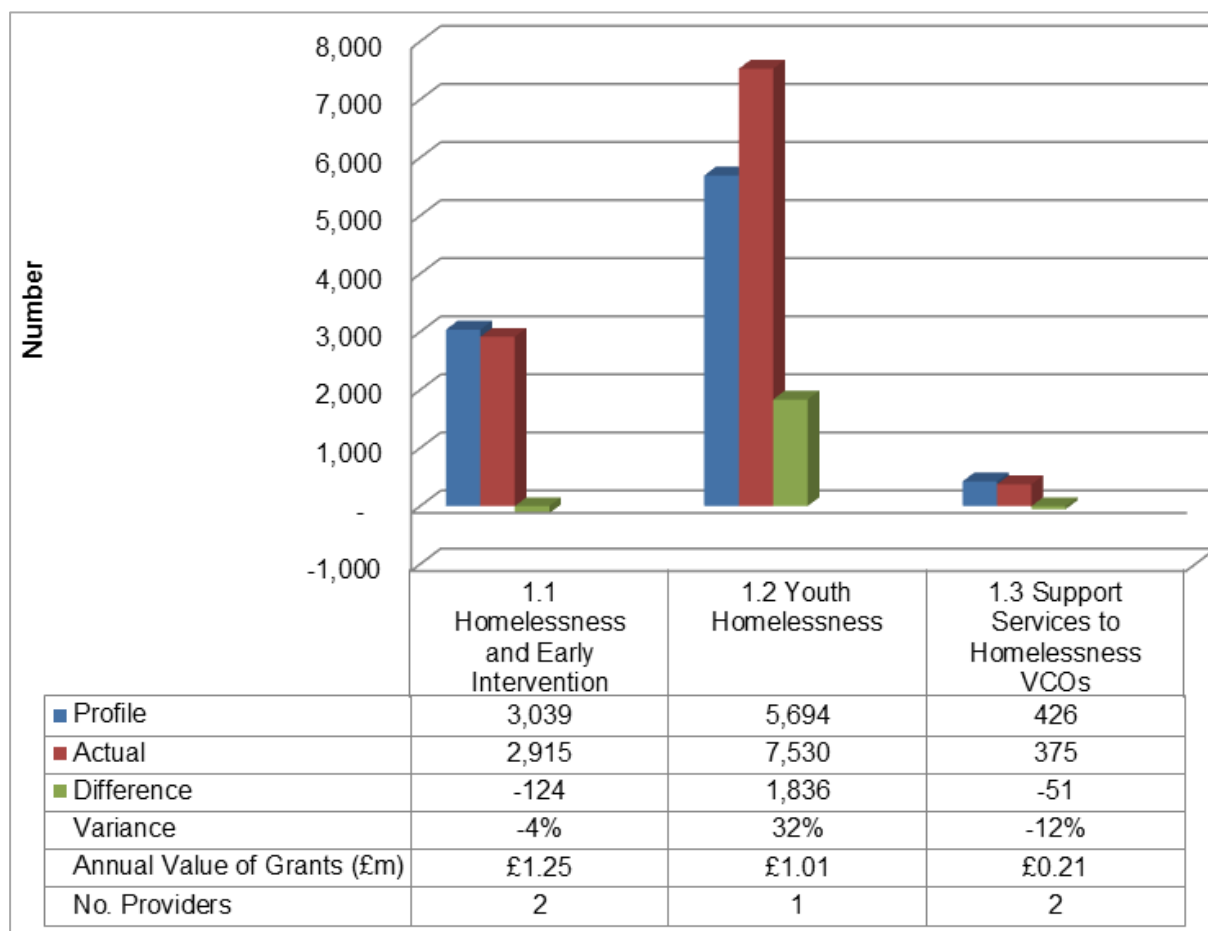
² <https://www.nao.org.uk/wp-content/uploads/2017/09/Homelessness-Summary.pdf%20page%206>

³ Crisis (2015), *About homelessness*.

www.crisis.org.uk/data/files/publications/Homelessness%20briefing%202015%20EXTERNAL.pdf

⁴ Heriot Watt University and the University of York (2013), *The Homelessness Monitor*.
<http://www.crisis.org.uk/data/files/publications/HomelessnessMonitorEngland2013.pdf>

Figure 2: Priority 1 Delivery against Profile Aggregate Outcomes per service area 2017-18 Q1-Q2



4.1.8 As shown in the above tables, performance is above profile or within the permitted variance levels across all service areas in the first two quarters combined.

Service Area Issues

4.1.9 *Service area 1.1* - Shelter has been working with the Department for Communities and Local Government to shape the new code of guidance for local authorities under the Homelessness Reduction Act. They have also worked with service users to understand more about how new Personal Housing Plans can be designed to meet people's needs.

4.1.10 The Star Partnership has a fully operational holistic triage mechanism in place directing people to the most appropriate level of service for them such as self-help through their website and information resource centre with those with complex needs or who are at crisis point being directed to specialist advisers. They are currently co-located with the London boroughs of Haringey and Barnet in their customer service centres, London borough of Westminster in their

reference library, the London borough of Newham within children's services and have started new partnerships with the London boroughs of Southwark and Westminster. Further work is planned with these agencies including invitations to attend team meetings and cross priority meetings.

- 4.1.11 St Mungo's report that there has been a drastic change in the private rented sector (PRS) in the past year and that private landlords now request rent in advance with six weeks deposits, which is prohibitive for their client group. Landlords are now reluctant to accept clients on DSS due to the Universal Credit rule being applied. Despite intensive work to support clients to secure accommodation, properties are often let to working professionals before individuals in St Mungo's client group are able to raise sufficient funds for deposits and advance rent.
- 4.1.12 *Service area 1.2* - High numbers of beneficiaries are presenting with mental health difficulties. Over-delivery in this area reflects the ability of the London Youth Gateway (LYG) to meet that need via partners' delivery of counselling services, wellbeing promotion and health checks, and support of young people presenting with complex needs.
- 4.1.13 Ongoing difficulties are reported in supporting young people into suitable accommodation, whether crisis/emergency options or stable, longer-term accommodation. Changes in the housing element support for 18 to 21 year olds have added further complications. Some providers and many private landlords will no longer accept people from this age group, even if they are exempt. There is also concern that young people might be treated differently when eligible to assistance under the Homelessness Reduction Act, for instance by being requested to include a return to the family home as part of their Personal Housing Plan, where this might in fact not be an appropriate or even a safe option.
- 4.1.14 New Horizon presented the best practice success of its centre's pre-employment market stall project at the NAMBA Market National Conference, and has partnered with YoutubeSpace for employability activities. Stonewall Housing started its Employment Programme and held a launch event for its employability workshops, and Shelter created a new employment referral pathway into the Young Women's Trust. Universal Credit is causing significant difficulties and hardship for LYG beneficiaries, such as the delays in payment

causing destitution and rent arrears. Higher delivery by LYG demonstrates the demand of young people requiring advice due to benefit issues.

4.1.15 *Service area 1.3* - There are a number of large housing associations merging due to the wider funding environment. This may impact the total number of housing providers in London. Issues on the methodology used for recording organisations and their outcomes have been raised and officers have committed to a review of this in quarter three. The PLUS Project plans to work with beneficiaries to help them understand the Homelessness Reduction Act and how local authorities and the VCS can work more closely together. Some local authorities have expressed concern about the lack of time to prepare for the introduction of the Act.

4.1.16 Please refer to Section 5.2 for specific information on elements of reduced delivery for this service area.

4.2 **Priority 2: Sexual and domestic violence**

4.2.1 The Committee has allocated £3.7 million per year to eight projects to Priority 2: Tackling Sexual and Domestic Violence for 2017-21.

- One (value of £0.26 million per year) is delivering against specification 2.1: Prevention (working with children and young people)
- Three (total value of £1.72 million per year) are delivering against specification 2.2: Advice, counselling and support to access services (for medium risk post-IDVA⁵ and target groups not accessing generalist provision)
- One (value of £0.31 million per year) is delivering against specification 2.3: Helpline, access to refuge provision/ support and advice, data gathering on refuge provision and supporting regional coordination of refuge provision.
- One (value of £0.84 million per year) is delivering against specification 2.4: Emergency refuge accommodation and support and alternative housing options to meet the needs of specific groups
- One (value of £0.24 million per year) is delivering against specification 2.5: Strengthening support for frontline sexual and domestic violence (working with voluntary sector organisations, local authorities, and other agencies)

⁵ IDVA – independent domestic violence advocate

- One (value of £0.32 million per year) is delivering against specification 2.6: Specifically targeted services for those affected by harmful practices (FGM, Honour based violence (HBV), forced marriage and other harmful practices).

4.2.2 Figure 3 shows the performance of the priority in 2017-18 quarters 1 to 2. Over these two quarters, the total performance was 0.3 per cent above profile. This represents a really strong start to the programme, supporting a large number of very vulnerable clients. It reflects the fact that many of the funded projects are robust partnerships developed in response to London Councils move to pan-London funding in the last programme (as referenced in Item 4). It is important to remember that profiling in quarter one and two takes into account set up activities and officers will monitor performance as targets increase. In quarters three and four officers may review targets if these continue to be met or exceeded to explore if more stretching targets can be set to provide more support to vulnerable residents. Figures 4 and 5 provide further information at a service area level. Officers have highlighted issues relating to projects that have caused concern in section 5.2. **Appendix Four** provides specific information about targets achieved against outcomes.

Figure 3: Priority 2: Delivery against Profile Aggregate Outcomes 2017-18 Q1 - Q2

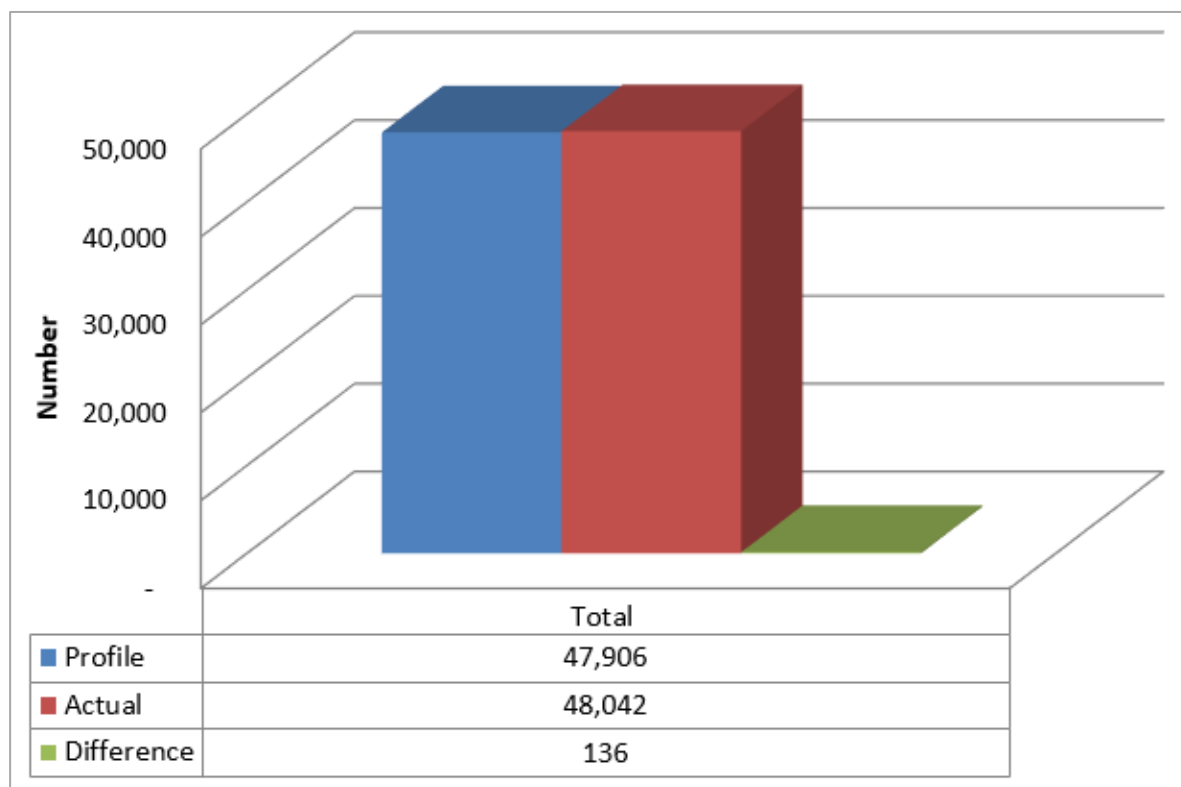


Figure 4: Priority 2 Delivery against Profile Aggregate Outcomes per service area (2.1, 2.2, 2.3) 2017-18 Q1- Q2

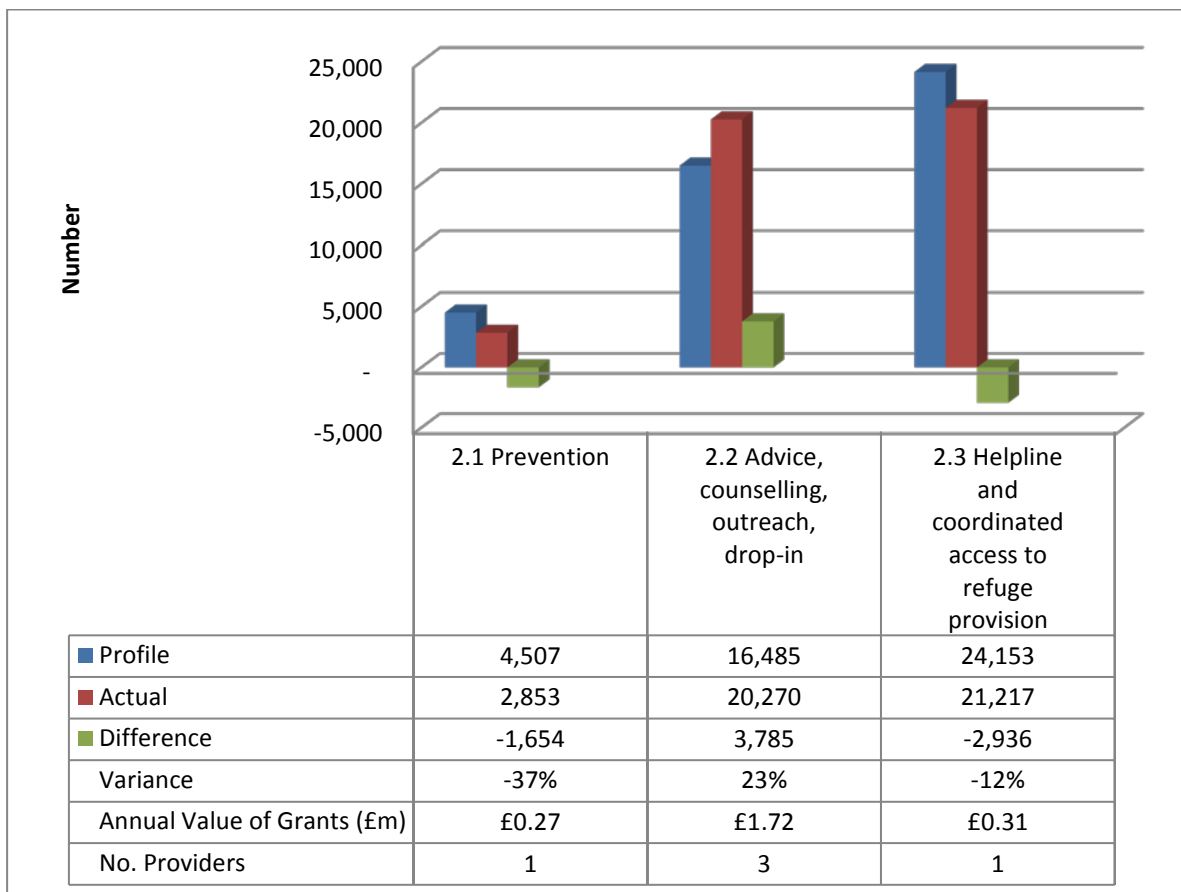
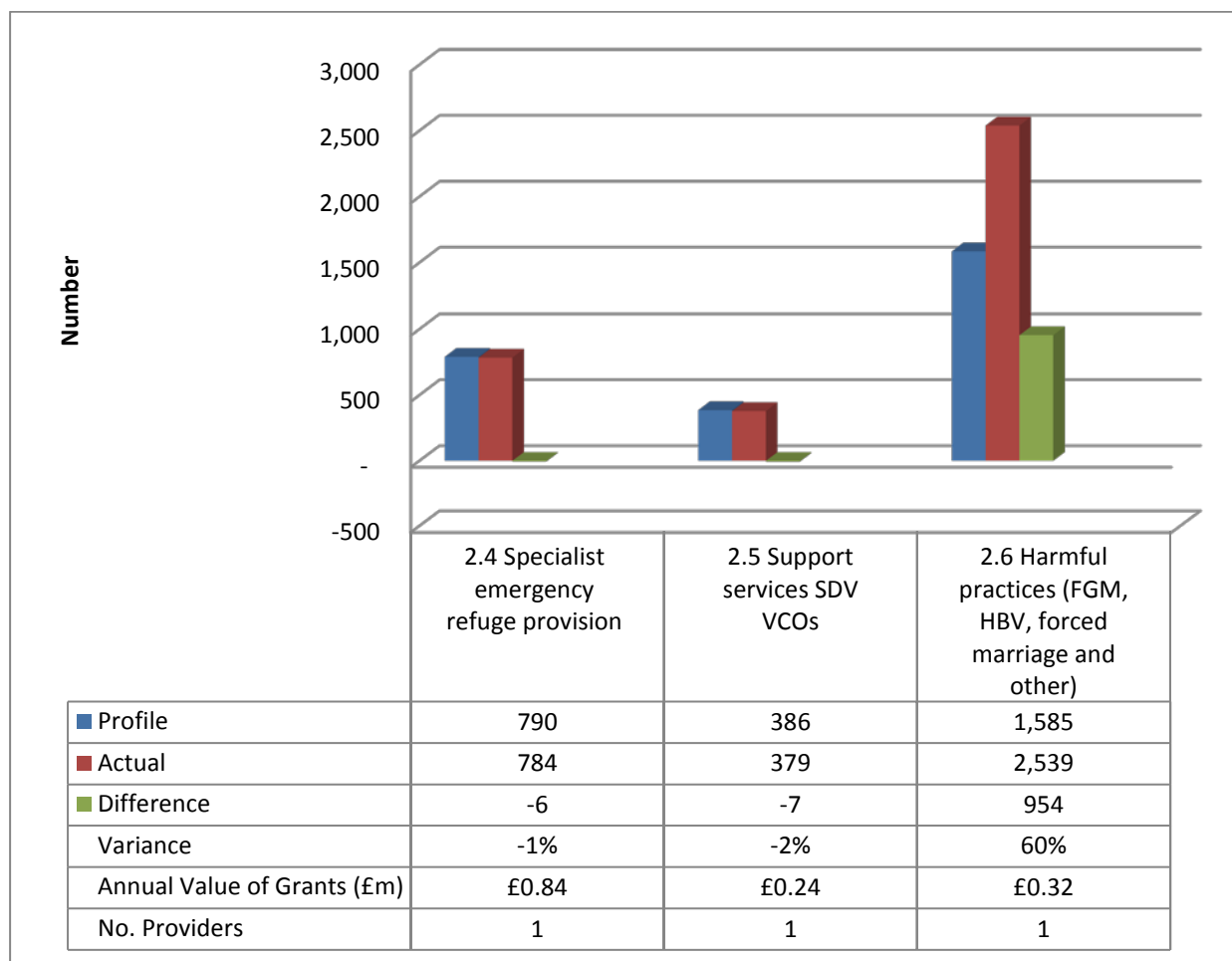


Figure 5: Priority 2 Delivery against Profile Aggregate Outcomes per service area (2.4,2.5, 2.6) 2017-18 Q1-Q2



Service Area Issues

- 4.2.3 Under service area 2.1– Tender is the only provider under the service area. Under service area 2.3 – Women’s Aid is the only provider under the service area. Refer to Section 5.2 for specific information on elements of reduced delivery for these two service areas.

Wider Service Area Issues

- 4.2.4 *Service Area 2.1* - Tender Education Arts has been involved in a recent BBC Panorama documentary highlighting the rise in sexual assaults by children on other children (peer on peer) and the impact of the project’s work in tackling this <http://www.bbc.co.uk/news/uk-41504571> .

MOPAC funding opportunity: tackling harmful practices

- 4.3 London Councils has worked closely with the Mayor’s Office for Policing and Crime (MOPAC) on the development of Priority 2 in the design and award stages. Following

the award of grants to Priority 2 commissions in February 2017, MOPAC officers approached London Councils officers to discuss the potential of providing additional funding to enhance London Councils service area 2.6 which focuses on harmful practices. This follows the MOPAC 2015-17 Harmful Practices Pilot that aimed to improve the way agencies identify and respond to a series of harmful practices against women and girls.

- 4.4 MOPAC is keen to avoid duplication of support and ensure complementarity with the London Councils Grants Programme. Consequently, MOPAC has asked that the available funding be managed under a partnership arrangement by the Employment and Inclusion Team to complement the Section 48 Grants Programme and provide additional resources for training front-line staff in statutory and voluntary services to identify harmful practices and take appropriate action. Following the endorsement by the Chair and Vice Chairs of this committee, Leaders' Committee agreed to administer £100,000 per year for two years on behalf of the Mayor's Office for Policing and Crime (MOPAC). This is on the basis that London Councils is providing a service to the GLA as the legal entity and public authority responsible for MOPAC. Officers are currently working with MOPAC to set the targets and monitoring arrangements for this work.

4.5 **Priority 3: ESF tackling poverty through employment**

4.5.1 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 (£3 million). This is 50 per cent matched through the European Social Fund (ESF) Programme. London Councils will receive its European funding through the GLA which operates within a framework set by the Department for Work and Pensions and the London Economic Action Partnership. 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.

4.5.2 The projects, originally scheduled to deliver from October 2016 to December 2018, are as follows:

Project	Borough Clusters	Funding
Disability Times Trust	Hounslow, Ealing, Hillingdon, Brent, Richmond upon Thames	£896,229
London Training and Employment Network	Wandsworth, Kingston upon Thames, Merton, Sutton, Croydon, Lambeth	£966,423
MI ComputSolutions	Southwark, Lewisham, Bromley, Greenwich, Bexley	£926,312
Paddington Development Trust	Westminster, Kensington & Chelsea, Barnet, Harrow, Haringey, Hammersmith & Fulham	£928,819
Redbridge Council for Voluntary Service	Enfield, City of London, Hackney, Islington, Tower Hamlets, Camden	£938,847
Redbridge Council for Voluntary Service	Barking and Dagenham, Havering, Newham, Redbridge, Waltham Forest	£983,971

- 4.5.3 The London Councils ESF Poverty Programme aims to support long-term unemployed and economically inactive people from specific disadvantaged target groups. All projects work in partnership with projects that London Councils funds under Priority 1 Homelessness.
- 4.5.4 Projects received an advance of 15 per cent of funds in October/November 2016. Subsequent payments are made quarterly in arrears. Payments can only be made following rigorous quality assurance of all participant documentation to ensure a) eligibility against strict ESF criteria and b) evidence of activity and results is available.
- 4.5.5 Over quarters 1 and 2, total performance was only 30 per cent of profile. The reasons for this and the corrective action to address underperformance are detailed under Wider Service Area Issues.
- 4.5.6 Whilst performance is greatly behind profile, monitoring has shown that Partners are offering comprehensive support and provision tailored to participant's needs to ensure they participate and progress through the programme into employment or training opportunities.
- 4.5.7 Additionally, Providers are making considerable efforts to attract and support disadvantaged residents. Of the participants engaged and enrolled onto the programme:
- 31 per cent were over 50
 - 54 per cent were long term unemployed, of which 30 per cent had been unemployed for three years or more

- 46 per cent were economically inactive, of which 59 per cent had been inactive for three years or more
- 28 per cent did not have basic skills
- 63 per cent were ethnic minorities
- 50 per cent were from a jobless household
- 19 per cent were from a single adult household with dependent children
- 20 per cent declared a disability
- 22 percent declared they had a health condition that limits work.

4.5.8 Of the 16 per cent of participants so far that have left the programme and gained employment:

- 66 per cent were women
- 20 per cent were over 50
- 57 per cent were long term unemployed on enrolment
- 43 per cent were inactive on enrolment
- 68 per cent were ethnic minorities
- 23 per cent were from a single adult household with dependent children
- 16 percent declared they had a health condition that limits work

Wider Service Area Issues

4.5.9 Under the current ESF programme, London Councils is a 'direct bid organisation' and not a co-financer as in the previous ESF round. This places considerable additional responsibilities and risks on London Councils, primarily the requirement for a 100 per cent eligibility check against ESF requirements for all participants, for the entire duration of the programme, and the risk of failures in compliance being apportioned across the whole programme.

4.5.10 This change in status, and the more onerous requirements that came with the status, was not fully understood or considered at the start of the programme.

4.5.11 Consequently, London Councils has faced considerable challenges with delivery on Priority 3. This has partly been because of some poor advice, guidance and lack of operational management of the programme early on, alongside some performance issues with Partners, in particular assumptions regarding delivery and eligibility, particularly the eligibility criteria for economically inactive and no option to enrol short-term unemployed. This has significantly impacted on the:

- Delivery of targets to-date
- Loss of sub Partners for some lead Partners
- Confidence in London Councils by delivery Partners.

4.5.12 London Councils has over the last several months worked tirelessly with delivery Partners to rebuild trust and confidence and has worked with Partners to ensure the delivery of a high quality programme that identifies and engages eligible participants.

4.5.13 Resources have been deployed to ensure that participants enrolled early on in the programme are eligible and the evidence required for ESF purposes is correct and available. Significant steps have been made to ensure that delivery Partners have the required tools, guidance and support in place to effectively and successfully deliver projects.

4.5.14 Over the coming quarter, the Strategy Director will oversee:

- A full re-profiling exercise with all Partners, which will include:
 - extending projects by a maximum of two quarters (to June 2019) to give more time for Partners to meet the original targets and generate sufficient activity for advance payments to be off-set
 - introducing an additional payable outcome 'Economically inactive into job search' to provide more opportunity for those furthest from the labour market to positively progress through the programme and enable Partners to draw down funding to address cash-flow issues
- the appointment of two officers to work directly with Partners and provide on-site support with quality assurance and compliance
- support with engagement strategies to ramp up enrolments, namely strategic discussion with DWP regarding referrals of Employment Support Allowance claimants to the programme
- support with re-engaging sub-partners to maximise delivery.

4.5.15 Although scrutiny requirements for the current ESF programme are significant, it is important to note that this scrutiny also provides additional assurances for the match funding that has been made available through Grants Committee.

4.5.16 Officers will continue to monitor and work with Partners to address areas for continuous improvement. Through programme reporting, Grants Committee members will be kept informed about the recovery of Priority 3 and, should any

projects fail to deliver, members will be asked to consider whether match funds should be re-deployed to other successful projects.

5 Project-level performance

5.1 RAG rating

- 5.1.1 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 policy⁶. The methodology behind the system is set out in Appendix 1 of this report. The rating system show whether each project's performance is going up, going down or is steady in that quarter.
- 5.1.2 The RAG ratings for quarter 1 (April to June 2017) and quarter 2 (July to September 2017) are set out in the table below. For Priorities 1 and 2 the Committee will note that of the 13 projects, in quarter 2 12 are rated green and one is rated amber. The direction-of-travel markers on projects show that the performance of three projects has declined since the last quarter.
- 5.1.3 Officers propose to concentrate performance management effort on the one project that is rated amber. Further detail of this is provided in section 5.2 below.
- 5.1.4 As noted above all Priority 3 projects are rated red. Robust performance management actions are being taken over the next few weeks to address underperformance issues.

⁶ Commissioning Monitoring Arrangements, Item 5, Grants Committee, meeting on 20 February 2013

Table 2: RAG Results April – September 2017

Service area	Organisation (lead)	Project	Partners	RAG Rating Apr-June 2017	RAG Rating July-Sep 2017
1.1	Shelter	STAR Partnership (Supporting Tenancies, Accommodation and Reconnections)	Thames Reach, Stonewall Housing, St Mungo's	Green	Green ↗
1.1	St Mungo Community Housing Association	Housing Advice, Resettlement and Prevention Connect (HARP)	n/a	Amber	Green ↑
1.2	New Horizon Youth Centre	London Youth Gateway	Depaul UK, Stonewall Housing, Galop, Albert Kennedy Trust and Shelter	Green	Green ↔
1.3	Homeless Link	PLUS Project	Shelter	Green	Green ↔
1.3	Standing Together Against Domestic Violence	Setting the standard of practice for domestic abuse for housing providers in London: DAHA	n/a	Green	Amber ↓
2.1	Tender Education and Arts	London Councils pan-London VAWG Consortium Prevention Project	IMECE, Women and Girls' Network (WGN), The Nia Project, Solace Women's Aid, Latin American Women's Rights Service (LAWRS), FORWARD, Ashiana Network and Iranian and Kurdish Women's Rights Organisation (IKWRO)	Green	Green ↓
2.2	Solace Women's Aid	Ascent: Advice and Counselling	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, Jewish Women's Aid (JWA) Latin American Women's Rights Service (LAWRS), The Nia project, Rape and Sexual Abuse Support Centre (RASAC), Rights of Women (ROW), Southall Black Sisters (SBS), Women and Girls Network (WGN),	Green	Green ↗
2.2	Galop	The LGBT DAP (Domestic Abuse Partnership)	Stonewall Housing, London Friend and Switchboard	Green	Green ↔

Service area	Organisation (lead)	Project	Partners	RAG Rating Apr-June 2017	RAG Rating July-Sep 2017
2.2	SignHealth	DeafHope London	n/a	Green	Green ↑
2.3	Women's Aid	Pan-London Domestic and Sexual Violence Helplines and Data Collection Project	Refuge, Women and Girls Network (WGN), Rape and Sexual Abuse Support Centre (RASASC) and Respect	Green	Green ↔
2.4	Ashiana Network	Specialist Refugee Network	Ashiana Network, Solace Women's Aid, Nia project, IKWRO and Iranian & Kurdish Women's Rights Organisation	Green	Green ↗
2.5	Women's Resource Centre	The ASCENT project	RESPECT (perpetrators), Imkaan, Rights of Women, Against Violence and Abuse and Women and Girls Network	Green	Green ↓
2.6	Asian Women's Resource Centre	Ascent Ending Harmful Practices project	Ashiana Network, Latin American Women's Rights Service, IKWRO, IMECE Women's Centre, Southall Black Sisters Trust, Women and Girls Network, FORWARD and Domestic Violence Intervention Project (DVIP)	Green	Green ↔
3	Disability Times Trust	Directions West London	ACDA, New Challenge & Action West London	Red	Red ↔
3	London Training and Employment Network	Steps into Work	Breaking Barriers, Centrepont Soho, HCT Group, Latin America Women Rights Service (LAWRS), Refugee Action Kingston (RAK), Skillsland Ltd & Storm Family Centre	Red	Red ↔
3	MI ComputSolutions	Community Life Change	Successful Mums, Royal Mencap, Resource Plus, Centre Point & Train 2 Work.	Red	Red ↔
3	Paddington Development Trust	Gold	Urban Partnership Group, Equi-vision, Get Set, Westminster and Wandsworth Mind, (St Mungo's & CITE).	Red	Red ↔
3	Redbridge CVS	Aim Higher	Bromley by Bow Centre, HCT, LTEN, Osmani Trust & Volunteer Centre Hackney	Red	Red ↔
3	Redbridge CVS	Outreach East	ATN, DABD, East Thames, Ellingham, Harmony House, Hope 4 Havering & MADAS	Red	Red ↔

5.2 Project issues

The following section provides further detail about specific projects.

Priority 1

5.2.1 Standing Together Against Domestic Violence (STADV)

RAG rated Amber. Delivery has fallen below the 85 per cent buffer. STADV were profiled to deliver lower targets during the project set up stage in Q1 and these were fully met, however they have struggled to meet higher quarterly targets in Q2. Under-delivery has generally resulted due to a delay in launching their online toolkit, so promotional work to encourage sign up through recruitment activities is behind. Setting up one to one meetings with senior members of housing providers has also been slow although wider promotion of the service has been taking place. To address under delivery from Q3, STADV will be creating an e-bulletin, scheduling in more outreach contact to generate more one to one meetings, and focus on running events where providers can sign up to the toolkit and learn about the different accreditation outcomes. STADV has also raised an issue on London Councils method of counting organisations that they feel has resulted in lower number of organisations being recorded, as organisations can only be counted once. We have committed to a review of this issue in Q3 for all 2nd tier providers, to consider whether branches of larger organisations such as housing providers can be counted separately.

STADV is a small organisation within the Domestic Abuse Housing Alliance (DAHA), which was formed in 2014. They had a late start up as they decided not to begin delivery until their grant agreement was in place. Following delays in grant agreements being finalised all providers were offered the opportunity to begin delivery at their own risk and at this point STADV were advised that they would need to catch up on any under-delivery if they chose not to do this. This coupled with them being funded for the first time under this monitoring framework had already led officers to anticipate that additional support may be required and so applied our risk based approach to monitoring accordingly. Officers have therefore previously met STADV to clarify funding requirements and the reporting framework and worked hard on the issue of recording information to ensure that their reporting of outcomes is just, accurate and reliable. Officer would also expect a newly established commission to be amber

at this stage of the programme while links and partnerships are being developed.

In addition, officers will be arranging a further meeting to discuss the current RAG rating and delivery and will be conducting an information monitoring visit in Q3. STADV have also been informed that all cumulative targets are expected to be met within the 15 per cent (+/-) variance limits and that any reductions in targets would need to be reported to Grants Committee and could result in a decrease in funding. Officers will continue to closely monitor targets and will provide a further update on progress if required.

Priority 2

5.2.2 Tender Education and Arts

RAG rated Green. Delivery is at 78 per cent and has fallen below the 85 per cent buffer. Please note that the expected RAG rating would normally be amber. The current RAG rating may be an anomaly which officers may need to investigate further as covered in the body of the report.

Under-delivery has generally resulted as all outcomes for this quarter are lower than profiled due to the outstanding four projects. Tender anticipates all outcomes to be re-aligned in Q3 when the outstanding projects have been delivered.

Outcomes 2.1, 2.2 and 2.3 appear much lower than the other outcomes because, Tender has struggled to achieve the number of young people observing assemblies this quarter as the group was working predominantly in targeted settings. In addition, Tender did not receive the audience questionnaires back from one primary school project.

Although the numbers all appear lower due to lower beneficiary numbers, in general all outcomes are being achieved to the required percentage. Therefore Tender anticipates all outcomes will be achieved to the required level in Q3.

The main challenges experienced by Tender in Q2 has been securing numbers of young people for the peer sharing/audience element of the project when working in targeted youth settings. In many targeted settings, particularly YOTs and PRUs, there are low numbers of young people in the setting in total and therefore not enough people for the participants to share their work to. When working with vulnerable young people it's often not appropriate for the young

people to share to their peers, as they may be less willing to present or may have found the work particularly challenging. In addition, in some settings it may not be physically safe for the young people to present their learning.

Therefore, numbers are often lower than profiled in targeted settings. However, as mentioned above, often in targeted settings the work proves incredibly valuable and really makes an evident difference to the young people worked with.

5.2.3 Women's Resource Centre (WRC)

RAG rated Green. Delivery has fallen below the 85 per cent buffer. Please note that the expected RAG rating would normally be amber. The current RAG rating may be an anomaly which officers may need to investigate further as covered in the body of the report.

WRC have delivered well against half of their outcomes, in the main due to a highly successful Priority 2 launch event that achieved high attendance from both the Women's sector as well as the homelessness sector, as a result of cross priority working. There was also an element of over cautious profiling of targets in Q1.

Under-delivery was a result of low attendance on training courses due to London transport issues which were unavoidable. There was also low registration numbers on courses due to the holiday season, resulting in further cancellations. WRC have reviewed their course planner to avoid this in the future. WRC were also unable to report some outcomes that were achieved following a new feedback system being trialled. These outcomes will be reported in Q3 and their systems have been reviewed and modified to improve future feedback collection. Some capacity issues arose for one of the smaller partners in the project due to staff illness, but the planned activities have been rescheduled for the next two quarters. Additional training courses, workshops, briefings and a special event have been planned over the next two quarters to address variance.

Officers have worked hard on the issue of recording information over the last two quarters to ensure that reporting of outcomes is just, accurate and reliable. This is in line with the commissioning performance framework and has resulted in a downwards adjustment of the data being recorded.

As above, issues on the methodology used for recording organisations and their outcomes have been raised and officers have committed to a review of this in Q3. Officers will continue to closely monitor targets and will provide a further update on progress if required.

5.2.4 Women's Aid

RAG rated Green. The project is RAG rated green and the delivery is within the 15 per cent tolerance. However, because the delivery is 12 per cent under target officers have reviewed the reasons.

One of the reasons reported for Women's Aid underperformance has been due to a combination of the final profile and outcomes not being confirmed between Women's Aid and London Councils until almost mid-way through quarter one, and the data collection settling in period.

The Data Sub Group⁷ held their first meeting in May 2017 to discuss the Routes to Support (RtS) dataset going forward and agree changes including the addition of housing status on leaving refuge. The intention was to commission the necessary technical updates on the database to be completed in June, allowing data collection from Q2. However the group agreed that the dataset warranted further consideration to ensure it provided the results required and the final revisions to the dataset were agreed in August with technical updates successfully completed in September. Data collection on the new field therefore began from 1st October and will be reported on from Q3 onwards.

Also supporting women with NRPF to access safe accommodation via the helplines continues to be extremely challenging. Where possible, the NDVHL is referring these women onto the Women's Aid 'No Woman Turned Away' project, where she can receive more intensive telephone advocacy support. The reality is however, for many women, there are no options available to them.

Women's Aid will be continuing to collect and report on data on the availability and use of refuge accommodation in London through the Routes to Support database. Women's Aid will be launching the project's new data collection and presentation and communicating with all borough officers and stakeholders about this.

⁷ The Data Sub Group has been set up by Women's Aid to bring together key stakeholders (GLA, boroughs, MOPAC, providers, London Councils) to review the data needs for Routes to Support.

Officers will be arranging a further meeting to discuss the current RAG rating and delivery and will be conducting an information monitoring visit in Q3. Officers will continue to closely monitor targets and will provide a further update on progress if required.

6 Recommendations

6.1 The Grants Committee is asked to:

Note that:

6.2 At priority level, the outcomes for:

- i) Priority 1 (combatting homelessness) overall were 18 per cent above profile in 2017-18 (Q1-2)
- ii) Priority 2 (tackling sexual and domestic violence) overall were 0.3 per cent above profile in 2017-18 (Q1-2)
- iii) Priority 3 (ESF tackling poverty through employment) 70 per cent below profile in 2017-18 (Q1-2)

6.3 The number of interventions delivered in the relevant quarters is as follows:

- i) Priority 1 (combatting homelessness) –10,820
- ii) Priority 2 (tackling sexual and domestic violence) – 48,042
- iii) Priority 3 (ESF tackling poverty through employment) 965

6.4 At project level:

- i) Priority 1&2: In the red, amber, green (RAG) system, 12 projects are green and one is amber.
- ii) Priority 1&2: The direction-of-travel arrows show that the performance of three of the projects is falling.
- iii) Priority 1&2: Officers propose to concentrate performance management effort on the project that is rated amber, and the three projects with downward arrows. Further information is provided in section 5.2 on these projects.
- iv) All Priority 3 projects are red due to under delivery. The reasons for this under delivery, and planned performance management actions, are outlined in section 4.5 of this report.

6.5 **Agree** to continue to endorse the approach highlighted in section two relating to the addressing of the issues raised in the Grants Review. The process is in line with the Commissioning Performance Management Framework, agreed by members in

February 2017 and focuses on value for money, linking of priorities, pan-London delivery (covering differing issues faced by inner and outer London), borough engagement, robust outcomes and equalities implications.

- 6.6 **Note** the progress on the administration of £100,000 per year for two years on behalf of the Mayor's Office for Policing and Crime (MOPAC) to enhance training to front-line professionals on identifying harmful practices, as set out in section six.
- 6.7 **Note** the annual performance report provided by London Funders included at **Appendix Three** (information relating to subscription for London Funders membership is included in the budget report on this agenda).
- 6.8 **Discuss** the format of this first performance report for the 2017-21 Programme and **agree** the format for future reports. The format is in line with the reporting plan agreed by members at the July 2017 meeting of the Grants Committee, based on the performance management framework agreed by Grants Committee, 8 February 2017.

Appendix 1 RAG Rating Methodology

Appendix 2 Priority Level Borough Maps

Appendix 3 London Funders Annual Delivery Report

Appendix 4 Project Delivery Information and Contact Details

Financial Implications for London Councils

Funding for commissions was agreed at the meeting of the Grants Committee in February 2017, within the budget envelope agreed at London Councils Leaders' Committee in November 2016. A report on the proposed budget for 2018-19 is contained on this budget.

Legal Implications for London Councils

None

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 2017-21 Update Report, Item 13, 12 July 2017

Commissioning Performance Management Framework: Grants Committee Reporting Plan 2017-18 – Grants Committee, Item 14 12 July 2017

London Councils Grants Programme 2017-21, Item 4, London Councils Grants Committee, 8 February 2017

Commissioning Performance Management Framework 2017-21, Item 5 London Councils Grants Committee, 8 February 2017

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.

Officers intend to review these scoring ranges to ensure they are accurately demonstrating performance and risk, following the changes to the weighting of these in the new programme which places a greater emphasis on outcomes.

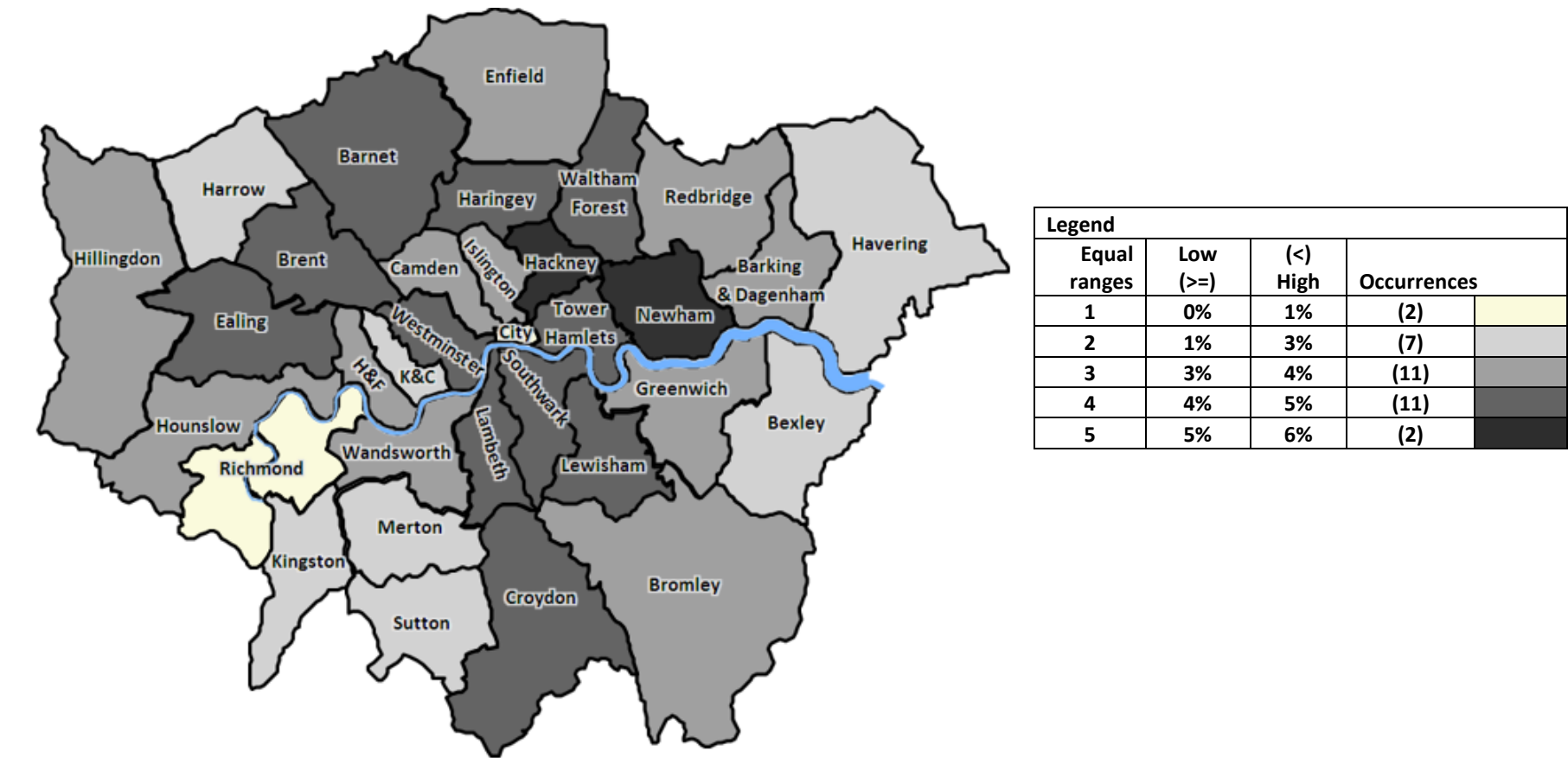
The RAG rating is made up of:

- Performance - delivery of targets: 70 per cent
- Quality - provider self-assessment and beneficiary satisfaction: 10 per cent
- Compliance - timeliness and accuracy of reporting, responsiveness and risk management: per cent.

The RAG rating system is set out in commissioning performance management framework agreed by members in February 2017. The framework also sets out a risk based approach to monitoring in which levels of monitoring are varied dependent on the RAG score of the project.

Outcomes and new users are measured at a cumulative level and there is a 15 per cent +/- tolerance on the targets to allow for wider environmental factors affecting delivery.

Priority One: Combatting Homelessness indicative level of distribution based on need

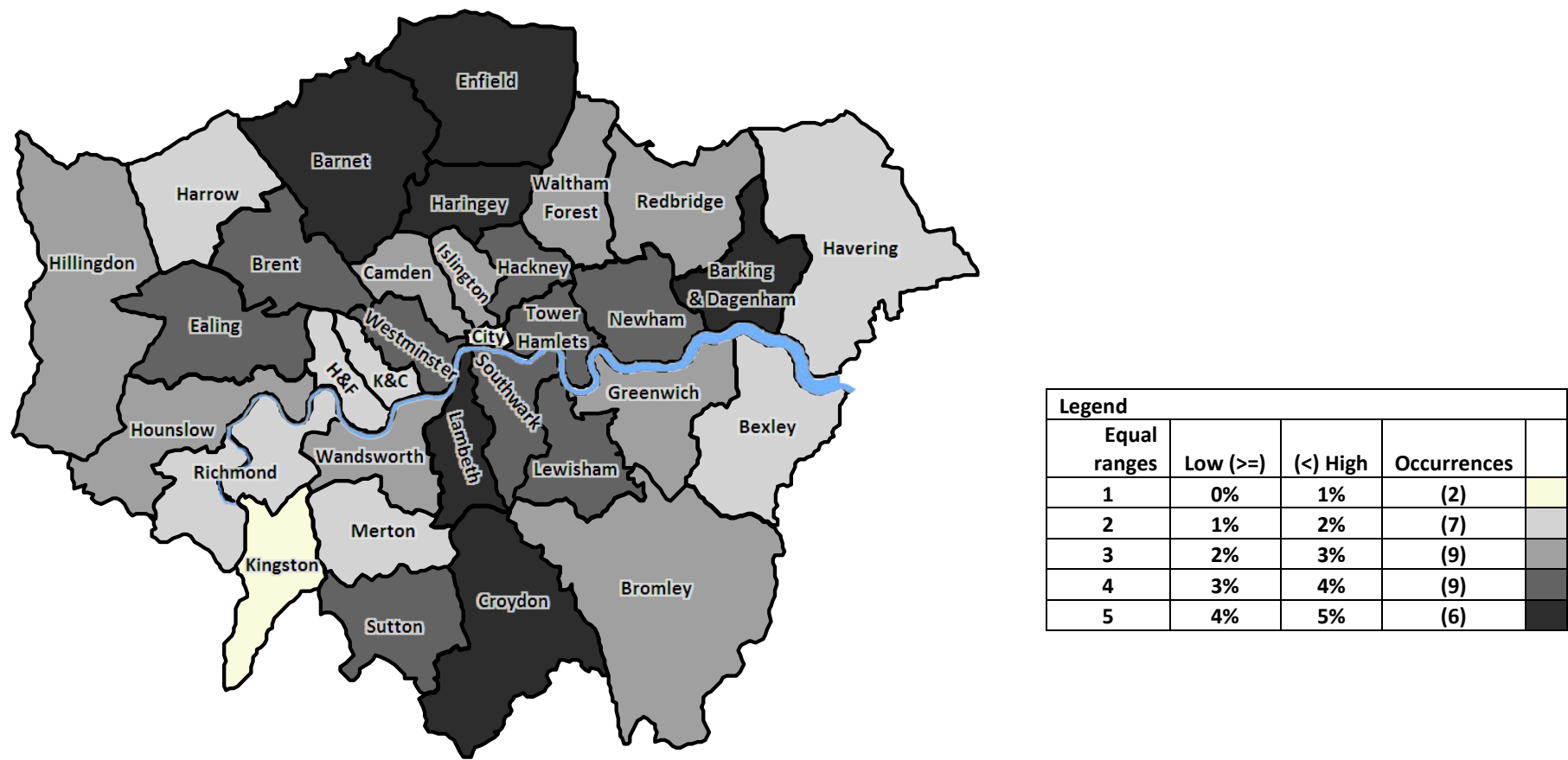


Priority One actual distribution April – September 2017



Boroughs	indicative	actual
City of London	0.24%	0.29%
Barking and Dagenham	3.03%	1.98%
Barnet	3.88%	2.71%
Bexley	2.14%	0.89%
Brent	3.97%	2.82%
Bromley	2.60%	2.44%
Camden	3.59%	4.37%
Croydon	3.80%	3.91%
Ealing	3.74%	3.68%
Enfield	3.55%	3.82%
Greenwich	2.60%	1.61%
Hackney	4.83%	6.61%
Hammersmith and Fulham	3.19%	4.22%
Haringey	3.88%	7.64%
Harrow	1.72%	1.12%
Havering	1.71%	1.15%
Hillingdon	2.76%	3.17%
Hounslow	2.64%	1.63%
Islington	3.29%	5.13%
Kensington and Chelsea	1.87%	2.62%
Kingston upon Thames	1.62%	1.12%
Lambeth	3.76%	4.42%
Lewisham	3.67%	2.81%
Merton	1.43%	1.06%
Newham	5.93%	5.77%
Redbridge	2.54%	1.79%
Richmond upon Thames	1.33%	0.38%
Southwark	4.38%	3.04%
Sutton	1.42%	0.49%
Tower Hamlets	3.91%	4.72%
Waltham Forest	4.11%	6.27%
Wandsworth	3.13%	2.16%
Westminster	3.73%	2.75%

P2 Tackling Sexual and Domestic Violence - indicative level of distribution based on need



Priority Two: actual distribution of delivery April – September 2017



Boroughs	indicative	actual
City of London	0.24%	0.22%
Barking and Dagenham	4.45%	1.93%
Barnet	5.11%	2.99%
Bexley	1.98%	1.05%
Brent	3.22%	2.75%
Bromley	2.50%	1.86%
Camden	2.32%	1.92%
Croydon	4.16%	2.89%
Ealing	4.12%	4.72%
Enfield	4.52%	4.54%
Greenwich	3.13%	1.98%
Hackney	3.31%	2.40%
Hammersmith and Fulham	2.19%	1.84%
Haringey	4.39%	3.27%
Harrow	1.61%	1.51%
Havering	2.15%	0.87%
Hillingdon	2.93%	2.20%
Hounslow	3.07%	1.97%
Islington	3.06%	2.99%
Kensington and Chelsea	1.36%	1.42%
Kingston upon Thames	1.14%	0.89%
Lambeth	4.18%	3.34%
Lewisham	3.90%	3.07%
Merton	1.23%	1.17%
Newham	4.09%	2.55%
Redbridge	3.00%	1.35%
Richmond upon Thames	1.76%	1.48%
Southwark	4.01%	2.72%
Sutton	3.17%	1.96%
Tower Hamlets	3.68%	2.02%
Waltham Forest	3.07%	1.85%
Wandsworth	2.97%	1.88%
Westminster	3.97%	2.08%



London Funders Grant Report to London Councils – October 2017

London Councils Grant April 2016 to March 2017

The London Councils Grants Committee pays £60,000 in subscriptions on behalf of all London Boroughs. As well as providing a £14,800 saving to local government in London, the subscriptions pay for a range of services open to local authority members and staff.

Further, having all 33 London Local Authorities and London Councils within the membership of London Funders enables us to leverage additional funding to undertake pan-London initiatives. In 2016-17 this totalled just over £100,000 of additional investment.

Summary of Outputs

Activity	Total	Boroughs Covered	Boroughs - Individuals
Events – Networks, Funder Forums & Roundtables	<ul style="list-style-type: none"> 11 Network Events 33 Funder Forums & Roundtables 	32 & London Councils	218
Secretariat to Borough Grants Officer Forum	<ul style="list-style-type: none"> 3 Forum Meetings 1 meeting to discuss the findings of The Way Ahead 1 meeting discussing the City Bridge quinquennial review with Local Authority members 1 meeting on crowdfunding 1 meeting on volunteering 2 Lambeth Funder Forums 1 Compact Meeting for the London Borough of Sutton 		
E-bulletin	12	33 & London Councils	450
Publications	<ul style="list-style-type: none"> 17 Meeting Reports 9 Research papers/ Reports/blogs 	33 & London Councils	450

About London Funders

London Funders is the membership network for funders and investors in London's civil society. We provide a safe place to think, share, learn and act together to meet the needs of Londoners. Recognising that our members are working through challenging times, we are a vehicle to enable boroughs and others to act together in efficient and effective ways to increase the impact for local communities – from our borough-focused place-based giving initiatives, through to our systems review of civil society support in London, we are committed to achieving a funding community that addresses the needs of all Londoners.

The formal objects of London Funders are for the benefit of the public and particularly to improve the conditions of life of people who live and work in Greater London.

This is through:

- The advancement of citizenship and community development, particularly by: promoting the voluntary and community sector; providing advice and information particularly on funding and social investment opportunities to facilitate co-operation and collaboration between the voluntary and community sector and funding organisations; providing resources and funding to the voluntary and community sector.
- The advancement of education, particularly by: providing training and information to the voluntary and community sector and funding organisations; facilitating the exchange of information, knowledge and experience between the voluntary and community sector and funding organisations; to enable funding organisations to provide support and funding to the voluntary and community sector more effectively.

With 122 members London Funders is unique in bringing together public sector funders and commissioners, with Independent Foundations, Social and Corporate Investors, Lottery Funders and others. Since April 2016 to the present day, we have had 17 members join London Funders. These range from Trusts and Foundations (e.g. Richmond Parish Land Charity, Paul Hamlyn Foundation), corporate foundations (e.g. Allen and Overy, Buzzacott) and Social Investors (e.g. CAF Venturesome).

Borough involvement in London Funders:

- 32 Boroughs participated in one or more London Funders Networks, Funder Forums or Roundtables during the year;
- 218 individuals participated in one or more London Funders Networks, Funder Forums or Roundtables during the year;
- 450 borough Members and Officers receive our monthly e-bulletin;
- London Councils and Officers from three boroughs (Barking & Dagenham, Hounslow and Southwark) are members of the Board of London Funders.

NB A borough by borough list of engagement is attached as Annex 1

Purpose of the subscription

The London Councils subscription provides Borough members and staff with access to the following activities and services:

Learning development networks for all local authority members and officers.

We have facilitated 11 learning development network events:

- Unlocking Assets Network (1 meeting): in April 2016 the group heard from the Ubele Initiative about its national report 'A place to call home', which looked at the mapping of community assets for African diaspora groups. Looking ahead to 2017/18, we are keen to look at mapping community assets across London and monitoring 'cold spots'.
- Children's & Young People's Network (3 meetings), covering: helping disabled young people into employment; the role of membership organisations and infrastructure for young people-focused voluntary sector organisations; and looking at pay and opportunity gender imbalance for young people leaving education.
- Research & Evaluation Network (3 meetings), covering: learning from Big Society Capital's Theory of Change; learning from the Children in Need Research and Evaluation team; and Women's Aid's interactive map of women's journeys across London and the effectiveness of learning partnerships.
- London's Giving Masterclasses (4 Events), including: a community and crowd fundraising masterclass with The Big Give, the Funding Network and Spacehive, focusing on the changed regulatory environment for fundraising; a masterclass on marketing, looking at the key elements of building a brand for place-based campaign, with speakers from the communications and PR industry and the Media Trust explaining approaches to bringing campaigns to life; a masterclass on collaboration and co-production, where attendees found out more about Memorandum of Understandings and protocols and how they can apply to place-based giving; and a meeting at Cripplegate Foundation to share learning from Rushey Green Timebank and Lewisham Local's Community Contributor Card.

Annual programme of Funder Forums and Roundtables for all local authority members and officers

We have convened, hosted and run 33 Funder Forums and Roundtables. These provide a space to be briefed on significant issues facing London and have covered:

Future of support for civil society in London at a local and regional level

- Launch of The Way Ahead- Civil Society at the Heart of London
- Open Space Event for The Way Ahead
- Presenting to the GLA the findings of 'The Way Ahead'
- Presenting to Big Lottery Fund the findings of 'The Way Ahead'
- 5 Systems Change Groups/ Theme Chairs meetings for The Way Ahead
- Meeting on The Way Ahead and Engaging Business
- What works in supporting civil society organisations' resilience

Increasing cross-sector working to better resource the sector

- Business Improvement Districts, Corporate Social Responsibility and engagement in civic society
- How Grantmakers can use Civic Crowdfunding to Further their Impact
- Meeting to bring together sports funders
- Meeting helping to plan the Unusual Suspects Festival
- An Introduction to Friendly Funders
- 360 Giving Showcase
- Partnership for Young London Stakeholder event

Specialist services to meet the needs of London's diverse communities

- 2 forums regarding commissioning services around sexual violence and child sexual exploitation
- Tackling Migrant Destitution: Lessons for Funders
- Clinks - The Role of the Voluntary Sector in Criminal Justice
- Integration and Citizenship in London
- European End Street Homelessness Campaign Seminar

Ensuring London is a resilient city

- London Emergencies Trust Meeting

Reports, research and publications

We have published:

- 17 meeting reports
- 12 monthly e-bulletins
- 9 research and other papers covering:
 - The Way Ahead - Civil Society Support at the Heart of London - in partnership with GLV and LVSC
 - Working in a Place (A framework for place-based approaches) - in partnership with IVAR
 - The 2016 London Mayoral Election - Civil Society Recommendations
 - A London Funders Governance Review
 - Blogs by David Warner on 'The Future for Doing Good' and the implications of Brexit for London Funders members
 - An article in The Funding Network explaining the relevance of The Way Ahead for the wider funding community
 - A Blog by Alex Day from The Big Give on the power of match funding
 - A blog by Philippe Granger from the Rushey Green Time Bank on the Lewisham Local scheme for the London's Giving Network

Secretariat to the Borough Grants Officers Forum

We provide the secretariat to the group that brings together the officers from all boroughs and London Councils which has met three times during the year. These meetings are open to all 33 of London's local authorities and regularly attract over half of London boroughs, with a spread of representatives from both inner and outer London. In addition to servicing the actual meetings, preparing the agenda and papers, London Funders also maintains the database of Borough Grants Officers, and works between meetings in supporting boroughs with information, sharing innovation, good practice and connecting borough officers with colleagues in different authorities who are working on similar issues and challenges.

Additionally in the last 12 months we have held a number of meetings for London Councils relating to The Way Ahead, the City Bridge Trust Quinquennial Review, crowdfunding and volunteering. We have also provided individual, bespoke support to the Boroughs of Lambeth and Sutton. London Funders is committed to supporting all of its members, and considers individual support to be a core part of its membership offer.

Studies and projects looking at major, strategic issues facing civil society in London (with other funders)

We have taken the lead on a number of studies and projects looking at major, strategic issues facing civil society in London. These include:

London's Giving

Our London's Giving initiative was established in 2014 as a platform for sharing lessons learned and know-how from local giving campaigns to better support charitable activity in the capital. The London's Giving network has attracted over 130 individuals from across London Funders members and has promoted the development of place-based giving campaigns help foster new giving initiatives. When we launched the project we thought we might engage three boroughs, but since then we have engaged with 23 through the initiative.

London's Giving is mobilising communities to take action to strengthen their boroughs. Businesses, charities, local authorities, funders (local and national) and residents are coming together to make their boroughs better places to live and work. London Funders, through the London's Giving initiative, is helping to drive this place-based giving movement forward.

Vision for Young Londoners

Our Vision for Young London, developed with London Youth and Partnership for Young London and launched in 2015, has been a continued focus this year. This collaboration, which strives for a better future for London's young people, involves 95 organisations including local and national stakeholders. Matthew Ryder, appointed Deputy Mayor for social integration, social mobility and community engagement by Mayor Sadiq Khan in September 2016, attended an event in February at which we brought together a cross-section of organisations for the purpose of building a youth policy platform for London. We have also engaged with the Greater London Authority on moving the vision forward. The Vision forms an important part of the work of our Children and Young People's network.

The Way Ahead

In April 2016 we launched the final report of our collaboration with London Voluntary Services Council and Greater London Volunteering on the future of civil society in London. 'The Way Ahead – Civil Society at the Heart of London' mapped out a bold new vision for how civil society support can be reorganised to better support London's communities. At its core is the empowerment of local communities and communities that cross borough boundaries to the problems they face, rather than have traditional 'top-down' solutions applied to them. The report, along with a briefing on 'pragmatic co-production' and a literature review, is available on The Way Ahead's website (<http://thewayahead.london/>)

London Emergencies Trust and Grenfell Tower Fire Support

Following the terrorist attack in Westminster in March 2017, we mobilised the London Emergencies Trust (LET). The LET was established in December 2015 as a company with charitable purposes, ready to be deployed to coordinate and support the response of London's funders to a major incident in

the London area in which people are killed or injured. London Funders holds the Secretariat for the London Emergencies Trust. The LET was modelled on the London Bombings Relief Charitable Fund (LBRFCF) that operated between 2005 and 2008. The Trust is an independent body with a board of trustees but works closely with many public, private and charitable sector bodies to receive funds and distribute them effectively to individuals. Since the London Bridge attacks the trust has been working with the Mayor's office and police to offer assistance to victims and their families, ensuring funds are distributed to people affected by both the Westminster and London Bridge attacks.

Although falling outside of London Councils' 2016-17 subscription, London Funders has been proactive and has played a vital role following emergency incidents which have happened in London since April 2017. We will continue to be a key stakeholder in the upcoming 12 months.

Core funding from membership subscriptions has allowed London Funders to be agile and in a good position to engage with funders from across London following the Grenfell Tower Fire. This has helped to ensure that grants to civil society organisations working in North Kensington were distributed in a co-ordinated and quick fashion. More information about the five funds coordinated by London Funders for the voluntary sector in North Kensington can be found on our website

<http://londonfunders.org.uk/trust-and-foundation-funding-and-support-community-groups-affected-grenfell-fire> - in total over £3m in grants have been distributed.

Alongside the attacks on London Bridge/Borough Market and Westminster Bridge, and the Grenfell Tower fire, the remit of the London Emergencies Trust has included supporting victims of terrorist attacks in London, including the Parsons Green attack. Alongside the institutional funding role that London Funders has played (as noted in the paragraph above), the London Emergencies Trust is distributing over £7m in funding to those affected or bereaved by the Grenfell Tower fire, and the victims of recent attacks.

Impact

We worked with New Philanthropy Capital during 2015/16 to develop a theory of change for London Funders. This year we developed a [new section of our website](#) to present an interactive presentation of the theory, to help explain how we enable and prompt change, and to show examples of our activities and their direct and indirect outcomes. We recognise that as a membership body our impact on the people and communities of London who are the ultimate beneficiaries of the work of the charitable and voluntary sector is more indirect. Our role is to help other organisations to learn, collaborate and use their combined voices to effect change in the capital, and through this work to ultimately achieve positive outcomes for Londoners in every borough. This work helps to demonstrate that our work brings benefits at a local level.

New Local Government Network Research - Building Bridges

London Funders worked closely with New Local Government Network on what was to become [Building Bridges](#) (Launched in July 2017). To provide context, a healthy civil society has always been critical to resilient communities. However, as cuts to local government budgets have altered local landscapes of service delivery – with many places now characterised by growing need and shrinking provision – the importance of civil society to securing the wellbeing of communities has dramatically increased.

Building Bridges found that councils need to work more closely with other funders of civil society, and communities, to enable change. The report recommended that local authorities should ensure there is a senior officer responsible for developing funding; and elected members should see their role as key to building bridges between the council and independent funders.

Finance April 2016 to March 2017

Incoming Resources

London Councils	60,000
Other Membership Subscriptions	57,833
City Bridge Trust	50,000
Civil Society Review (City Bridge Trust)	11,030
London's Giving	48,405
Gifts In Kind	12,000
Other Income	57
Total Incoming Resources	239,325

Resources Expended

Networks, Forums, Projects & Development	163,322
Information & Communication	21,438
London's Giving	63,082
Civil Society Review	15,019
Governance	2528
Total Resources Expended	265,389
Surplus/(deficit)	(26,064)

The deficit recorded within the year comprised: £5,036 of Restricted funds (which had been carried forward for use within the year), and £21,028 of Unrestricted funds (as a result of decisions by the trustees to invest in the infrastructure and capacity of London Funders to provide additional support to the membership). At the year-end London Funders held reserves of £73,471 (equivalent to 16 weeks of core operating expenditure), and has a balanced budget in place for 2017/18/.

Plans for 2017/18

Over the course of the year we will deliver the outputs and activities below:

- Run 16 learning and development networks covering: Children & Young People; Research & Evaluation; Assets and Investments; Healthy London;
- Convene, host and run 12 other events, being a combination of Funder Forums and Roundtables in response to the needs and interests of borough representatives;
- Publish 12 editions of our e-bulletin and reports from all of our meetings;
- Publish at least three additional reports;
- Provide the Secretariat to the Borough Grants Officers Forum;
- Continue to deliver the London's Giving project working with boroughs;
- Continue to convene conversations and facilitate the recommendation of 'The Way Ahead'- Civil Society at the Heart of London
- Work closely with London Councils and the GLA to support the needs of Londoners

Closing remarks: introducing our new Director, James Banks

I'm proud to have the opportunity to work with you as Director of London Funders – to build on the excellent work showcased in this report and the many other outstanding examples of members' work not featured in these pages – as we think, share, learn and act together to meet the needs of Londoners.

After five years as Chief Executive of Greater London Volunteering I know the power of membership charities to achieve change. From work on volunteering for London 2012 through to engaging with London Funders and other stakeholders on the 'Way Ahead' project, I've seen first-hand how bringing together like-minded people to share ideas, develop thinking and work together can lead to inspiring results. I know, from this experience and from listening to the London Funders members, how valuable the safe space for networking, information sharing and generating ideas that we provide is, and I'll be working to build on our successes in collaborating and learning together for the future.

My career has seen me working and volunteering for local civil society organisations in 12 boroughs, as well as at the regional level in London, and so I've seen the importance of effective relationships between local authorities and London Councils with civil society in helping to achieve positive outcomes for Londoners.

We're living in volatile times, yet despite the challenges we are likely to face in the years ahead there is much that gives me hope. Across civil society and the funding community we've seen the emergence of a real appetite to work collaboratively, with a growing impetus to work across sectors to see how we can all be the best we can be in this changing environment. Work that London Funders has helped to drive, from The Way Ahead to London's Giving, provides excellent examples of this collaborative approach in action, and I'm ambitious for us to be a natural partner for anyone in London who wants to see positive change for our communities. I look forward to working with you.

Borough engagement with London Funders April 2016 to March 2017 (Annex 1)

Authority	Number Events Attended	Number Attendees
LB Barking & Dagenham	12	13
LB Barnet	7	8
LB Bexley	3	3
LB Brent	4	5
LB Bromley	0	0
LB Camden	14	15
Corporation of London	4	7
LB Croydon	1	1
LB Ealing	1	1
LB Enfield	5	5
RB Greenwich	3	3
LB Hackney	7	7
LB Hammersmith & Fulham	3	3
LB Haringey	2	2
LB Harrow	2	2
LB Havering	7	10
LB Hillingdon	2	2
LB Hounslow	10	11
LB Islington	4	5
RB Kensington & Chelsea	5	6
RB Kingston upon Thames	3	3
LB Lambeth	11	21
LB Lewisham	10	10
LB Merton	4	4
LB Newham	4	4
LB Redbridge	9	9
LB Richmond upon Thames	1	1
LB Southwark	20	21
LB Sutton	4	4
LB Tower Hamlets	2	2
LB Waltham Forest	3	3
LB Wandsworth*	0	0
City of Westminster	7	8
London Councils	14	20
Total	187	218

*London Borough of Wandsworth shares grantmaking staff with the London Borough of Richmond



London Councils

Grants Programme 2017 – 21

Performance of Commissions

April – September 2017

(Includes contact details for each project)

Priority 1

Priority 1 Case Study

Service Area: 1.1 Prevention and Targeted Intervention

Organisation: Shelter

Project: STAR Project

I am 26 years old and live with my wife J and two children aged 2 and 3 months. I visited the STAR project at their outreach session in the Barking & Dagenham reference library as me and my family had been street homeless for four weeks.

We had been living in a private rented property but after my wife stopped receiving her student loan, we could no longer afford the rent. I spoke to the landlord but he refused to allow me to make a claim for housing benefit. As a result, our finances became strained and we started to accrue rent arrears. Eventually our tenancy was lawfully ended and we were evicted from the property.

I made a homeless application to Barking & Dagenham but I was told that we could not be helped as we had been evicted for rent arrears. I then went to Children's Services who told me that all they could do was provide us with travel to Milton Keynes where we have family. I followed this advice, but when we arrived in Milton Keynes, my mother in law denied us access and told us to leave.

We then returned to Barking and spent time sleeping in Queens Hospital's A&E department whilst occasionally spending nights in a hotel when we were able to borrow enough money from friends and family.

I was advised by a STAR project advisor on my family's housing options and what I could do to secure accommodation. In light of the safeguarding issue, my adviser contacted Children's Services at Barking & Dagenham Council immediately to advocate on my behalf and explain the situation we were in. The advisor's advocacy was successful: Children's Services offered accommodation with a deposit and rent in advance, on the condition that I find work and search for 20 private rented properties. With the adviser's help, I was able to complete the required 20 property searches and with this assistance was able to focus on my jobsearch. I secured a job cleaning in a hotel.

Two weeks later, I was successful in finding somewhere suitable and affordable to rent in Ilford. In addition, the adviser helped me to complete an income/expenditure assessment apply for the correct benefits (housing benefit, tax credits) so that me and my family could sustain our new tenancy and avoid becoming homeless again.

My family and I have now moved into a property in Ilford, where we are very happy. I am still in work and my wife returned to university in September. The housing benefit and tax credits are now in payment meaning that my family should be able to successfully sustain our tenancy. My wife told the STAR project: "I would like to give you my sincere gratitude for helping us find a home to live in; honestly you have done so much for us, no words could explain how thankful we are."

Shelter	
Project name:	STAR Partnership (Supporting Tenancies, Accommodation and Reconnections)
Priority:	Priority 1: Combatting Homelessness
Specification:	1.1 Homelessness: Early intervention and prevention
Amount (1 year):	£1,003,495
<p>Shelter is leading the STAR Partnership (Supporting Tenancies, Accommodation and Reconnections), a specialist partnership with Thames Reach, Stonewall Housing and St Mungo's. Through this partnership the following will be provided:</p> <ul style="list-style-type: none"> - An integrated multiple point of access for all users, enabling rapid response triage and advice. - London-wide targeted engagement and promotion to be relevant and accessible to key priority groups in all 33 boroughs. - Support for users to directly access the PRS and innovative housing solutions. - Assertive and targeted outreach direct to street homeless people especially in hotspots and encampments. - Safe and secure pathways into emergency accommodation. - Intensive support, including skills training, money management and housing advice to enable families and individuals to maintain their tenancy. - Personal resilience and independence planning to secure a long-term, healthy and happy home. - Real opportunities for work. 	
Delivery partners: Thames Reach, Stonewall Housing, St Mungo's	

Contact Details
<p>Connie Cullen, London Hub Manager</p> <p>connie_cullen@shelter.org.uk</p> <p>034 4515 1447/125 1079 0151 4255</p> <p>4 Tyssen Street, London E8 2FJ</p> <p>england.shelter.org.uk/</p>

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Number of new service users	2500	3308
Number assisted to obtain crisis or intermediate short term accommodation	175	203
Number assisted to obtain suitable settled accommodation	160	207
% with one/more protected equalities characteristic (Equality Act 2010)	127	173
Numbers of reconnection of rough sleepers outside UK	40	22
Number of rough sleeper hotspot closures	21	36
Number with resolved landlord/accommodation service issues affecting tenancy stability (particularly in outer London) may include harassment, abandonment and behaviour issues	151	214
Numbers with disrepair resolved and able to maintain tenancy	186	80
Number supported to successfully sustain tenancies/accommodation for 6 months*	0	0
Number supported to successfully sustain tenancies/accommodation for 12 months**	0	0
Number with resolved debt, benefits and financial hardship issues	262	200
Number with improved physical health	83	109
Number with improved mental health	211	192
Numbers referred successfully onto a London Councils Priority 3 project or similar employment project	81	51
Number with increased employability skills (including apprenticeships)	42	28

The commission is performing well against its delivery profile. The total outcome score falls within +/-15 per cent permitted variance.

- 2.3 - Less encampments are being seen than previously envisaged based on 2015/6 levels. The situation is being monitored and continued work to raise awareness of the service is taking place.
- 2.4 - Good relationships have been developed with the Home Office and Faith in Action leading to high hotspots closures. People have been supported to access short and long term accommodation.
- 3.2 - Remedying disrepair can be a lengthy process and some service users may choose to end their tenancy before these are completed. The project is continuing to work closely with private sector housing teams, private landlords and environmental health.
- 4.3 - Additional Income maximisation assessments will be introduced from Q3 address variance.
- 6.1 - Work developing referral pathways took place in Q1 and referrals have steadily increased during Q2.
- 6.2 - Links have been developed with a new education, training and support service to address low referrals in Q1; these have increased in Q2 as a result.

* Reporting to start from Q3

** Reporting to start from Q5

St Mungo Community Housing Association	
Project name:	Housing Advice, Resettlement and Prevention Connect (HARP)
Priority:	Priority 1: Combatting Homelessness
Specification:	1.1 Homelessness: Early intervention and prevention
Amount (1 year):	£251,378
<p>St Mungo will deliver a Pan London Housing, Advice, Resettlement and Prevention (HARP) service to people who are or are at risk of homelessness, providing holistic intervention.</p> <p>Proposed activities:</p> <ul style="list-style-type: none"> - A through-the-gate service, enabling people access to intervention and housing, promoting a smooth transition into communities. - A service which is flexible to the demand of need 'making each contact count', allocating specialist workers in each region who will work and receive referrals from probation/CRCs, local authorities, GPs and prisons in that region. - A Central Hub providing access to intervention for people through self-referral route - A Help-line for outside London Prisons and probation/CRCs discharging people returning to London. - Specialist intervention, advocacy and housing promoting the well-being and interests of individuals with protected characteristics, No recourse to public funds and complex needs inclusive of mental health and substance use. - A catalogue of services and private landlords within each borough to support better outcomes. - An emergency discretionary access fund to purchase small essential needs led resources for our clients, instigated by the project workers (such as fees relating to access to birth certificates, travel etc. - Promotion of education, employment and volunteering, inclusive of peer volunteering opportunities. 	
Delivery partners: N/A	

Contact Details
<p>Samantha Cowie, Head of Criminal Justice</p> <p>samantha.cowie@mungos.org</p> <p>020 7023 7010/020 3856 6000</p> <p>3 Thomas More Square, 5th Floor, Tower Hill London E1W 1YW</p> <p>www.mungos.org</p>

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Number of new users	632	623
Number assisted to obtain appropriate housing.	250	220
Number of tenancies brokered	25	2
Number assisted to obtain suitable settled accommodation	150	250
Number with one/more protected equalities characteristic (Equality Act 2010) - expressed as 50%	75	47
Number reconnected with stable family/friends accommodation	100	75
Number with resolved landlord/accommodation service issues affecting tenancy stability may include harassment, abandonment behaviour issues	96	85
Number supported to successfully sustain tenancies/accommodation for 6 months	0	0
Number supported to successfully sustain tenancies/accommodation for 12 months	0	0
Number with resolved debt, benefits and financial hardship issues	180	189
Number with improved physical health	192	166
Number with improved mental health	105	93
Number with improved life skills (can include independent living and be measured through distance travelled tool)	192	182
Numbers referred successfully onto a London Councils Priority 3 project or similar employment project	25	20
Number with increased employability skills (including apprenticeships)	96	62
Number successfully obtaining work placements, volunteering opportunities	14	9

The commission is performing well against its delivery profile and has been on an upward trend in Q2. The total outcome score falls within +/-15 per cent permitted variance.

- 2.1 Number of tenancies brokered –It has been reported as sourcing suitable accommodation at an affordable rent continues to be a challenge. St Mungo's will continue to research all options and monitor all issues for final evaluation.
- 2.3 Number with one/more protected equalities characteristic (Equality Act 2010) - Although below target, as reported last quarter St Mungo's has improved staff understanding of the importance of recording this information and so expect outcomes to improve over the grant period.
- 2.4 Number reconnected with stable family/friends accommodation - Mediation and reconciliation advocacy has been a success supporting the reconnection of individuals with family that may have been estranged. Cumulatively, the Commission is confident this numbers will go up by Q3.

St Mungo's has sought support from London Councils to establish a working relationship with priority 3 providers.

* Reporting to start from Q3

** Reporting to start from Q5

New Horizon Youth Centre	
Project name:	London Youth Gateway (LYG)
Priority:	Priority 1: Combatting Homelessness
Specification:	1.2 Youth homelessness
Amount (1 year):	£1,008,338
<p>The London Youth Gateway (LYG) project will provide a youth-targeted collaborative pathway to address increasing demand and emerging needs of young people who are homeless or at risk of homelessness, in each London borough. The LYG project will be delivered in partnership by New Horizon Youth Centre (lead), Depaul UK (Nightstop and Alone in London services), Shelter, and LGBT Jigsaw partners Stonewall Housing, Galop and Albert Kennedy Trust.</p> <p>The joint work will provide:</p> <ul style="list-style-type: none"> - direct access to emergency accommodation - affordable accommodation options, delivered in innovative new partnership models, and PRS access - family mediation and reconnection support - youth-focused advice and advocacy services around housing need, eviction, welfare benefits and debts via one-to-one, telephone and online provision - youth homelessness prevention sessions in schools and colleges - outreach into Young Offender Institutes (YOIs), prisons and on the street to ensure young people are linked up early with necessary support - satellite services and a telephone advice line to reach young people across London - independent living skills and financial literacy workshops - counselling, communication and interpersonal skills support - 7-days per week employment, education and training programme delivered in-house and in partnership, and in-depth accredited training programme 	
Delivery partners: Depaul UK, Stonewall Housing, Galop, Albert Kennedy Trust and Shelter	

Contact Details
<p>Shelagh O'Connor, CEO</p> <p>shelagh.oconnor@nhyouthcentre.org.uk</p> <p>020 7388 5560</p> <p>68 Chalton St, London, NW1 1JR</p> <p>https://nhyouthcentre.org.uk/</p>

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Number of users	3370	4421
Number assisted to obtain crisis or intermediate short term accommodation	210	353
Number supported to obtain suitable safe settled accommodation)	322	342
Number with one/more of the protected characteristics in the 2010 Equality Act (excluding age)	282	305
Number assisted with family mediation/reconnection leading to safe and settled reconciliation (where appropriate)	257	217
Number supported to successfully sustain suitable safe accommodation for 6 months*	0	0
Number supported to successfully sustain suitable safe accommodation for 1 year or more**	0	0
Number with resolved debt, benefits and financial hardship issues	297	447
Number with increased knowledge of housing options	2410	3775
Number with improved mental health	622	769
Number completing independent living skills workshops/course (incl. budgeting/money management)	345	328
Number with improved interpersonal skills (incl. behaviour, conflict and relationships)	370	372
Number successfully obtained employment for six months (including apprenticeships)*	0	0
Number with increased employability skills	339	333
Number successfully obtained a training opportunity (accredited)	240	289

The commission is performing well against its delivery profile. The total outcome score falls within +/-15 per cent permitted variance.

New user numbers are seasonally high in Q2 due to a high volume of activities in colleges across London. This is also reflected in some outcomes

* Reporting to start from Q3

** Reporting to start from Q5

Homeless Link	
Project name:	PLUS Project
Priority:	Priority 1: Combatting Homelessness
Specification:	1.3 Support services to homelessness voluntary sector organisations
Amount (1 year):	£120,239
<p>To strengthen the homelessness sector (voluntary, public and private) to work more collaboratively. To bring sectors together to better understand, define and identify their role in preventing homelessness. To support frontline providers and commissioners to be responsive to changing patterns of need, policy, legislation and equalities issues. To build the capacity of frontline providers to improve service delivery and effectiveness and ultimately be more sustainable. With the ultimate aim of achieving improved outcomes for those at risk of or experiencing homelessness.</p> <p>Activities:</p> <ul style="list-style-type: none"> - providing specialist advice, support, training, information, good practice spotlights and policy forums - supporting and improving working relationships between the VCS, boroughs and landlords through attendance at forums, partnership events and bespoke work with outer London boroughs. - improving collaboration and communication between the homelessness, employment, domestic/sexual violence, substance use, and health sectors through relationship brokerage, bespoke support, joint initiatives and peer networks - providing quality policy, law and research information identifying London specific impact and trends through briefings and bulletins - testing new models through special initiatives responding to the London specific context. <p>Outcomes delivered:</p> <ul style="list-style-type: none"> - Higher quality, more responsive and effective service delivery (measured against a baseline , and using an external evaluation) - More effective cross sector/priority collaboration to deliver more effective services - Improved and focussed response to prevention - A better equipped sector to develop creative interventions and solutions responsive to the specific London context. 	
Delivery partners:	Shelter

Contact Details
<p>Jane Bancroft - London Development Manager (Mon/Wed/Fri)</p> <p>Jane.Bancroft@homelesslink.org.uk</p> <p>020 7840 4460/079 5611 4992</p> <p>2nd Floor Minorities House, 2-5 Minorities, London EC3N 1BJ</p> <p>www.homeless.org.uk</p>

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Number of new organisations	121	397
Number with increased knowledge of changes in homelessness policy/ legislation/ benefit reforms	38	47
Number with improved working relationships with local services	27	30
Number with increased knowledge to adapt service delivery as a result of change of need across London/policy and legislative change	20	29
Number of VCS able to demonstrate that they have adapted their services and increased their links (to local authorities, providers under Priority 1, 2 and 3, and other agencies) to deliver holistic solutions for service users	0	40
Number of VCS aware of changing need in inner and outer London and able to adapt services accordingly.	30	34
Number of housing professionals with increased knowledge of changes in homelessness policy/ law/benefit reforms	14	29
Number of housing professionals who feel better informed of funded services and how they assist local delivery	15	25
Number of Landlords with increased knowledge of changes in homelessness policy/ law/benefit reforms	0	0
Number of organisations with more diverse funding streams	0	0
Number with a wider understanding of funding processes and opportunities	35	27
Number of relationships brokered between VCS and social philanthropy/ investment organisations charitable arms of businesses to increase housing opportunities.	0	1

The total outcome score of the Commission falls within +/-15 per cent permitted variance. However, Homeless Link has over delivered for most of its outcomes over Q1 and Q2. Officers will meet with Homeless Link and targets will be closely monitored in the next quarter.

- 1.3 - Increased knowledge to adapt service delivery as a result of change of need across London/policy and legislative change +45 per cent Variance - This has been reduced from Q1 as HL not deliver any policy forums in this quarter, so the variance is from Q1 and not Q2.
- 2.3 - Number of housing professionals with increased knowledge of changes in the homelessness policy/legislation/welfare reform +107per cent Variance – This figure needs to be re-profiled as the target is too low for what those outputs are achieving. The project reduced this from Q1 as it did not run any Policy events or briefings.

* Reporting to start from Q3

** Reporting to start from Q5

Standing Together Against Domestic Violence	
Project name:	Setting the standard of practice for domestic abuse for housing providers in London: DAHA
Priority:	Priority 1: Combatting Homelessness
Specification:	1.3 Support services to homelessness voluntary sector organisations
Amount (1 year):	£88,977
<p>The Domestic Abuse Housing Alliance (DAHA) is a partnership between three agencies who are leaders in innovation to address domestic abuse within housing; Standing Together Against Domestic Violence (STADV), Peabody and Gentoo. DAHA's mission is to transform the housing sector's response to domestic abuse (DA) through the introduction and adoption of an established set of standards and an accreditation process.</p> <p>STADV is submitting this bid on behalf of this partnership and will be solely responsible for the delivery of this grant. The key aim is to accelerate DAHA's ability to reach local authority housing and registered housing providers in London to support their standards of practice in relation to domestic abuse. This grant will enable DAHA to offer free workshops which reflect the DAHA accreditation standards, to provide training and to influence housing providers to undertake the DAHA accreditation. This ultimately will achieve early intervention for domestic abuse and better service and support to survivors of abuse and their children.</p>	
Delivery partners: N/A	

Contact Details
Aisha Sharif, DAHA Development Manager 020 8748 5717 a.sharif@standingtogether.org.uk

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Number of new organisations	35	20
Number of frontline organisations with increased awareness of specialist/equalities needs of clients	35	16
Number of frontline organisations adapting and or introducing services to meet the specialist/equalities needs of clients	0	0
Number of frontline organisations with increased knowledge of changes in homelessness policy/ legislation/ benefit reforms	35	16
Number of frontline organisations with improved working relationships with local services and in particular domestic abuse services	35	0
Number of housing providers acquiring DAHA accreditation	2	1
Number of VCS able to demonstrate that they have adapted their services and increased their links (to local authorities, providers under Priority 1, 2 and 3, and other agencies) to deliver holistic solutions for service users	0	16
Number of VCS aware of changing need in inner and outer London and able to adapt services accordingly	35	16
Number of housing organisations with increased awareness of specialist /equalities needs of clients	35	16
Number of housing professionals with improved working relationships with frontline services and in particular domestic abuse services and MARAC	0	0
Number of housing professionals who feel better informed of funded services and how they assist local delivery	35	16
Number of organisations with more diverse funding streams	0	0
Number of housing providers with improved ability to form partnerships/work collaboratively	0	0
Number of housing providers supported to work together on more than one occasion related to domestic abuse provision and best practice	35	16

Delivery has fallen below the 85per cent buffer. Officers will meet with STADV and targets will be closely monitored in the next quarter.

Under-delivery has generally resulted due to a delay in launching the online toolkit, so promotional work to encourage sign up through recruitment activities is behind. Setting up one to one meetings with senior staff of housing providers has also been slow.

See section 5.2 for further information on actions to be taken to address variance.

Priority 2

Priority 2 Case Study

Service Area: 2.3 Helpline and Co-ordinated Access to Refuge Provision

Organisation: Women's Aid

Project: Men's Advice Line

I rang the helpline three times. At the time of the first call, I was in an extremely abusive relationship with my partner. I explained we had first met online but became rapidly involved and I moved into my partner's mother's house early in the relationship, as I did not have a job and she had space in her flat. I acknowledge that I quickly developed a high level of dependence on my partner.

When I found a job, I moved to my partner's flat in Lewisham and the abuse started. I had ongoing mental health problems. When I first called the Men's Advice Line, I was a broken man, permanently scared of my partner's reactions. I had lost my job and was not allowed to leave the house; I had no money and could only talk to friends in secret while my partner was at work. My partner was extremely jealous and would become violent if I asked for any access to money, work or benefits. My partner felt that I wanted to go out and have sex with other people so had convinced me that it was best for our relationship was if I stayed in the house. My partner was paying for all the food and the rent and I had no income or access to independent funds. On one of the occasions when my partner became violent, a neighbour heard and called the police. Unfortunately they were not supportive, even though I was bleeding and bruised. The police advised us to talk and try to not fight again, left both of us at the property and took no further action following the incident.

I decided that I needed to leave this relationship and called the Men's Advice Line. They helped me to discreetly plan a safe way out of the house and the relationship, consider what I needed to do to protect myself and how to ensure I did not need to return to the property. They helped me to think about what steps I needed to take to prevent my partner from finding out about this plan until I was ready to leave, and what support I could get when I left.

A few weeks later I called Men's Advice Line and told them that I had left and was staying temporarily at a friend's flat. I felt safer but was still scared of bumping into my ex and felt anxious and depressed. I refused to talk to the police even though the previous assault still upset me. I was advised to register with a GP in order to get support for my anxiety and depression, to get in contact with Stonewall to enquire about advocacy and support for housing. I was also signposted to specialist counselling services in the area where I was living. They also advised me to talk to my benefits office in order to start receiving an income until I could find a new job.

The last time I called, while I had already taken steps to address my housing and financial situation, I was still struggling with how I was feeling. The Men's Advice Line helped me to explore my feelings of guilt for having got involved in an abusive relationship. They helped me start to make sense of this experience, and again signposted me to specialist counselling services in my local area.

Tender Education and Arts	
Project name:	London Councils pan-London VAWG Consortium Prevention Project
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.1 Sexual and Domestic Violence: Prevention
Amount (1 year):	£265,000
<p>The Pan-London VAWG consortium prevention project is a strategic partnership of nine organisations set to deliver across 32 boroughs. Led by Tender, it presents an innovative, holistic response to gender based violence amongst young people, covering a range of VAWG themes through specialist arts and drama workshops.</p> <p>This project builds on robust foundations established by the consortium's work funded by London Councils since 2013. Building on the momentum created to date, the Project will establish a Centre of Excellence in each borough, adding an enhanced stage to the existing project through a champion school programme.</p> <p>This enables the project to reach more vulnerable young people and carry out more activities ultimately leading to whole school change. The project will work with schools to identify targeted groups of young people at high-risk of experiencing abuse due to multiple disadvantage. The consortium will provide early intervention group work with these groups to decrease their vulnerability. Each school will receive support in developing effective policies to prevent domestic abuse and sexual bullying and respond to disclosures from students.</p> <p>Outcomes: Young people warn each other of abusive relationships, more young people challenge abusive behaviour safely and have the opportunity to comment on national policy and programmes of work.</p>	
Delivery partners: IMECE, Women and Girls' Network (WGN), The Nia Project, Solace Women's Aid, Latin American Women's Rights Service (LAWRS), FORWARD, Ashiana Network and Iranian and Kurdish Women's Rights Organisation (IKWRO)	

Contact Details
<p>Kate Lexén, Education Manager</p> <p>kate@tender.org.uk</p> <p>020 7697 4249 (direct line)</p> <p>The Resource Centre, 356 Holloway Road, London N7 6PA</p> <p>www.tender.org.uk</p>

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Number of new users	1760	1190
Healthy Relationship Project participants can identify at least one warning sign of sexual and domestic violence	290	223
Healthy Relationship Project participants in secondary schools and out of school settings can memorise key statistics pertaining to abuse	162	112
Healthy Relationship Project participants state sexual and domestic violence is unacceptable	306	195
Children and young people report feeling confident to support a friend following school assembly	994	669
Children and young people feel more confident to deal with abuse and understand it is based on power inequality following school assembly	1065	619
Children and young people can now make positive relationship choices following school assembly	1136	618
Healthy Relationship Project participants can identify appropriate support channels and services	306	210
Healthy Relationship Project participants in secondary schools and out of school settings report an improvement in their peer relationships	65	88
Professionals report positive changes in the behaviour and/or attitudes of participants following Healthy Relationships Project	11	8
Professionals in Champion Schools report increased confidence to use training in professional practice (staff training)	0	0
Professionals in Champion Schools report increased knowledge about the complex nature of the issue (staff training)	0	0
Healthy Relationships Project participants in secondary schools and out of school settings can recall criminal statistics for different forms of sexual and domestic violence against protected groups	172	111
Participants in Champion Schools (targeted group) are able to identify controlling behaviours in relationships	0	0
Participants in Champion Schools (targeted group) report feeling more confident to seek support	0	0

Delivery has fallen below the 85per cent buffer. A monitoring visit is scheduled in Dec 2017 and targets will be closely monitored in the next quarter.

- Under-delivery has generally resulted as all outcomes for this quarter are lower than profiled due to the outstanding four projects. Tender anticipates all outcomes to be re-aligned in Q3 when the outstanding projects have been delivered.
- Outcomes 2.1, 2.2 and 2.3 appear much lower than the other outcomes because, Tender has struggled to achieve the number of young people observing assemblies this quarter as the group was working predominantly in targeted youth settings. Tender did not also receive the audience questionnaires back from one primary school project.
- Although the numbers all appear lower due to lower beneficiary numbers, in general all outcomes are being achieved to the required %. Therefore, Tender anticipates all outcomes will be achieved to the required level in Q3.

See section 5.2 for further information on actions to be taken to address variance.

* Reporting to start from Q3

** Reporting to start from Q5

Solace Women's Aid	
Project name:	Ascent: Advice and Counselling
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.2 Sexual and Domestic Violence: Advice, counselling, outreach, drop-in and support for access to services
Amount (1 year):	£1,425,238
<p>The project provides support for women (age 16+) affected by DV/SV and prevents its escalation through individually tailored advice, support and therapeutic services to enable women to cope, recover and move to independence.</p> <p>The Project provides four key service areas with a holistic delivery model providing initial response to all forms of Violence against Women and Girls (VAWG) as well as after-care from IDVA services:</p> <ul style="list-style-type: none"> - Advice, including legal support, through a hub and spoke model and inclusive of targeted support for BME women; those with NRPF; young women (including gang affected age 14+); sexually exploited women (including those with problematic substance use issues) and women with complex housing needs to enable them to access safe accommodation. - One to one BACP accredited counselling delivered within each borough as well as counselling in over 20 languages provided by BME led by and for organisations. - A bespoke in-borough group work programme, as well as specialist BME focused group work across the partner organisations to aid recovery, reduce isolation and increase understanding of abuse. - No Recourse fund to assist women with no recourse to public funds with essential living costs and accommodation. - Training including legal training to professionals and accredited VAWG training to volunteers and therapeutic training to clinicians. <p>The project will deliver a range of outcomes including increased safety, access to safe housing, legal support, reduced risk, improved mental/physical health and well-being, increased confidence/self-esteem and increased knowledge for service providers around DV/SV.</p>	
<p>Delivery partners: Solace (Lead Partner); Ashiana Network; Asian Women's Resource Centre (AWRC); Chinese Information and Advice Centre (CIAC); EACH Counselling and Support; IKWRO; IMECE Women's Centre; Jewish Women's Aid (JWA); Latin American Women's Rights Organisation (LAWRS); Nia; Rape and Sexual Assault Support Centre (RASASC); Rights of Women; Southall Black Sisters (SBS); Women and Girls Network (WGN)</p>	
Contact Details	
<p>Gill Herd, Senior Manager - Partnerships g.herd@solacewomensaid.org ascenta&c@solacewomensaid.org 020 3198 4661 Solace Women's Aid, Unit 5-7 Blenheim Court, 62 Brewery Road, N7 9NY www.solacewomensaid.org</p>	

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Number of new users	3115	4172
Number of service users reporting reduced fear/ greater feelings of safety	2180	2529
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	1714	1742
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	1202	1776
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	890	1545
Number of service users with continuing support to sustain new lives	1068	1298
Number of service users with safety plan	1326	1388
Number of tenancies secured	534	280
Number of service users accessing legal advice and/or with increased understanding of the law	934	1472
Number of service users supported to access other services including Health and Children's services.	1908	2271
Service Users with increased knowledge of options to exit prostitution	6	11
People from the protected characteristics report increased safety/knowledge of their rights	1246	1613
People from the protected characteristics report satisfaction with services	1558	1941
Number of service users successfully referred from Local Authority and local IDVAs	468	549
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	190	607
Service providers are better equipped to support SUs with VAWG and/ or legal issues	110	130

The commission is performing well against its delivery profile. The total outcome score falls within +/-15 per cent permitted variance.

Over-delivery generally was due to a number of service users from pre-April concluding the services with Ascent and achieving positive outcomes. Numbers have moved closer to profiled levels in Q2.

4.1 - This is a new outcome area for Solace and the housing caseworker post. Development work took place in the first quarter and good progress has been achieved in Q2

Galop	
Project name:	The LGBT DAP (Domestic Abuse Partnership)
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.2 Sexual and Domestic Violence: Advice, counselling, outreach, drop-in and support for access to services
Amount (1 year):	£146,318
<p>The LGBT Domestic Abuse Partnership (DAP) will provide specialist support to over 500 LGBT victims of Domestic Violence annually. It is the only pan London multi-agency domestic violence service for LGBT people. It will deliver a joined-up service enabling vulnerable LGBT survivors, who face barriers to accessing support, to quickly access comprehensive, specialised support tailored to their needs.</p> <p>As the lead partner in the DAP, Galop will: Build links with borough based services to raise awareness of LGBT domestic abuse and improve referrals pathways; provide specialist one-to-one DV advocacy, and through the National LGBT Domestic Abuse Helpline provide specialist telephone, email advice and support to victims 7 days a week, referring London callers into the DAP. Stonewall Housing will provide housing advice and advocacy to DV victims at risk of homelessness, or with housing support needs. London Friend provides counselling and group support. Switchboard provides additional support through a helpline open 7 days per week and sign-posting into DAP services.</p> <p>The DAP has consistently delivered outcomes that improve the safety and wellbeing of LGBT survivors of domestic violence. Victims receive help navigating the criminal justice system and accessing specialist support aimed at reducing risk and repeat victimisation.</p>	
Delivery partners: Stonewall Housing, London Friend and Switchboard	

Contact Details
<p>Peter Kelley, Service Manager & LGBT DAP Coordinator</p> <p>peter@galop.org.uk</p> <p>020 7697 4081 (office)</p> <p>www.galop.org.uk</p>

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Number of new users	272	316
Number of service users reporting reduced fear/ greater feelings of safety	50	58
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	33	38
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	28	31
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	29	24
Number of service users with continuing support to sustain new lives	30	33
Number of service users with safety plan	24	31
Number of tenancies secured	20	23
Number of service users accessing appropriate health services or other services including children's services	40	46
Number of service users accessing legal advice	26	24
People from the protected characteristics report increased safety/knowledge of their rights	78	80
People from the protected characteristics report satisfaction with services	40	41
Number of service users successfully referred from Local Authority and local IDVAs	10	10
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	6	6

The commission is performing well against its delivery profile. The total outcome score falls within +/-15 per cent permitted variance.

- 1 - Number of new users: there was a 22 per cent increase in number of new users.
- 1.2 - Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation: 18 per cent over achieved. However, this represents just three additional cases.
- 3.2 - Number of service users with safety plan; 25 per cent increase.
- 2.2 Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence -40 per cent. This represented four fewer cases than anticipated.

SignHealth	
Project name:	DeafHope London
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.2 Sexual and Domestic Violence: Advice, counselling, outreach, drop-in and support for access to services
Amount (1 year):	£148,444
<p>DeafHope is the UK's only, award-winning, specialist service for Deaf female survivors of domestic abuse and violence, and their children. It is delivered by highly trained Deaf women for Deaf women and is vastly more cost-effective than using mainstream domestic violence services with interpreters. The service also provides support to Deaf male survivors, through advice and supported signposting. Caseworkers use British Sign Language and other international sign languages. The service is regularly assessed as 'outstanding' by London Councils' RAG rating.</p> <p>DeafHope London will deliver:</p> <ul style="list-style-type: none"> - Specialist D/deaf referral for all London Borough Officers and IDVAs - IDVA and outreach 1-2-1 support for deaf women and young people - Prevention/early intervention workshops in schools/youth groups to boys and girls (Young DeafHope) - Psychological Therapy for clients with complex needs, anxiety and/or depression - Survivors' Workshops - Deaf-led support groups - British Sign Language (BSL) and other accessible information about domestic abuse for Deaf community - Deaf awareness training/support for London Borough Officers and mainstream domestic violence providers <p>This will achieve all specification outcomes:</p> <ul style="list-style-type: none"> - Reduced levels/ repeat victimisation of sexual and domestic violence - Improves wellbeing - Increases safety and independence - London Borough Officers and IDVAs have a quality Deaf referral route - Multi-agency providers have a better understanding of how to meet Deaf access - Supports BAMER, LGBT and Multiple Complex Needs Deaf women 	
Delivery partners: n/a	

Contact Details
<p>Lynn Shannon, Manager</p> <p>ishannon@signhealth.org.uk deafhope@signhealth.org.uk</p> <p>020 8772 3241 (voice) 079 7035 0366 (text)</p> <p>The Bridge, Oakmead Road, London SW12 9SJ</p> <p>http://www.signhealth.org.uk/</p>

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Number of new users	73	89
Number of service users reporting reduced fear/ greater feelings of safety	50	89
Number of service users reporting reduced risk, reduced repeat victimisation, prevention of escalation	50	41
Service users have improved self-esteem, motivation, confidence and are able to rebuild their lives, moving to independence	50	61
Service users have improved emotional health and wellbeing and physical health and are able to rebuild their lives, moving to independence	50	61
Number of service users with continuing support to sustain new lives	45	41
Number of service users with safety plan	45	34
Number of tenancies secured	45	41
Number of service users accessing appropriate health services or other services including children's services	45	41
Number of service users accessing legal advice	45	17
People from the protected characteristics report increased safety/knowledge of their rights	73	89
People from the protected characteristics report satisfaction with services	73	89
Number of service users successfully referred from Local Authority and local IDVAs	31	8
Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers	135	61

The commission is performing well against its delivery profile. The total outcome score falls within +/-15 per cent permitted variance.

- Signhealth had high numbers last quarter and as expected have some lower figures this quarter which counterbalance those previous peaks.
- 1.0 - The number of new users is showing a variance of -34 per cent this is because the quarter is typically quieter as it spans the summer months when work in schools/colleges does not happen.
- 3.2 - The number of service users with a safety plan is showing a variance of -20 per cent because of the lower numbers of new referrals this quarter.
- 4.3 - The number of service users accessing legal advice is -88per cent because the case work for this quarter hasn't yet necessitated this – those who are new to the service will be accessing legal advice next quarter.

* Reporting to start from Q3

** Reporting to start from Q5

Women's Aid	
Project name:	Pan-London Domestic and Sexual Violence Helplines and Data Collection Project
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.3 Helpline and coordinated access to refuge provision
Amount (1 year):	£314,922
<p>This project will work to ensure that people affected by all forms of domestic and sexual violence receive the non-judgmental, confidential support that they need, and access to emergency refuge provision when they need it, and to assist commissioners and strategic stakeholders to effectively coordinate refuge provision based on robust data:</p> <ul style="list-style-type: none"> - Expert Pan-London telephone, email and online support to victims of domestic and/or sexual violence and those supporting them; - Comprehensive data on London services facilitating immediate refuge referrals; - Collection, analysis and dissemination of data on the nature and usage of refuge and other provision and needs in London. <p>The project will assist London boroughs directly through a dedicated refuge referral mechanism, plus informative data for improving services and better understanding needs, including provision of a 'heat map'.</p> <p>UK Refuges On Line (UKROL) is an integral part of this project, and the project will work with London Councils,</p> <p>MOPAC¹ and borough stakeholders to ensure the maximum benefit is achieved from the range of data collected through the improved data analysis tools and resources that the project will implement going forward.</p> <p>The project will be committed to impactful liaison with London boroughs and promoting its services to all those who might benefit</p>	
Delivery partners: N/A	

Contact Details
<p>Nicki Norman, Director of Services</p> <p>n.norman@womensaid.org.uk</p> <p>011 7983 7135</p> <p>www.womensaid.org.uk</p>

¹ MOPAC – Mayor's Office for Policing and Crime

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Number of new users	10251	10871
Number of service users with reduced level of risk	8750	6009
Number of service users referred to a refuge	1000	912
Survivors of rape and sexual abuse accessing Helpline	2250	1937
Quarterly report on refuge referrals (successful and non-successful) by London borough, with particular categories including equalities (to be drawn up with borough officers) sent to all borough officers and other key stakeholders	2	2
New data on housing status of service users on entry and exit is included in quarterly reports	1	0
Reports and heat maps used by borough officers and other key stakeholders (including MOPAC) to coordinate refuge provision; plan strategically and improve responses to domestic and sexual violence	0	0
Number of successful referrals into counselling or other specialist service provision	750	901
People with the protected characteristics (Equalities Act 2010) are able to access support that meets their needs	80	62
Service users reporting their needs were adequately addressed when utilising the Helpline service (according to age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation).	200	237
Service providers (including boroughs and refuges) report being able to respond to service users' needs	40	46
Professionals report having the relevant and required information they need to support service users affected by sexual and domestic violence	40	46
Number of logins to UKROL from services in London	11000	11024
Referrals to ISVA and sexual violence-specific support services	40	41

The commission is performing well against its delivery profile. The total outcome score falls within +/-15 per cent permitted variance.

- 1.1 Number of service users with reduced level of risk - Women's Aid expect to see a reduction in this variance over the next two quarters.
- 2.2 New data on housing status of service users on entry and exit is included in quarterly - Data collection on the new field therefore began from 1st October and will be reported on from Q3 onwards.
- 4.1 People with the protected characteristics (Equalities Act 2010) are able to access support that meets their needs – Women's Aid was slightly over in Q2 (+5 per cent)
- 4.2 Service users reporting their needs were adequately addressed when utilising the Helpline service - Women's Aid are slightly over in Q2 (+11 per cent) See section 7.3 for further information on actions to be taken to address variance.

* Reporting to start from Q3

** Reporting to start from Q5

Ashiana Network	
Project name:	Specialist Refuge Network
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.4 Emergency refuge accommodation that offers services to meet the needs of specific groups
Amount (1 year):	£840,000
<p>London Specialist Refuge Network seeks to continue to provide a unique and innovative Pan-London service through specialist refuge accommodation and targeted support to high-risk women/children affected by domestic and sexual violence (DSV) with complex needs. The Network will provide specialist refuge, targeted support and outreach and second stage accommodation. The project works intensively with women to assess/address needs, improve safety/health/wellbeing enabling women to exit violent/abusive relationships/situations. The services comprise:</p> <ul style="list-style-type: none"> - Programme of group-work/workshops to enhance health/wellbeing/living-skills/resilience - Resettlement programme to support independence/longer lasting outcomes - Outreach service supporting/enabling women to access alternative refuge accommodation/be supported in independent living - Training/awareness raising workshops for professionals to remove barriers/widen access - Housing advocacy securing/maintaining referral pathways with housing providers to secure alternative accommodation for women at risk and unable to access refuge - 38 specialist 24-hour refuge and second-stage accommodation bed spaces and package of intensive targeted support to enhance safety and remove barriers: - 6 (24-hour) bed spaces: Problematic substance use - 5 (24-hour) bed spaces: Sexually exploited women (including prostitution and trafficking) - 8 (24-hour) bed spaces: Women with mental health/problematic substance use - 7 second-stage bed spaces: Trafficked women - 6 bed spaces: Middle Eastern and North African women fleeing harmful practices including forced marriage - 6 bed spaces: South Asian, Turkish and Iranian women with NRPF experiencing DV/SV and harmful practices - Within the existing 38 bed spaces, the project will allocate an additional 3 bed spaces for women with NRPF², particularly for trafficked women and 2 bed spaces for women with mobility related disabilities. 	
<p>Delivery partners: Ashiana Network, Solace Women's Aid, Nia project, Iranian & Kurdish Women's Rights Organisation (IKWRO)</p>	

Contact Details
<p>Shaminder Ubhi, Director</p> <p>shaminder@ashiana.org.uk info@ashiana.org.uk</p> <p>020 8539 0427</p> <p>www.ashiana.org.uk</p>

² No recourse to public funds

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Number of new users	398	208
Numbers not returning to a perpetrator	18	21
Numbers with increased awareness of safety planning	97	99
Engagement with in-house and external specialist support and culturally specific provision, (such as drug and alcohol support, support with mental health, support to exit prostitution, harmful practices, immigration and NRPF	77	91
Numbers supported to successfully apply for indefinite leave to remain under the Destitution Domestic Violence (DDV) concession or refugee status under an asylum application	16	22
Numbers of women that demonstrate reduced harmful substance use	24	27
Number of women involved in prostitution and trafficking reporting increased awareness of options to exit prostitution and with personalised action plans	18	18
Numbers demonstrating an increased understanding of sexual and domestic violence/prostitution/trafficking as a form of violence against women	70	97
Number of users demonstrating an increased understanding and stabilisation in their mental health	36	40
Number of users with increased understanding of impact of mental health and substance misuse on their children	8	11
Service users moved on in a planned way	14	12
Service users with increased living skills	33	50
Service users with more stabilised immigration status	22	29
No of people prevented (where appropriate) from unnecessary refuge admission through support to alternative housing options that enable them to stay safe. Support provided to service users for whom specific refuge provision does not exist / scarce / do not wish to access (LGBT)	24	16
Number of referral pathways agreed with registered social landlords and other housing providers	2	3
Number of service users gaining/maintaining tenancies	16	23
Number of professionals with increased knowledge of sexual and domestic violence aimed at increasing clients' access to services	237	111
Removal of barriers in accessing services for people with the protected characteristics of the 2010 Equalities Act	42	72
Number of users with disabilities accessing the service	36	42

The commission is performing well against its delivery profile. The total outcome score falls within +/-15 per cent permitted variance.

Outcome 1.1 - Number of New Users – Ashiana worked with a total of 82 users this quarter and the profiled target was 199 women, therefore the quarterly variance was -59 per cent this quarter. The cumulative variance shows underachievement by 52 per cent. Due to the numbers being very low all partners have been continuing to work with a number of organisations, in promoting their services and raising awareness in the London boroughs and have been scheduling in sessions for the next two quarters. In addition to this all partners will continue to work with any woman coming into the refuge and users requiring 1:1 outreach support; to ensure that their support needs are met and they do not feel the need to return to violence.

* Reporting to start from Q3 ** Reporting to start from Q5

Women's Resource Centre	
Project name:	The ASCENT project (Amplifying, Supporting, Capacity building, Engaging, Networking, Training)
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.5 Support services to the sexual and domestic violence voluntary sector organisations
Amount (1 year):	£240,783
<p>Ascent is part of the Pan London VAWG Consortium project and will specifically address the long term sustainability needs of the provision of services to those affected by sexual and domestic violence (S&DV).</p> <p>It will improve the quality of such services across London, by providing a variety of services that includes sustainability, expert-led and accredited (assured) training, seminars and special events, best practice briefings, newsletters, and online 'sector conversations' for front-line staff from both voluntary and statutory services to improve service provision and ensure it meets the needs of service users. The Ascent project has a strong focus on borough spread as well as cross-priority work.</p> <p>Ascent will also draw on the wide and varied expertise of all its partners, and of those within the wider Pan London VAWG Consortium in order to meet the requirements of the Equality Act 2010. As a partnership, ASCENT will both model and promote the value of partnerships to service users, funders and commissioners.</p>	
Delivery partners: RESPECT (perpetrators), Imkaan, Rights of Women, Against Violence and Abuse and Women and Girls Network	

Contact Details
<p>Ms Vivienne Hayes, CEO</p> <p>vivienne@wrc.org.uk</p> <p>020 7697 3451</p> <p>United House, North Road, London, N7 9DP</p> <p>www.wrc.org.uk</p>

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Number of new organisations	158	213
Frontline services/organisations have an increased level of knowledge and ability to run services/organisations effectively and efficiently	32	58
Frontline services/organisations reporting increased ability to be more financially sound and efficient	20	12
Frontline services/organisations with an increased level of knowledge in areas such as financial management, governance, recruitment/workforce; ICT, premises management and income diversification	20	11
Frontline services/organisations report greater ability to work in partnership	40	25
Frontline services/organisations express interest in forming partnerships with other services/providers including LGBT and homelessness services	45	46
Frontline services/organisations able to collaborate with other services such as local authorities, health services, housing providers and homelessness services	17	25
Frontline organisations able to deliver improved services to meet their clients' needs and in line with relevant quality standards (deliver, monitor, evaluate and adapt)	65	50
Frontline services/organisations better able to monitor and evaluate impact of services	25	30
Frontline organisations/services with increased ability to meet their service users' needs	60	75
Borough officers, health professionals, social housing landlords , housing officers, homelessness/hostel staff and other key professionals more aware of key issues, services available and referral pathways.	7	17
Frontline services/organisations with increased ability to meet the three aims of the Equality Act 2010	50	30
Frontline organisations with increased diversification of boards of trustees	5	0

Delivery has fallen below the 85per cent buffer but the RAG rating is green. This could be an anomaly that London Councils may need to investigate further, as covered in the body of the report. Targets will be closely monitored in the next quarter.

Over-delivery of outcomes was generally a result of high attendance at the Priority 2 launch event, including by a large number of homelessness professionals, as well as some conservative profiling in Q1.

- 1.2, 1.3 - Low attendance on training courses due to transport issues and low registrations due to the holiday season resulting in cancellations.
- 2.1 - Outcomes will be reported in Q3
- 6.1, 6.2 - Further work activities and events are planned for future quarters to address variance.

See section 5.2 for further information on actions to be taken to address variance.

Asian Women's Resource Centre (AWRC)	
Project name:	Ascent Ending Harmful Practices project
Priority:	Priority 2: Tackling Sexual and Domestic Violence
Specification:	2.6 Specifically targeted services FGM, Honour based violence (HBV), forced marriage and other harmful practices
Amount (1 year):	£320,000
<p>The partnership will provide intensive 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, annually.</p> <p>Activities will include: 1) 1:1 advice and information on rights and entitlements: 2) casework and advocacy support which will include accompanying women to report crimes of violence to the police and housing departments, as well as accompanying women to court and advocating their needs to social services 3) therapeutic support groups and a counselling provision to 66 women 4) raising awareness of the impact of HBV, FM and FGM within communities and other voluntary and statutory agencies (not only BMER communities) through delivering workshops, training and presentations and 5) specific work with young women through the delivery of workshops to support peer mentoring and youth advocacy.</p> <p>These activities aim to improve service users' safety, self-esteem, confidence and wellbeing, as well as improving understanding of rights and options and uptake of other services in the domains of criminal justice, health, housing and employment training.</p>	
Delivery partners: Ashiana Network, Latin American Women's Rights Service, IKWRO, IMECE Women's Centre, Southall Black Sisters Trust, Women and Girls Network, FORWARD and Domestic Violence Intervention Project (DVIP)	

Contact Details
<p>Sarbjit Ganger, Director</p> <p>sarbjit@asianwomencentre.org.uk info@asianwomencentre.org.uk</p> <p>020 8961 6549</p> <p>http://asianwomencentre.org.uk/</p>

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Number of new users	310	328
Service users have improved self-esteem, confidence and emotional health and well being	236	313
Service users have improved mental health	28	125
Service users have a better understanding of the support options available to them and are more aware of their rights and entitlements	224	320
Service users have an increased ability to communicate their needs and views to service providers	95	237
Number of professionals with improved understanding of harmful practices and the barriers faced by BAMER women in accessing services	63	157
Service users report increased feelings of safety	236	280
Service users have an increased level of understanding regarding options available to help their decision making	236	288
Service users have enhanced coping strategies	145	242
Service users make changes to their living situations and exit violence	153	186
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending ESOL classes	33	53
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending ICT classes	33	36
Service users have improved life skills to help them rebuild their lives and move to independence: service users attending other employment skills workshops	33	43
Local authority officers are able to access support to wrap around existing support or make referrals into the service.	30	96
Referrals from IDVAs and sexual health clinics	20	42
Service users accessing other support	20	121

The commission is performing well against its delivery profile. The total outcome score falls within +/-15 per cent permitted variance.

However, AWRC has over delivered for most of its outcomes over Q1 and Q2. Officers will meet with AWRC and targets will be closely monitored in the next quarter.

* Reporting to start from Q3

** Reporting to start from Q5

Priority 3 Tackling Poverty Through Employment

Paddington Development Trust	
Project name:	Gold
Priority:	Priority 3 Tackling Poverty through Employment (ESF Match funded)
Amount (2 years):	£928,819
<p>Gold provides access to employment for jobseekers and inactive people, improving the employability skills of the unemployed and economically inactive people. Led by Paddington Development Trust (PDT) and delivered through a collaborative and established partnership, PDT work with employers, training providers, childcare providers and other agencies to create this programme.</p> <p>The partnership delivers IAG, work placement, volunteering and employment opportunities to a targeted group of unemployed and economically inactive participants within the boroughs of Westminster, Kensington & Chelsea, Barnet, Harrow, Haringey, Hammersmith & Fulham in cluster 4. The target groups are both hard to reach and distant from the labour market: at least 65 per cent will be economically inactive, and the rest long-term unemployed.</p> <p>The project management and delivery approach tackles poverty by helping the participants move towards, or into, work. Each individual will have his/her own needs and barriers, and they will provide a personalised support programme plan of learning and employment options that takes into account skills needed and for difficult health or social circumstances.</p> <p>The project intends to recruit people on to the programme, meeting the poverty programme targets for each group. Gold provides highly supportive IAG, support from specialist agencies, employer help through extra guidance, work placements, and employment offers. The project provides help with ESOL, employability and vocational skills, and other support to raise self-confidence and improve self-esteem. The project advisors track participants each step of the way from engagement through to sustained jobs.</p>	
Delivery partners: PDT - Lead, Urban Partnership Group, Equi-vision, Get Set, Westminster and Wandsworth Mind, (St Mungo's & CITE).	

Contact details
<p>Ola Badamosi, Head of Programmes</p> <p>ola@pdt.org.uk</p> <p>020 7266 8250</p> <p>The Stowe Centre, 258 Harrow Road, London W2 5ES</p> <p>www.pdt.org.uk</p>

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Enrolments	220	146
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	205	143
Participants receiving 12+ hours of support (Homeless only)	16	1
Participants completing a work or volunteering placement	30	13
Participants in employment within 4 weeks of leaving the project	45	37
Participants in sustained employment for 26 weeks (6M)	26	4
Participants in employment within 4 weeks of leaving the project – Homeless	1	0
Participants in sustained employment for 26 weeks (6M) – Homeless	0	0
Further Education and Training	30	4

Please refer to Section 4.5 of the main report for further information about delivery against targets.

London Training and Employment Network	
Project name:	Steps into Work
Priority:	Priority 3 Tackling Poverty through Employment (ESF Match funded)
Amount (2 years):	£966,423
<p>Steps to Work project provides access to employment for jobseekers and inactive people, improving the employability skills of the unemployed and economically inactive people by aiming to equip long-term unemployed and economically inactive people living in the London Boroughs of Wandsworth, Kingston upon Thames, Merton, Sutton, Croydon & Lambeth with skills and competences necessary to enter, remain and progress in work. In partnership with the delivery partners named below, LTEN has many years' experience of working with all the key target groups for this project.</p> <p>Although the project covers all these boroughs, it specifically targets those living in the most deprived wards. Provision is targeted at people who are furthest away from the labour market. For example, a wide range of BAME communities, parents with long-term work limiting health conditions, lone parents, women and especially those facing barriers to work, homeless people and people with disability or long-term health condition, including mental illness and those recovering from drug/alcohol misuse.</p> <p>The project's provision includes an integrated package of support that is flexible and tailored to individual participant's needs as well as other barriers that prevent their entry into the labour market. The project provides Information Advice & guidance (IAG), flexible and tailored employability and occupational skills training to meet employers' and work requirements and also provide wrap around support intervention to help participants overcome the barriers, to enable participants to enjoy the same recruitment experience as others.</p>	
Delivery partners: LTEN - Lead, Breaking Barriers, Centrepont Soho, HCT Group, Latin America Women Rights Service (LAWRS), Refugee Action Kingston (RAK), Skillsland Ltd & Storm Family Centre	

Contact Details
Cynthia Hyman, Head of Operations cynthia@lten.org.uk 020 3841 6950 Unit 4 ST Marks Studio, 14 Chillingworth Road, London N7 8QJ www.lten.org.uk

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Enrolments	250	44
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	228	30
Participants receiving 12+ hours of support (Homeless only)	20	0
Participants completing a work or volunteering placement	70	2
Participants in employment within 4 weeks of leaving the project	96	0
Participants in sustained employment for 26 weeks (6M)	29	0
Participants in employment within 4 weeks of leaving the project - Homeless	5	0
Participants in sustained employment for 26 weeks (6M) - Homeless	0	0
Further Education and Training	43	0

Please refer to Section 4.5 of the main report for further information about delivery against targets.

MI ComputSolutions Incorporated	
Project name:	Community Life Change
Priority: 3	Priority 3 Tackling Poverty through Employment (ESF Match funded)
Amount (2 years):	£926,311
<p>Community Life Change targets unemployed and inactive residents within the boroughs of Southwark, Lewisham, Bromley, Greenwich & Bexley with the aim of improving employability skills and helping participants into employment.</p> <p>They provide 1-to-1 Individual Advice & Guidance (IAG), advisor support, employer led sector focused group workshop, job fairs, help into training, education, work or voluntary placements especially parents with long-term work limiting health conditions: people with mental health needs; members of ethnic groups with low labour market participation, women facing additional barriers to employment; people with drug/alcohol issues; and homeless people.</p> <p>The projects activities include Matrix standard Diagnostic Needs Assessment. The project offers a Drop In Centre where participants can carry out their own job search under the guidance of a professional advisor, Employer Liaison and Job Brokerage to match participants to suitable vacancies, 30 hour work placement and signposting to relevant training, including English & Maths, Vocational Skills, & Sector Routeways.</p> <p>The project is delivered by MI ComputSolutions (trading as 'MISDC') in partnership with various delivery and referral partners.</p>	
Delivery partners: Successful Mums, Royal Mencap, Resource Plus, Centre Point & Train 2 Work.	

Contact Details
<p>Adekunle Okotore, Managing Director</p> <p>val@micomputsolutions.co.uk</p> <p>020 7501 6450</p> <p>The Queen, 47a Bellefields Road, Brixton. London SW9 9UH</p> <p>www.micomputsolutions.co.uk</p>

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Enrolments	288	47
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	250	52
Participants receiving 12+ hours of support (Homeless only)	18	0
Participants completing a work or volunteering placement	62	4
Participants in employment within 4 weeks of leaving the project	90	10
Participants in sustained employment for 26 weeks (6M)	25	4
Participants in employment within 4 weeks of leaving the project - Homeless	9	0
Participants in sustained employment for 26 weeks (6M) - Homeless	2	0
Further Education and Training	63	0

Please refer to Section 4.5 of the main report for further information about delivery against targets.

The Citizens Trust (Disability Times Trust – DTT)	
Project name:	Directions West London
Priority:	Priority 3 Tackling Poverty through Employment (ESF Match funded)
Amount (2 years):	£896,229
<p>Directions West London is an integrated employment and pastoral support project providing a range of employment related and personal development support interventions to the boroughs of Hounslow, Ealing, Hillingdon, Brent & Richmond Upon Thames.</p> <p>It is delivered by a partnership of highly experienced VCS and Not for Profit organisations. The project targets some of the most vulnerable residents across west London, in particular those who are economically inactive and the long-term unemployed. These include: women, older people, ethnic minorities, people with long-term work limiting health conditions/disabilities and lone parents. Within each of these target groups the project provides support and guidance with the aim to increase and improve the active participation of participant's in the labour market through the acquisition of personal and occupational skills.</p> <p>This will be achieved through the delivery of a multifaceted employment programme that provides robust ongoing assessments, vocational/employment specific training, pre-employment training, work experience, health workshops, personal and soft skills development, employer engagement, employment mentoring and in-work support.</p> <p>This includes personalized information, advice and guidance (IAG) support for participants experiencing homelessness or substance recovery, employability and skills development training, individualized digital job search strategies and work experience and volunteering opportunities.</p>	
Delivery partners: Citizens Trust - Lead, ACDA, New Challenge & Action West London	

Contact Details
<p>Ian Whitehead, Trust Manager</p> <p>information@the-citizen.info</p> <p>020 8566 1206</p> <p>1-2 Craven Road, Ealing, London W5 2UA</p> <p>http://www.thecitizenstrust.org.uk/</p>

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Enrolments	242	65
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	220	66
Participants receiving 12+ hours of support (Homeless only)	13	0
Participants completing a work or volunteering placement	47	3
Participants in employment within 4 weeks of leaving the project	87	7
Participants in sustained employment for 26 weeks (6M)	15	0
Participants in employment within 4 weeks of leaving the project - Homeless	9	0
Participants in sustained employment for 26 weeks (6M) - Homeless	1	0
Further Education and Training	42	3

Please refer to Section 4.5 of the main report for further information about delivery against targets.

Redbridge Council for Voluntary Service	
Project name:	Aim Higher
Priority:	Priority 3 Tackling Poverty through Employment (ESF Match funded)
Amount (2 years):	£983,871
<p>Aim Higher engage, improve the employability, health, parenting, life skills and social inclusion of economically inactive and long term unemployed people from the following target groups: parents with long term work limiting health conditions, people with mental health needs, people from ethnic groups with low labour market participation rates, women facing barriers to employment, people recovering from drug and/or alcohol addiction or misuse and homelessness.</p> <p>This is achieved through the delivery of targeted outreach and activities in the most deprived wards of Enfield, Tower Hamlets, City of London, Camden, Hackney and Islington. Project activities include, initial diagnostic assessment, induction, action planning, individualised 1-1 information, advice and guidance for 6 hours+ and 12 hours+, access to health support e.g. weight management programmes, healthy eating, sustainable food growing programmes and mindfulness sessions, clubs e.g. IT, parenting groups, training in soft skills, vocational, functional skills, ESOL; work placements or volunteering and/or work trials, access to job brokerage, self-employment and enterprise support to progress participants into work.</p> <p>Personalised in work support is offered to all participants that enter work, and their employers. Participants also access support to progress into further education or training.</p>	
Delivery partners:	Redbridge CVS – Lead, Bromley by Bow Centre, HCT, LTEN, Osmani Trust & Volunteer Centre Hackney

Contact Details
<p>Martyne Callender, Employment and Skills Team Manager</p> <p>martyne@redbridgecvs.net</p> <p>020 3874 4129</p> <p>103 Cranbrook Road, Ilford IG1 4PU</p> <p>www.redbridgecvs.net/</p>

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Enrolments	225	56
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	210	36
Participants receiving 12+ hours of support (Homeless only)	12	0
Participants completing a work or volunteering placement	41	3
Participants in employment within 4 weeks of leaving the project	68	7
Participants in sustained employment for 26 weeks (6M)	25	0
Participants in employment within 4 weeks of leaving the project - Homeless	5	0
Participants in sustained employment for 26 weeks (6M) - Homeless	1	0
Further Education and Training	35	0

Please refer to Section 4.5 of the main report for further information about delivery against targets.

Redbridge Council for Voluntary Service	
Project name:	Outreach East
Priority:	Priority 3 Tackling Poverty through Employment (ESF Match funded)
Amount (2 years):	£983,871
<p>Outreach East also improves the employability, health, parenting, social and financial inclusion and life skills of economically inactive and long term unemployed people from the following target groups: Parents with long term work limiting health conditions. People with mental health needs. People from ethnic groups with low labour market participation rates. Women facing barriers to employment. People recovering from drug and/or alcohol addiction or misuse and the Homelessness.</p> <p>This is achieved through the delivery of targeted outreach and activities in the most deprived wards of Barking and Dagenham, Havering, Newham, Redbridge and Waltham Forest. Project activities include, initial diagnostic assessment, induction, action planning, personalised 1-1 information, advice and guidance for 6 hours+ and 12 hours+, access to free exercise classes, cognitive behavioural therapy, healthy eating, clubs (e.g. sewing and books) parenting groups, employability, ESOL, IT, soft, vocational, and functional skills, travel training, work placements or volunteering and/or work trials.</p> <p>Access to job brokerage, self-employment and enterprise support, working with employers to remove potentially discriminatory recruitment and in work practices to progress participants into sustainable, financially viable jobs.</p> <p>Personalised in-work support is offered to participants that enter work and their employers to try and ensure participants remain in work for at least 26 weeks. Participants needing longer term upskilling will receive support to progress into further education or training.</p>	
Delivery partners:	Redbridge CVS – Lead, ATN, DABD, East Thames, Ellingham, Harmony House, Hope 4 Havering & MADAS

Contact Details
<p>Martyne Callender, Employment and Skills Team Manager</p> <p>martyne@redbridgecvvs.net</p> <p>020 3874 4129</p> <p>103 Cranbrook Road, Ilford IG1 4PU</p> <p>https://www.redbridgecvvs.net/</p>

Outcome	Profile April-Sep 2017	Delivered April-Sep 2017
Enrolments	245	78
Participants receiving 6+ hours of support (IAG, job search, mentoring, training)	220	75
Participants receiving 12+ hours of support (Homeless only)	13	0
Participants completing a work or volunteering placement	60	10
Participants in employment within 4 weeks of leaving the project	61	13
Participants in sustained employment for 26 weeks (6M)	22	0
Participants in employment within 4 weeks of leaving the project - Homeless	5	0
Participants in sustained employment for 26 weeks (6M) - Homeless	0	0
Further Education and Training	20	2

Please refer to Section 4.5 of the main report for further information about delivery against targets.

London Councils Standard Outcomes

Priority/Specification	Outcomes
1 Homelessness 1.1	<p>People maintain and sustain suitable accommodation</p> <p>1: Brief support and intervention work</p> <ul style="list-style-type: none"> - Number assisted to obtain crisis or intermediate short term accommodation - Number assisted to gain supporting documentation - Number with recovery of deposit issues resolved <p>2: Intensive long term support and intervention work</p> <ul style="list-style-type: none"> - Number of tenancies brokered - Number moving in to PRS - Number with evictions successfully averted - Number assisted to obtain suitable settled accommodation - % with one/more protected equalities characteristic (Equality Act 2010) - Number assisted into shared accommodation - Number reconnected with stable family/friends accommodation - Number supported to develop a planned safe return home to country of origin, where appropriate - Numbers of reconnection of rough sleepers outside UK - Number of rough sleeper hotspot closures <p>3. Work with landlords, hostels, other accommodation providers</p> <ul style="list-style-type: none"> - Number with resolved landlord/accommodation service issues affecting tenancy stability (particularly in outer London) may include harassment, abandonment and behaviour issues - Numbers with disrepair resolved and able to maintain tenancy - Numbers with adaptations organised and able to maintain tenancy - Number with health and safety issues resolved and able to maintain tenancy <p>4: Tenancy sustainment work including improving financial resilience</p> <ul style="list-style-type: none"> - Number supported to successfully sustain tenancies/accommodation for 6 and 12 months - Number with resolved debt, benefits and financial hardship issues - Number with increased knowledge of housing options - Number with increased budgeting/money management skills

Priority/Specification	Outcomes
	<p data-bbox="488 225 987 252">People gain greater personal resilience</p> <ul data-bbox="488 268 1868 424" style="list-style-type: none"> - Number with improved physical health - Number with improved mental health - Number maintaining substance misuse programme - Number with improved life skills (can include independent living and be measured through distance travelled tool) <p data-bbox="488 448 1151 475">People become employment-ready or are employed*</p> <ul data-bbox="488 491 1742 730" style="list-style-type: none"> - Number successfully obtaining employment for six months - Numbers referred successfully onto a London Councils Priority 3 project or similar employment project. - Number with increased employability skills (Inc. Apprenticeships) - Number successfully obtaining a training opportunity (accredited) - Number successfully obtaining an education opportunity for six months - Number successfully obtaining work placements, volunteering opportunities <p data-bbox="488 746 1077 774">*Intensive support expected e.g. 12 or more hours</p>

Priority/Specification	Outcomes
1 Homelessness 1.2	<p>Young people access, sustain, remain in or return to suitable accommodation</p> <p>1: Brief support and intervention work</p> <ul style="list-style-type: none"> - Number assisted to obtain crisis or intermediate short term accommodation <p>2: Intensive long term support and intervention work</p> <ul style="list-style-type: none"> - Number supported to obtain suitable safe settled accommodation) - Number with one/more of the protected characteristics in the 2010 Equality Act (excluding age) - Number assisted with family mediation/reconnection leading to safe and settled reconciliation (where appropriate) - Number supported to successfully sustain suitable safe accommodation for 6 months and 1 year or more - Number with resolved debt, benefits and financial hardship issues - Number with increased knowledge of housing options - Number with reduced sanctions - Number with resolved landlord/accommodation service issues
	<p>Young people gain greater personal resilience and independence</p> <ul style="list-style-type: none"> - Number with improved physical health - Number with improved mental health - Number completing independent living skills workshops/course (incl. budgeting/money management) - Number with improved interpersonal skills (incl. behaviour, conflict and relationships)
	<p>Young people become employment ready or are employed*</p> <ul style="list-style-type: none"> - Number successfully obtained employment for six months (including apprenticeships) - Number successfully referred onto a London Councils Priority 3 employment projects (or similar specialist employment provision) - Number with increased employability skills - Number successfully obtained a training opportunity (accredited) - Number successfully obtained an education opportunity for six months - Number successfully obtained work placements, volunteering opportunities <p>*Intensive support expected e.g. 12 or more hours</p>

Priority/Specification	Outcomes
1 Homelessness 1.3	<p>Frontline organisations deliver higher quality, specialist housing provision as a result of this service</p> <ul style="list-style-type: none"> - Number with increased awareness of specialist/equalities needs of clients - Number adapting and or introducing services to meet the specialist/equalities needs of clients - Number with increased knowledge of changes in homelessness policy/ legislation/ benefit reforms - Number with improved working relationships with local services - Number with increased knowledge to adapt service delivery as a result of change of need across London/policy and legislative change
	<p>Local authorities, housing professionals, landlords and relevant professionals more aware of VCS homelessness support available and specialist needs of clients</p> <ul style="list-style-type: none"> - Number of VCS able to demonstrate that they have adapted their services and increased their links (to local authorities, providers under Priority 1, 2 and 3, and other agencies) to deliver holistic solutions for service users - Number of VCS aware of changing need in inner and outer London and able to adapt services accordingly. - Number of housing professionals with increased awareness of specialist /equalities needs of clients - Number of landlords with increased awareness of specialist/equalities needs of clients - Number of housing professionals with increased knowledge of changes in homelessness policy/ law/benefit reforms - Number of housing professionals with improved working relationships with funded services - Number of landlords with increased knowledge of changes in homelessness law/benefit reforms - Number of housing professionals who feel better informed of funded services and how they assist local delivery
	<p>Small / medium frontline providers are effective and sustainable organisations</p> <ul style="list-style-type: none"> - Number of organisations with more diverse funding streams - Number with a wider understanding of funding processes and opportunities - Number of organisations with better ICT capacity - Number with improved ability to form partnerships/work collaboratively - Number of organisations supported to work together on more than one occasion - Number with improved ability to demonstrate impact - Number of relationships brokered between VCS and social philanthropy/ investment organisations charitable arms of businesses to increase housing opportunities.

Priority/Specification	Outcomes
2 Sexual and Domestic Violence 2.1	Children and young people view sexual and domestic violence as unacceptable and can identify the warning signs and myths (this includes domestic violence, sexual violence, sexual exploitation, online/smartphone (sexting), gang related abuse, harmful practices, stalking)
	Children and young people can identify what positive respectful relationships are based on equal power and have increased empathy, confidence and empowerment enabling positive choices to be made for themselves and in supporting their peers
	Children and young people can identify where to seek support/ their rights/ the legal framework / how to disclose
	Children and young people's communication with their peers reflects the change in knowledge and attitudes about healthy relationships
	<p>Professionals and parents (teachers, youth workers, borough officers) 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 and undertake further work.</p> <ul style="list-style-type: none"> - Number of professionals reporting increased knowledge and awareness and commitment to ensuring the work is embedded <p>Number of schools with the learning incorporated into policies and procedures</p>
	Children and young people are more aware of sexual and domestic violence in relation to the eight protected characteristics (for specialist support available regarding violence in same sex relationships, harmful practices)

Priority/Specification	Outcomes
2 Sexual and Domestic Violence 2.2	<p>Reduced levels/ repeat victimisation of sexual and domestic violence</p> <ul style="list-style-type: none"> - Reduced fear/ greater feelings of safety <p>Reduced risk, reduced repeat victimisation, prevention of escalation</p>
	<p>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 (using recognised models that track improvements over time such as outcomes star).</p>
	<p>Beneficiaries more able to make safe choices leading to a reduction in occurrence and/or effects of violence, sexual abuse and repeat victimisation.</p> <ul style="list-style-type: none"> - No of service users with continuing support to sustain new lives <p>No of service users with safety plan</p>
	<p>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, immigration status, education, training, housing, children's services)</p> <ul style="list-style-type: none"> - No. of tenancies secured - No. of tenancies sustained tenancies for 6 months - No. of service users entering employment, training, volunteering, education - No. of service users accessing appropriate health services - No. of service users accessing legal advice - No. of service users supported to access other services including children's services.
	<p>People from the protected characteristics have access to advice in a way that meets their needs.</p> <p>Example indicator:</p> <p>LGBT service users increased reporting.</p>
	<p>Local Authorities and local IDVAs are satisfied with the service</p> <ul style="list-style-type: none"> - No. of women successfully referred onto the service from borough officers <p>No of borough officers satisfied with the service</p>

Priority/Specification	Outcomes
	<p>Service providers are better informed of beneficiaries' needs and service users are enabled to communicate their needs and views to service providers/decision makers. Links made to other provision to ensure the best outcome for service users.</p> <p>Example indicators:</p> <ul style="list-style-type: none"> - Links made to ISVAs³, Havens - Links to health services - Links to housing departments, social housing providers, homelessness organisations <p>Housing providers report increased understanding of service users' needs</p>

³ ISVA – independent sexual violence advisor

Priority/Specification	Outcomes
2 Sexual and Domestic Violence 2.3	<p>Access to information, advice and emergency refuge accommodation for people experiencing/ escaping sexual and domestic violence.</p> <ul style="list-style-type: none"> - No. with reduced level of risk - No of referrals to refuge - No of alternatives to refuge referrals to enable victims to exit domestic abuse e.g. reciprocal arrangements for secure tenancies. - No supported to move to a position of safety.
	<p>Improved data collection of service users and service provision resulting in increased information on sexual and domestic violence services in London and beneficiaries needs, and greater coordination of refuge provision in London. Origins of refuge need and refuge places provision across London (demand and supply data)</p> <ul style="list-style-type: none"> - Data on refuge referrals (successful and non-successful) by local authority area, and particular categories including equalities (to be drawn up with local authority officers). - Data on housing status of service users on entry and exit - Evidence of fewer delays, successful referrals, more women in safe places as result of heat map and linking work.
	<p>Survivors of rape and sexual abuse able to access appropriate support.</p> <p>Number/ Percentage of successful referrals</p>
	<p>People with the protected characteristics (2010 Equalities Act) are able to access support that meets their needs.</p>
	<p>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.</p> <p>Boroughs surveyed that find the service satisfactory</p>
	<p>Wider environment/other provider outcome</p> <p>Example indicators:</p> <p>Links made with ISVA services in London</p>

Priority/Specification	Outcomes
2 Sexual and Domestic Violence 2.4	<p>Safety from immediate danger from perpetrators through specialist emergency accommodation and reduced risk of further violence</p> <ul style="list-style-type: none"> - Numbers not returning to a perpetrator (partner, trafficker) - Numbers with increased awareness of safety planning - Decrease in fear/ increase in feeling of safety - Numbers with reduced level of risk
	<p>Engagement with in-house and external specialist support and culturally specific provision (such as drug and alcohol support, support with mental health, support to exit prostitution. harmful practices, immigration and no recourse to public funds).</p>
	<p>Increased confidence, self-esteem, mental health and increased ability to deal with the effects of domestic violence</p>
	<p>Independent lives rebuilt whilst in refuge accommodation, through improved independent living skills, knowledge and access to benefits, entitlements, supported/ permanent housing and stabilised immigration status.</p> <ul style="list-style-type: none"> - No of service users who moved on in a planned way - No of tenancies maintained/ obtained - No of service users with increased living skills (budgeting, etc.) - No with more stabilised immigration status - No of service users progressing to education, training, volunteering or employment opportunities
	<p>No of people prevented (where appropriate) from unnecessary refuge admission through support to alternative housing options that enable them to stay safe. Support provided to service users for whom specific refuge provision does not exist / scarce / do not wish to access(LGBT)</p>
	<p>Removal of barriers in accessing services for people with the protected characteristics of the 2010 Equalities Act</p> <ul style="list-style-type: none"> - No. of people with disabilities accessing the service <p>Example indicator</p> <p>No. with access to appropriate culturally specific provision (including interpretation services).</p>

Priority/Specification	Outcomes
2 Sexual and Domestic Violence 2.5	Frontline providers are effective, efficient and sustainable organisations (financial management, governance, recruitment/ workforce, ICT, premises, fundraising/ tenders/contracts, recruitment or board members).
	Frontline providers are able to develop effective partnerships/consortiums with other VCS and are better able to work in partnership with local authorities, health services, housing providers and homelessness provision (including Priority 1 providers) to ensure joint working to enable the best solutions for survivors of sexual and domestic violence.
	Frontline organisations able to deliver improved services to meet their clients' needs and in line with relevant quality standards (deliver, monitor, evaluate and adapt)
	Frontline organisations better able to gather data, demonstrate impact, ensure they are up to date with policy changes and represent their service users' needs.
	Borough officers, health professionals, social housing landlords, housing officers, homelessness/hostel staff and other key professionals more aware of key issues, services available and referral pathways.
	Frontline organisations better able to achieve the three aims of the 2010 Equality Act.

Priority/Specification	Outcomes
2 Sexual and Domestic Violence 2.6	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
	Local authority officers are able to access support to wrap around existing support or make referrals into the service.
	<p>Wider environment/ other provider outcomes</p> <p>Example indicators:</p> <ul style="list-style-type: none"> - links made with ISVA services in London. (The independent advisor service for sexual abuse). - targeted health sector referrals/ health IDVAs - work with providers in 2.4 to ensure holistic service provision.

Priority/Specification	Outcomes
3 ESF tackling poverty through employment	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